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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF THE COMMISSIONER

Lori A. Weaver
Commissioner

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Morissa Henn
Deputy Commissioner

June 2, 2025

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Office of the Commissioner, to enter into a contract with TRN Digital LLC (VC#280281-B001), Boston, MA, utilizing Statewide contract 8002852 under the Department of Administrative Services Statewide Master Agreements for Microsoft/Office 365/Azure Cloud Solutions in the amount of \$129,250 for the continued services of an enterprise intranet solution using Microsoft SharePoint, effective upon Governor and Council approval through December 10, 2025. 20.55% Federal Funds. 79.45% General Funds.

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

05-95-95-954010-5952 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: COMMISSIONERS OFFICE, OFFICE OF INFORMATION SYSTEMS, OFFICE OF INFORMATION SERVICES

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2025	102-500731	Contracts for Prog Svc	95409901	\$129,250
			Total	\$129,250

EXPLANATION

The purpose of this request is for the Contractor to provide maintenance services to the Departments intranet solution using Microsoft SharePoint. The Department seeks a consistent and supportable intranet to allow for improved collaboration, communication, and streamlined business systems access.

To support the Department's mission and accelerate agency-wide modernization, the Contractor will provide expert maintenance and operations of the existing SharePoint environment, in strict alignment with DoIT SharePoint Governance. The Contractor will also lead the development of new tools and applications that standardize and improve processes across the Department—delivering both stability and innovation.

The Contractor will:

- **Modernize Manual Workflows:** Develop custom SharePoint applications to digitize and automate processes such as Information Services request forms and the publishing and distribution of Policies and Procedures—ensuring faster implementation, fewer errors, and greater transparency.
- **Empower Staff with M365 Enhancements:** Enable and deploy the latest Microsoft 365 features, giving Department staff access to powerful new collaboration, productivity, and communication tools as they become available.
- **Accelerate Digital Transformation:** Build and implement Power Platform applications—such as Ideation and Productivity tools—to increase efficiency, streamline workflows, reduce administrative overhead, and support a culture of innovation.
- **Maintain and Enhance the SharePoint Intranet:** Provide ongoing oversight and maintenance of the SharePoint intranet, including the design and launch of new and customized sites and pages that improve internal communication and knowledge sharing to benefit the people of New Hampshire.
- **Train and Equip End Users:** Deliver clear, accessible training and documentation—via user guides, standard operating procedures (SOPs), live webinars, and instructional videos—so staff can confidently adopt and utilize new tools and processes to improve efficiency.

Progress will be tracked through detailed, Department-approved workplans and the successful completion of contract deliverables. Through this strategic partnership, the Contractor will not only maintain operational continuity while also actively driving meaningful digital transformation that positions the Department for long-term efficiency, agility, and success.

The Department selected the Contractor through a competitive bid process using a Request for Quotations (RFQ) that was posted on the Department's website from April 15, 2025, through April 28, 2025. The Department received two (2) responses that were reviewed and scored by a team of qualified individuals. The Scoring Sheet is attached.

Should the Governor and Council not authorize this request the Department may be unable to complete the implementation of the intranet solution. Additionally, the Department will have minimal support for the current solution resulting in delays in utilizing Microsoft SharePoint as well as potential accessibility issues to Department policies, procedures and other internal processes.

Area served: Statewide.

Source of Funds: Federal Funds 20.55%, and General Funds 79.45%.

Respectfully submitted,



Lori A. Weaver
Commissioner

**New Hampshire Department of Health and Human Services
 Division of Finance and Procurement
 Bureau of Contracts and Procurement
 Attachment A - Project Quote Evaluation Summary**

Project ID # **RFQ-2026-OCOM-01-INTRA**

Project Title **DHHS Intranet**

The State used a scoring scale of 1000 points. Points were distributed as follows:

1. Ability to meet "Mandatory Expertise or Contractor Qualifications" – 200 Points
2. Ability to meet "Key Staff Required with Subject Matter Expertise" – 150 Points
3. Clarity of Work plan and timeline for implementation of the solution – 150 Points
4. Vendor response to Requirements Matrix – 200 Points
5. Total cost – 150 Points

The following formula was used to assign points for Cost: Vendor's Cost Score = (Lowest Proposed Cost / Vendor's Proposed Cost) x Maximum Number of Points for Cost Proposal.

	Maximum Points Available	Peridot	TrnDigital
Technical			
Contractor Qualifications (Q1)-	200	160	155
Subject Matter Expertise (Q2)	150	140	140
Work plan (Q3)	150	145	140
Vendor response (Q4)	200	180	185
Subtotal - Technical	700	625	620
Cost			
Vendor Cost	300	75	300
Subtotal - Cost	300	75	300
TOTAL POINTS	1000	700	920
TOTAL PROPOSED VENDOR COST		\$517,592	\$129,250

	Reviewer Name
1	Ernest Gillan
2	Jennifer Olson
3	Kathy Remillard

	Title
1	Director
2	OCOM IS Lead
3	Deputy Communications Director

New Hampshire

DoIT



**STATE OF NEW HAMPSHIRE
DEPARTMENT OF INFORMATION TECHNOLOGY**

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doit.nh.gov

Denis Goulet, *Commissioner*



June 2, 2025

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

Dear Commissioner Weaver:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a project agreement with TRN Digital LLC, Boston, MA, as described below and referenced as DoIT No. 2025-077.

The purpose of this request is to enter into a project agreement with TRN Digital LLC, utilizing Statewide contract 8002852 under the Department of Administrative Services Statewide Master Agreements for Microsoft/Office 365/Azure Cloud Solutions for continued services of an enterprise intranet solution using Microsoft SharePoint.

The Total Price Limitation is \$129,250 and shall be effective upon Governor and Council approval through December 10, 2025.

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

Sincerely,

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

Denis Goulet

DG/ik
DoIT #2025-077

DHHS Intranet

RFQ-2026-OCOM-01-INTRA-01

Contractor Name: TRN Digital LLC

Statewide Contract: Microsoft/Office 365/Azure Cloud Solutions Professional Services (8002852)

Project Agreement Effective Date: Upon the date of Governor and Council Approval

Project Agreement Completion Date:

The terms and conditions of the Contractor's Master Service Agreement (MSA) shall survive the end date of December 10, 2025.

Project Agreement Price Limitation: \$129,250

Contractor will comply with the following Project Agreement Attachments:

Attachment 1: RFQ Response

Attachment 2: DHHS Standard Exhibit D – Federal Requirements

Attachment 3: DHHS Standard Exhibit E – DHHS Information Security Requirements

Attachment 4: DHHS Standard Exhibit F – Business Associate Agreement

Contractor Initials _____
Date 6/2/2025

DS
SS



The State of New Hampshire (DHHS)

IT Services Project RFQ

DoIT number 2025-77

RFQ Response



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1. Executive Summary

1.1 Overview of Proposal

TrnDigital is pleased to propose a solution to the State of New Hampshire, Department of Health and Human Services (DHHS), to provide professional services for the development, implementation, and enhancement of the enterprise intranet solution—leveraging:

- Microsoft SharePoint
- Power Apps form development
- Power Automate workflows
- System integrations
- Data Migration

We designed and implemented the DHHS SharePoint Intranet, built policies, procedures, and the BIS service catalog using Power Automate, and are deeply familiar with stakeholders, the technical environment, and DOIT’s release process. This positions us to re-engage seamlessly requiring no ramp-up time and bringing immediate value from day one.

To ensure compliance with the evaluation criteria mentioned in the RFQ we have accommodated corresponding sections in this RFQ response document. Please refer to the table below that identifies corresponding sections to the RFQ criteria.

#	RFQ Evaluation Criteria Covered	Section in this document
1.	Ability to Meet Mandatory Vendor Expertise or Contractor Qualifications	Section 4.1
2.	Ability to Meet Vendor Key Staff Required with Subject Matter Expertise	Section 4.2
3.	Workplan and Timeline for Implementation of the Solution	Section 4.3
4.	Vendor Response to Requirements Matrix	Section 4.4
5.	Total Cost	Section 4.5

Our solution **enhances service delivery and operational efficiency** for DHHS by leveraging deep expertise across SharePoint, Power Platform, Migration and Teams. We deliver integrated, user-centric solutions that streamline processes, improve data management, ensure compliance, and scale to support future growth. ☑

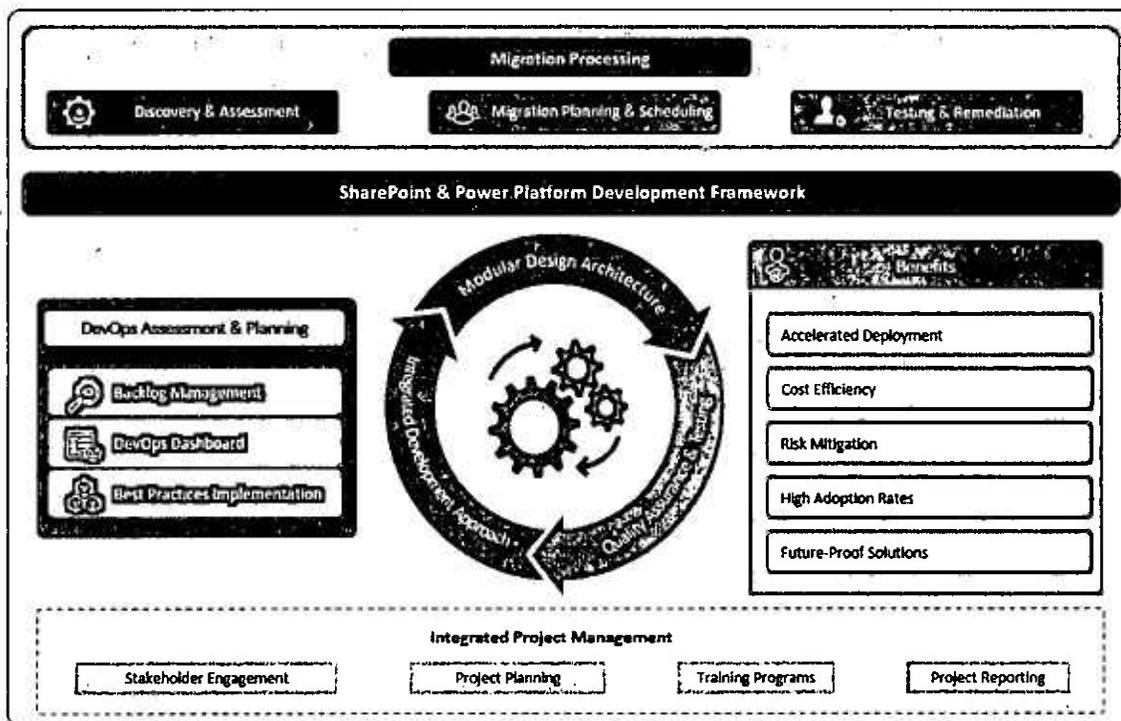


1.2 Key Differentiators

a) **Leveraging Our Experience with Our Earlier DHHS Intranet Engagement:** TrnDigital, a trusted Microsoft 365 and Azure solutions partner for the State of New Hampshire, successfully implemented SharePoint Intranet for DHHS—enhancing collaboration, communication, and access to key business systems. Our engagement included the development and enhancement of SharePoint-based intranet platforms, as well as the design and deployment of Power Apps and Power Automate workflows to streamline business processes and improve operational efficiency. Through close collaboration, we gained a deep understanding of DHHS’s structure, personnel, and service standards, positioning us to continue meeting the evolving needs of DHHS and other state agencies.

b) **Integrated Framework that Focuses on Business Benefits:**

Our integrated framework—spanning migration and development across SharePoint and Power Platform—is built to align technology with business goals. Through strategic planning, scalable architecture, and expert project delivery, we accelerate deployment, reduce costs, and ensure high adoption—driving long-term efficiency, innovation, and impact.



- c) Comprehensive Service Offerings:** TrnDigital provides a one-stop shop set of offerings around the Microsoft 365 Suite as a whole. Our services cover consultancy, solution build, migration, implementation, training maintenance and ongoing support. This comprehensive approach ensures that all aspects of the project are covered, from initial consultation to final implementation and beyond.
- d) Innovation and Continuous Improvement:** TrnDigital is dedicated to ongoing innovation, consistently updating our solutions and staying ahead of the latest advancements in the Microsoft 365 ecosystem to ensure high-performance, cutting-edge results.
- e) Exclusive Microsoft Partnership Advantage:** We are among the select few partners under the Microsoft TAP program and the Microsoft NDA programs where Microsoft shares roadmap insights and future plans under non-disclosure agreements. Clients benefit from our insider access, as we align their strategies with Microsoft's future direction and optimize long-term IT investments.

2. About TrnDigital

We are a leading IT service provider with a strong emphasis on Microsoft technologies. We have been recognized as the Microsoft Partner of the Year 2023, outshining over 4,000 global competitors.

TrnDigital

- Headquartered in Boston
- Awarded Microsoft Partner of the Year 2023, outshining 4,000+ global competitors.
- Outcome Based Delivery
- Team of Full Stack Technical Experts
- Boston Office 365 User Group Founders
- Charter Partner of the Microsoft Content Services Partner Program

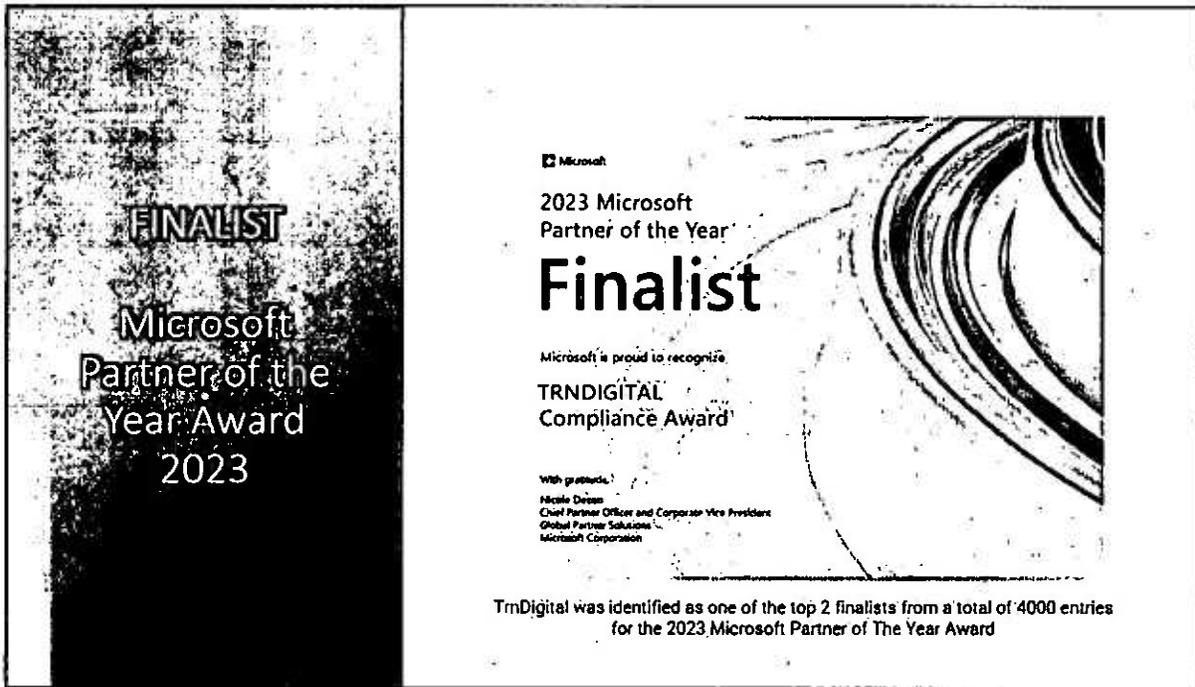
Microsoft Solutions Partner Security

Microsoft Solutions Partner Modern Work

Microsoft Solutions Partner Digital & App Innovation Azure

Microsoft Solutions Partner Data & AI Azure

We possess extensive experience with Microsoft SharePoint & Power Platform, be it implementing simple out of the box solutions or highly customized enterprise class solutions. We provide end-to-end services, from consultancy and training to solution build, legacy migration, and implementation.



TrnDigital is dedicated to delivering high-quality solutions that enhance efficiency, reduce manual effort, and ensure compliance with legal and regulatory standards.

Our close collaboration with Microsoft gives us insider insight, enabling future-ready solutions tailored to your needs.

Microsoft PnP
(Patterns & Practices)

- Microsoft 365 PnP is an open source initiative by Microsoft that defines development best practices and reusable guidance for building on Microsoft 365.
- We contribute to this community, ensuring our clients benefit from modern, standards-aligned solutions with reduced risk and higher quality.

Microsoft TAP
(Technology Adoption Program)

- Microsoft TAP is an invitation-only program that allows select partners to test and provide feedback on Microsoft products before public release.
- Our participation gives clients early access to upcoming features and the ability to influence product evolution to suit real-world needs.

Microsoft NDA Programs
(like Allfit etc.)

- These are confidential partner programs where Microsoft shares roadmap insights and future plans under non-disclosure agreements.
- Clients benefit from our insider access, as we align their strategies with Microsoft's future direction and optimize long-term IT investments.

3. Our understanding of the RFQ

3.1 Understanding of Requirements

DHHS requires the development, maintenance, and oversight of a SharePoint intranet environment consisting of 20 interconnected SharePoint communication sites. This environment needs to be fully accessible, ADA compliant, and integrated with various internal business systems, including Office 365, NH First, Footprints, Salesforce, Golden Record, and Cornerstone LMS. Additionally, DHHS requires professional services for the migration of files, integrations with third-party applications, and the establishment of an employee directory.

We recognize the condensed timeframe and resource allocation challenges outlined in the RFP and propose a solution that accounts for these constraints while ensuring the timely delivery of the solution. Our team will leverage our proven methodology to prioritize tasks, adhere to project milestones, and mitigate any risks associated with project deadlines.

3.2 Alignment with DHHS's Goals and Objectives

We understand DHHS seeks a strategic partner to:

1. Foster Continued Adoption and Use of SharePoint

We will support the expansion of SharePoint as a collaboration and communication tool, implementing automated workflows for document approval and posting using Power Automate, and facilitating seamless sharing of policies, procedures, events, and updates.

2. Streamline User Request Fulfillment

Our solution will include a standardized request management portal leveraging SharePoint lists and PowerApps to create dynamic forms and Power Automate flows to streamline approvals and task assignments.

3. Enable Integrated Workflow Solutions

We will design form-driven, role-based workflows to enable agency users to submit electronic requests to the Help Desk and other departments. This will eliminate the need for PDFs or static Word forms, improving data accuracy and process transparency.

4. Develop a Searchable Central Repository

We will implement a metadata-driven, searchable repository for all policies and procedures. Leveraging SharePoint's managed metadata service, we will ensure documents can be filtered by department, type, status, and keywords.

5. Enhance Global Intranet Search Capabilities

Utilizing Microsoft Search and SharePoint Syntex (if available), we will optimize intranet searchability across all content types, ensuring fast, accurate, and relevant results based on user intent and metadata tagging.

6. Empower Business Areas via Role-Based Permissions

We will define and configure role-based access controls to empower DHHS staff across bureaus to manage their own content within approved governance frameworks, fostering innovation while maintaining enterprise consistency.

7. Support Centralized Single Sign-On (SSO)

We will integrate Microsoft Entra ID (formerly Azure AD) SSO capabilities with trusted internet-based third-party applications, ensuring a secure, seamless authentication experience for agency staff.

4. Response aligned with RFQ Evaluation Criteria

4.1 Ability to Meet Mandatory Vendor Expertise or Contractor Qualifications

TrnDigital is pleased to confirm that we meet and maintain all mandatory expertise and qualifications outlined in this RFP.

We possess expertise in: SharePoint Administration & Support, Power Platform, Project Management, Infrastructure Administration, Azure DevOps, Microsoft Teams, Train-the-Trainer delivery, and Office 365 integration & support. Our team brings a wealth of experience and demonstrated proficiency as elaborated below:

- **SharePoint Administration and Support**
Our SharePoint specialists have extensive experience in Microsoft 365 environments, offering full lifecycle support including architecture design, migration, customization, governance, and day-to-day administration.
- **Power Platform**
We possess deep expertise in Microsoft Power Apps, Power Automate, Power BI, and Power Virtual Agents. Our consultants have implemented numerous low-code/no-code business solutions to automate workflows, build custom applications, and enhance data visualization capabilities.
- **Project Management**
Our Project Management Professionals and Agile practitioners ensure disciplined delivery, risk management, and stakeholder communication. We follow PMI and Agile best practices to manage scope, cost, and timelines effectively.
- **Infrastructure Administration**
Our team includes system and network administrators with hands-on experience managing hybrid IT infrastructures, ensuring high availability, performance, and security across cloud and on-prem environments.
- **Azure DevOps**
We leverage Azure DevOps for CI/CD pipelines, version control, test automation, and project tracking. Our DevOps engineers are skilled in streamlining development workflows and supporting agile development environments.
- **MS Teams**
Our consultants have implemented and supported Microsoft Teams across diverse

organizations, optimizing collaboration, telephony integration, governance, and end-user adoption strategies.

- **Train the Trainer**

We offer tailored "Train the Trainer" programs to empower client staff to deliver end-user training effectively. Our methodology includes curriculum design, training materials, and hands-on practice to ensure knowledge transfer.

- **Office365 Integration and Support**

Our team has a strong track record of deploying, configuring, and supporting Microsoft 365 environments, including Exchange Online, OneDrive, Teams, and other M365 services, with a focus on integration, compliance, and user adoption.

We are committed to maintaining these competencies for the duration of the agreement, ensuring the highest level of service delivery and support.

4.2 Ability to Meet Vendor Key Staff Required with Subject Matter Expertise

Key Staff and Subject Matter Expertise

Our proposed project team comprises seasoned professionals with the necessary certifications, experience, and public-sector expertise to successfully implement and support the SharePoint and Office 365 Intranet solution as described in the RFP. Each team member brings a strong background in content management, DevOps practices, and Microsoft collaboration tools, ensuring successful delivery aligned with project goals.

Role	Role Expectations as per RFQ	TrnDigital's Key Staff Profile Description	Profiles with relevant certifications
Project Manager	<ul style="list-style-type: none"> o At least five (5) years of project management experience with the Public Sector. o At least one (1) project deploying an Intranet. o At least three (3) years of Agile Scrum project management experience. o Must be responsible for deliverables as well as project status updates, staff management, conflict and risk mitigation, and communication with users. 	<ul style="list-style-type: none"> o Over 10 years in IT project management; 6+ years in Public Sector projects. o 10+ Intranet implementations o 5 years of agile project management experience o Adept at standard project management practices. o Certifications: Certified Scrum Master (CSM) 	Reference Project Management profiles that comply with the RFQ role requirements and can meet the project delivery expectations. <u>Project Manager 1</u> <u>Project Manager 2</u>
SharePoint Administrator	<ul style="list-style-type: none"> o Must hold a Microsoft SharePoint Administrator certification. o Must have at least five (5+) years of Office365 and SharePoint Administration experience with the Public Sector or Federal Government. o Experience in direct administration of SharePoint Online. o Responsible for deliverables or techniques to leverage in providing 	<ul style="list-style-type: none"> o 7+ years with SharePoint Online and Office365 in Public Sector settings. o Certified Microsoft Azure Administrator o Extensive experience in SharePoint Administration and Support o Certifications: Microsoft Certified: Azure Administrator (Equivalent to 	Reference profile meeting SharePoint Administrator role requirements <u>SharePoint Administrator and Migration Engineer</u>

	<p>system health and monitoring reports, project status updates, staff management (if applicable) resolving conflict/risk, and communication with clients</p>	<p>Microsoft SharePoint Administrator) Note: The Microsoft SharePoint Administrator Certification has expired and no more offered by Microsoft</p>	
<p>M365 Business Analyst / DevOps Engineer</p>	<ul style="list-style-type: none"> o Must hold a Microsoft DevOps Engineer Expert certification. o At least three (3+) years of experience with the Public Sector or Federal government. o Experience developing user stories, use cases, business IT requirements, process maps, standard operating procedures, and user acceptance testing documents. o Experience with designing and supporting development of M365 solutions within a DevOps environment. 	<ul style="list-style-type: none"> o 20+ years in M365 solution analysis and delivery in government environments. o Managing and implementing simple to highly complex Microsoft 365 assignments o Exceptional project delivery for Microsoft 365 services including SharePoint, Power Platform, Teams and OneDrive o Certifications: Microsoft Certified: DevOps Engineer Expert and PMP Certified Professional 	<p>Reference profiles meeting Business Analyst and DevOps Engineer role requirements <u>Business Analyst 1</u> <u>Business Analyst 2</u> <u>DevOps Engineer</u></p>
<p>Teams Administrator and Senior Power Platform Developer</p>	<ul style="list-style-type: none"> o Microsoft 365 Teams Support Engineer Specialty certification or equivalent. o At least five (5+) years of Office 365 and Teams Administration experience with the Public Sector or Federal government and a proven track record of successfully overseeing the management and administration of Teams in conjunction with SharePoint 	<ul style="list-style-type: none"> o 19+ years managing Teams and O365 environments. o Over 8 years of experience working with Public Sector clients. o Microsoft MVP and possessing certifications on various Microsoft Solution Areas. 	<p>Reference profile meeting Teams Administrator and Power Platform Developer role requirements <u>Teams Administrator and Sr. Power Platform Developer</u></p>

		<ul style="list-style-type: none"> ○ Certifications: Microsoft Certified Teams Support Engineer Specialty 	
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4.3 Workplan and Timeline for Implementation of the Solution

This section outlines a detailed Work Plan and timeline to support the implementation, maintenance, and oversight of the Department’s centralized SharePoint environment. The plan is organized into three major phases—**Discovery, Implementation, and Completion**—each with defined milestones and deliverables to ensure alignment with DHHS objectives.

4.3.1 Summary

PHASE	ESTIMATED DURATION	KEY DELIVERABLES
DISCOVERY	Weeks 1–4	Project Plan, Work Plan, Migration Plan
IMPLEMENTATION	Weeks 5–20	Environment Setup, Design, Development, Migration, Enhancements, All the Integrations, Training
COMPLETION	Weeks 21–24	Documentation, Release Management Plan, Knowledge Transfer, Final Costing

4.3.2 Phase 1: Discovery (Weeks 1–4)

Objective: Confirm scope, identify resources, and finalize detailed project planning.

Key Activities:

- Develop and submit a comprehensive Project Plan for governance, operations, and maintenance.
- Finalize a detailed Work Plan outlining timelines, business requirements, and resource assignments.
- Conduct a current state analysis and define the Data Migration Plan for transitioning DHHS file servers to SharePoint.

Deliverables:

- Approved Project Plan
- Work Plan with schedule and resource matrix
- Data Migration Strategy and Timeline

4.3.3 Phase 2: Implementation (Weeks 5–24)

Objective: Design, develop, and deploy solution components while ensuring accessibility, integration, and user enablement.

Key Workstreams and Deliverables:

A. Environment Setup (Weeks 5–10)

- Configure centralized SharePoint architecture
- Establish permissions model and governance
- Enable scalability and future enhancement capabilities

B. Solution Development (Weeks 11–20)

- Develop and document templates and processes
- Ensure full ADA/Section 508/WCAG 2.1 Level AA compliance
- Enhance user-centric search functionality

C. System Integration (Weeks 13–20)

Integration Area	Integration Plan	Work Effort
<ul style="list-style-type: none"> • Office 365 	<ul style="list-style-type: none"> • Integrate intranet with Office 365 suite (SharePoint Online, Outlook, Teams, OneDrive). • Enable single sign-on (SSO) and access control via Azure AD.- Display O365 calendar, email notifications, and Teams presence status on Intranet dashboard. 	<ul style="list-style-type: none"> • Office 365 API configuration. • Custom web parts development. • UI integration and testing.

<ul style="list-style-type: none"> • NH First 	<ul style="list-style-type: none"> • Build secure API connections to pull job postings, time tracking, and paycheck data. • Display relevant user-specific data on intranet dashboard. • Enable job posting workflow and submission portal. 	<ul style="list-style-type: none"> • API documentation review. Backend service development. • Role-based access setup. • UI integration and testing.
<ul style="list-style-type: none"> • Footprints 	<ul style="list-style-type: none"> • Integrate Footprints ticket system for helpdesk interaction. • Surface ticket status and submission forms in the intranet. • Implement SSO if supported. 	<ul style="list-style-type: none"> • Evaluate Footprints API/web service. • Build integration components. • Ticket creation UI. Workflow mapping.
<ul style="list-style-type: none"> • Salesforce 	<ul style="list-style-type: none"> • Pull and display incident ticket summaries. • Allow status updates and link-outs to full tickets in Salesforce. • Integrate using Salesforce REST APIs and OAuth. 	<ul style="list-style-type: none"> • API integration and token handling. • Incident data sync. • UI component development.
<ul style="list-style-type: none"> • Golden Record (Oracle DB) 	<ul style="list-style-type: none"> • Develop a secure connector to Oracle DB. • Retrieve and display real-time employee directory and org chart. • Sync periodically for performance. • Enable search and filter capabilities. 	<ul style="list-style-type: none"> • Oracle DB schema analysis. • Backend service and API gateway. • Frontend directory and org chart UI. • Data caching and refresh setup.

- Deploy Single Sign-On (SSO) for third-party business applications

D. Content Migration (Weeks 12–20)

- Migrate 100 documents including 25 forms and workflows.
- Configure metadata tagging and workflow rules.
- Migrate Up to 32 TB of Data from File Share to SharePoint Online.
- Prepare a detailed analysis report of the source environment.
- Discovery and analysis of files and folders, file share permissions.
- Stale content analysis report to identify the file aging.
- Migration roadblock analysis (large item paths, large file sizes, unsupported file types)
- Prepare information architecture depending on the analysis master sheet. Personal drives will be migrated to OneDrive and Shared/Teams drives will be migrated to the SharePoint including permissions and Version Histories.
- Determine the migration strategy.
- Prepare the detailed Smartsheet project plan with milestones.
- Get the user mapping and group mapping list finalized with the customer.
- Migration lab setup
- SharePoint Site Creation on Target
- Initiate the pilot migration and estimate the throughput.
- Migration batch planning.
- Initial full data migration as per the finalized information architecture.
- Migration validation and fixes of any errors.
- Issue tracking and resolutions during the UAT.
- Plan the final cutover migration.
- Initiate the cutover migration.
- Final validation and item count compared after cutover migration
- Permissions verification
- Smoke testing of migrated resources after cutover migration.
- Put the source environment to read only.

- Post migration warranty support of 1 week.
- Issue tracking and resolutions during the warranty support.

E. Employee Directory (Weeks 16–18)

- Implement employee directory with integration to Microsoft Office Suite and Golden Record

F. Training & Enablement (Weeks 18–20)

- Deliver Train-the-Trainer programs
- Create training assets (videos, wiki-style documentation)
- Integrate training materials with Cornerstone LMS

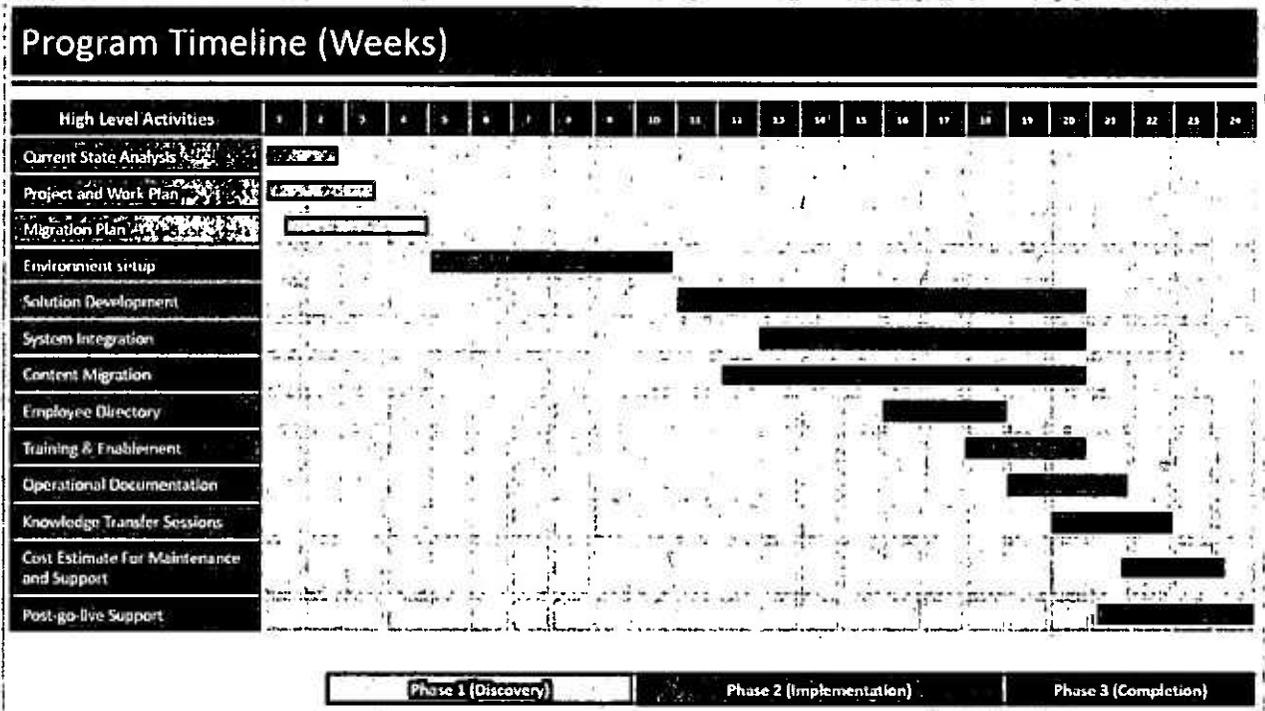
4.3.4 Phase 3: Completion (Weeks 21–24)

Objective: Transition to DHHS operations team and finalize documentation.

Key Activities:

- Prepare and deliver Operational Documentation, including a release management plan
- Conduct Knowledge Transfer sessions for DHHS technical and support staff
- Submit detailed costing for long-term operations and support

4.3.5 Timeline



4.4 Vendor Response to Requirements Matrix

Requirement	Mandatory/Optional (M/O)	Vendor Response (Y/N)	Vendor Comment
Supports multiple sites for Intranet Architecture to include Communication Sites, Team Sites and Project Sites	M	Y	Our solution fully supports multi-site intranet architecture, including Communication Sites, Team Sites, and Project Sites using modern SharePoint best practices.
Utilizes responsive design to support multiple devices (phones, tablets, laptops) – state devices	M	Y	Our proposed solution is designed using responsive design principles via the modern SharePoint framework to ensure seamless functionality across phones, tablets, and laptops.
All site controls and features will be fully Section 508 and WCAG 2.1 Level AA compliant or provide access to alternate fully 508 compliant versions of the content displayed	M	Y	Our solution is fully compliant with Section 508 and WCAG 2.1 Level AA standards, ensuring accessibility for all users.
Supports the following initial hierarchical design: Department followed by Division, followed by bureau, and ending with program.	M	Y	Our proposed solution structure allows for configurable hierarchical architecture to mirror the required Department → Division → Bureau → Program model.
Maintain, configure and support audit logging to maintain an audit trail showing when content was	M	Y	Our solution leverages SharePoint's built-in audit log and version history features provide full support for content

Attachment 1: RFQ Response

created, edited, deleted and by user (revision tracking)			tracking and user-level audit trails.
Intranet allows for content to be published and shared at the department, division, bureau and program levels	M	Y	Our proposed solution enables granular publishing at all required organizational levels, empowering distributed content ownership and control.
Intranet configuration will have the ability to restrict access to publish, edit, or view data based on permissions	M	Y	Our solution leverages SharePoint's role-based access control using security groups ensures precise permission management at every content level.
The Intranet solution needs to support data feeds, any technology or configuration should be included in the proposal	M	Y	Our proposed solution supports integration of data feeds via Power Automate, custom APIs, and connectors, ensuring seamless data exchange.
Ability to track page hits for usage metrics with SharePoint Analytics	M	Y	Our solution enables SharePoint usage analytics and reporting tools for real-time tracking of page views and user engagement.
Design, develop and implement Metadata solution to track Metadata for the documents and content shared	M	Y	Our proposed solution will use SharePoint content types and libraries will be leveraged to design and implement a comprehensive metadata management solution.
Maintain and support metadata solution to track metadata for the documents and content shared	M	Y	Ongoing metadata governance, enhancements, and support are included as part of our solution to ensure consistent tagging and searchability.



<p>Creation and implementation of templates for Division, Bureau, Program, Project and individual user site</p>	<p>M</p>	<p>Y</p>	<p>As a part of our solution custom SharePoint site templates will be developed and deployed to reflect departmental and individual site requirements.</p>
<p>Support for embedded website data e.g., YouTube, Google calendar</p>	<p>M</p>	<p>Y</p>	<p>Our solution uses modern SharePoint web parts that allow seamless embedding of external content such as YouTube videos and Google Calendars.</p>
<p>Content can be delivered to social media sites: YouTube, Instagram, Facebook, Twitter and LinkedIn</p>	<p>M</p>	<p>Y</p>	<p>Integration with social media platforms is supported using third-party tools and APIs for content publishing and sharing.</p>
<p>Integration with key agency business systems:</p> <ul style="list-style-type: none"> • Office 365 • NH First • Footprints • Salesforce • Golden Record database • Cornerstone LMS 	<p>M</p>	<p>Y</p>	<p>Our solution includes integration with all listed systems</p> <ul style="list-style-type: none"> • Office 365 • NH First • Footprints • Salesforce • Golden Record database <p>Cornerstone LMS via Microsoft connectors, APIs, or custom-developed interfaces as needed.</p>
<p>Ability to enable and configure SharePoint Single Sign-On/user authentication functionality to trusted agency third party applications.</p>	<p>M</p>	<p>Y</p>	<p>With our solution Single Sign-On is enabled through Microsoft Entra ID and federation services, ensuring secure and unified access across systems.</p>

<p>Create and implement as well as design governance and training for the creation and implementation of:</p> <ul style="list-style-type: none"> • Fillable forms with or without workflows • Message boards • Workflows • Content management workflow • MS Form based workflow • Alerts for subscriptions • Document management (versioning and retention) • Training guides/manuals • Policies and Procedures • Surveys • Wikis • Employee directory (searchable) • Organization Chart (interactive) • Sitemap • Global site search (allowing for results restricted to the global sites) • Sub-site Search (allowing for results restricted to the sub-site) 	M	Y	<p>We will provide end-to-end design, implementation, governance framework, and user training covering all listed features and functionalities:</p> <ul style="list-style-type: none"> • Fillable forms with or without workflows • Message boards • Workflows • Content management workflow • MS Form based workflow • Alerts for subscriptions • Document management (versioning and retention) • Training guides/manuals • Policies and Procedures • Surveys • Wikis • Employee directory (searchable) • Organization Chart (interactive) • Sitemap • Global site search (allowing for results restricted to the global sites) • Sub-site Search (allowing for results restricted to the sub-site)
<p>Supports the following messages/announcements</p> <ul style="list-style-type: none"> • Push messages and communication 	M	Y	<p>Our solution proposes Robust communication features including push notifications,</p>

<ul style="list-style-type: none"> • Organization wide announcements • Targets announcements to specific groups or times • Email alerts to subscribers 			organization wide announcements, targeted messages to specific groups, and subscription alerts are included and fully configurable.
Maintain, support, and enhance the department wide searchable FAQ page	M	Y	A searchable, structured FAQ solution will be deployed and maintained as part of our ongoing support model.
<p>Intranet Content Functions:</p> <ul style="list-style-type: none"> • Announcements • Events Calendar • Internal Policies and Procedures • Internal Contact information via employee searchable directory • Internal FAQs • DHHS acronyms • Holiday Schedule • Paydays • Training Materials • Link to internal data portal 	M	Y	<p>All listed content types are supported in our solution through configurable SharePoint lists, libraries, and web parts tailored to the agency's needs for</p> <ul style="list-style-type: none"> • Announcements • Events Calendar • Internal Policies and Procedures • Internal Contact information via employee searchable directory • Internal FAQs • DHHS acronyms • Holiday Schedule • Paydays • Training Materials • Link to internal data portal
Ability to upload digital content (photos and videos)	M	Y	Media libraries and drag-and-drop upload functionality will be enabled in our solution to support digital content including photos and videos.
Develop a keyword library for Content Managers	O	Y	Our solution proposes A keyword taxonomy and

			content indexing using SharePoint's Managed Metadata Services.
Integration of existing DHHS SharePoint content	O	Y	Our proposal includes migration, transformation, and integration of existing SharePoint content using Microsoft best practices and tools.

4.5 Total Cost

The project will operate on a **Time and Material** basis, according to the specified **roles, hours, and rates.**

Role	Location	Estimated Hours	Rate/Hour in USD	Estimated Cost
Project Manager	US Based	120	\$150	\$18,000
SharePoint Architect	US Based	90	\$175	\$15,750
Sr. SharePoint / Teams Administrator	US Based	240	\$120	\$28,800
Lead SharePoint / Power Platform Developer	US Based	250	\$150	\$37,500
M365 Business Analyst	US Based	80	\$140	\$11,200
Sr. Migration Engineer (SharePoint Administrator)	US Based	150	\$120	\$18,000
Total Cost				\$129,250

Invoices will be issued monthly based on actuals.

5. Assumptions

- The customer will create accounts and provide admin access to all the support team members for the required areas.
- Migration Account with SharePoint Admin access is required to perform any migrations.
- If the DHHS team prefers not to use Microsoft's free migration tool, a licensed tool such as ShareGate will be required and is expected to be provided by DHHS.
- Client will provide administrative rights to the SharePoint Online environment to perform development and deployments.
- Migration team user Accounts will be created on source and target with respective service admin roles and appropriate licenses.
- Any issues related to the migration tool will be resolved working with the support team of the tool.
- UAT will be performed on each of the migrated services and timely sign off will be provided.
- Any external dependencies and integrations will be taken care of by the customer, or a separate assessment would be required
- The client is responsible for validating and signing off on the source content mapping document required for migration
- Any end user /desktop related issues will be handled by client IT support.
- Migration will follow Full Copy + UAT + Incremental method for this project.
- All issues related to migration should be reported within the warranty period, any issues reported after the warranty period ends will not be covered in the scope of this SOW.
- Migration VMs with Windows server operating system will be provided by customers to perform migration related activities.
- The 100 pages to be migrated are assumed to be content pages without custom development.
- A single point of contact from Customer team will be required for the ongoing work.
- The customer agrees to review the weekly hours and associated deliverables on a weekly basis throughout the project and to provide timely feedback. It is understood that in absence of any review or feedback on a weekly basis the hours submitted will be deemed accepted.
- Support or Services that are beyond the mentioned scope can be availed as a separate project or as an add-on to existing plan.
- Any custom solution not listed in the scope section is considered out of the scope of this project.
- The Government E3 license covers the primary license requirements.

6. Project Team

6.1 Team Structure

The following outlines the team structure and reporting relationships for our SharePoint team.

#	Proposed Roles	Proposed Resource Hours
1.	Project Manager	120
2.	Business Analyst / DevOps Engineer	80
3.	Teams Admin & Infrastructure Admin	240
4.	SharePoint Architect / Trainer	90
5.	Sr. Power Platform Developer	250
6.	Sr. Migration Engineer & SharePoint Admin	150

6.2 Proposed License

Software License Name	Description of how the software will be used in the solution	The Software License Stock-Keeping Unit (SKU)	Estimated Number of Licenses
M365 F3	Email and Teams Access for Project Team	M365_F1_GOV	6
Power Apps & Power Automate	Create Power Apps and Power Automate Flows	Power Apps: DYN365_CDS_O365_F1_GCC Power Automate: Power Automate for Office 365 for GCC	3
ShareGate	Perform File Server migration	N/A	5 VM

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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;

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

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

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

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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/ocr/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.

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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>.

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

PRIMARY COVERED TRANSACTIONS

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

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SECTION D: CERTIFICATION OF COMPLIANCE WITH FEDERAL REQUIREMENTS

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

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

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

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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.

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SECTION E: CERTIFICATION REGARDING ENVIRONMENTAL TOBACCO SMOKE

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

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

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

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

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

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

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

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

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

New Hampshire Department of Health and Human Services Exhibit 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.

- The UEI (SAM.gov) number for your entity is: WMA2Z7823677
- In your business or organization's preceding completed fiscal year, did your business or organization receive (1) 80 percent or more of your annual gross revenue in U.S. federal contracts, subcontracts, loans, grants, sub-grants, and/or cooperative agreements; and (2) \$25,000,000 or more in annual gross revenues from U.S. federal contracts, subcontracts, loans, grants, subgrants, and/or cooperative agreements?

NO YES

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

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

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

NO YES

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

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

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

Name: _____ Amount: _____

Contractor Name: TRN DIGITAL LLC

6/2/2025
Date: _____

DocuSigned by:
SHALLENDR SINGH
7ECDF9DEC68448D...
Name: SHALLENDR SINGH
Title: Partner

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

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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.

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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.

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

III. RETENTION AND DISPOSITION OF IDENTIFIABLE RECORDS

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

A. Retention

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

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

B. Disposition

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

IV. PROCEDURES FOR SECURITY

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

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

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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/doiit/vendor/index.htm> for the Department of Information Technology policies, guidelines, standards, and procurement information relating to vendors.
14. Contractor agrees to maintain a documented breach notification and incident response process. The Contractor will notify the State's Privacy Officer and the State's Security Officer of any security breach immediately, at the email addresses provided in Section VI. This includes a confidential information breach, computer security incident, or suspected breach which affects or includes any State of New Hampshire systems that connect to the State of New Hampshire network.
15. Contractor must restrict access to the Confidential Data obtained under this Contract to only those authorized End Users who need such DHHS Data to perform their official duties in connection with purposes identified in this Contract.
16. The Contractor must ensure that all End Users:
 - a. comply with such safeguards as referenced in Section IV A. above, implemented to protect Confidential Information that is furnished by DHHS under this Contract from loss, theft or inadvertent disclosure.
 - b. safeguard this information at all times.
 - c. ensure that laptops and other electronic devices/media containing PHI, PI, or PFI are encrypted and password-protected.

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

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

V. LOSS REPORTING

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

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

1. Identify Incidents;
2. Determine if personally identifiable information is involved in Incidents;
3. Report suspected or confirmed Incidents as required in this Exhibit or P-37;

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4. Identify and convene a core response group to determine the risk level of Incidents and determine risk-based responses to Incidents; and
5. Determine whether Breach notification is required, and, if so, identify appropriate Breach notification methods, timing, source, and contents from among different options, and bear costs associated with the Breach notice as well as any mitigation measures.

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

VI. PERSONS TO CONTACT

A. DHHS Privacy Officer:

DHHSPrivacyOfficer@dhhs.nh.gov B.

DHHS Security Officer:

DHHSInformationSecurityOffice@dhhs.nh.gov



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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 bi

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

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

(3) Obligations and Activities of Business Associate

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

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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

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accordance with 45 CFR Section 164.528.

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

(4) Obligations of Covered Entity

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

(5) Termination of Agreement for Cause

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

(6) Miscellaneous

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

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

- b. **Change in law** - Covered Entity and Business Associate agree to take such action as is necessary from time to time for the Covered Entity and/or Business Associate to comply with the changes in the requirements of HIPAA, 42 CFR Part 2 other applicable federal and state law.
- c. **Data Ownership** - The Business Associate acknowledges that it has no ownership rights with respect to the PHI provided by or created on behalf of Covered Entity.
- d. **Interpretation** - The parties agree that any ambiguity in the BAA and the Agreement shall be resolved to permit Covered Entity and the Business Associate to comply with HIPAA and 42 CFR Part 2.
- e. **Segregation** - If any term or condition of this BAA or the application thereof to any person(s) or circumstance is held invalid, such invalidity shall not affect other terms or conditions which can be given effect without the invalid term or condition; to this end the terms and conditions of this BAA are declared severable.
- f. **Survival** - Provisions in this BAA regarding the use and disclosure of PHI, return or destruction of PHI, extensions of the protections of the BAA in section (3) g. and (3) n.l., and the defense and indemnification provisions of the General Provisions (P-37) of the Agreement, shall survive the termination of the BAA.

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

Department of Health and Human Services

TRN DIGITAL LLC

The State

Name of the Contractor

Signed by:

Morrissa Henn

3A2BFCDD520432...

Signature of Authorized Representative

DocuSigned by:

SHAILENDRA SINGH

7ECDF9DEC68448D...

Signature of Authorized Representative

Morrissa Henn

SHAILENDRA SINGH

Name of Authorized Representative

Name of Authorized Representative

Morrissa Henn, Deputy Commissioner

Partner

Title of Authorized Representative

Title of Authorized Representative

6/3/2025

6/2/2025

Date

Date

Exhibit F

Contractor Initials

DS
SS

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 TRN DIGITAL LLC is a New Jersey Limited Liability Company registered to transact business in New Hampshire on July 10, 2017. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 774342

Certificate Number: 0007181164



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 14th day of May A.D. 2025.

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

David M. Scanlan
Secretary of State

**CORPORATE RESOLUTION
OF
TRN DIGITAL LLC**

We, the undersigned, being all the Directors of TRN DIGITAL LLC, organized and existing under the laws of New Jersey and having its principal place of business at 200 Portland Street, Floor 5, Boston, MA 02114 (the "Corporation"), hereby certify that the following is a true and correct copy of a resolution duly adopted at a meeting of the Directors of the Corporation duly held and convened on June 2, 2025, at which a quorum of the Board of Directors was present and voting throughout, and that such resolution has not been modified, rescinded or revoked, and is at present in full force and effect:

Therefore, it is resolved:

The Board of Directors of said Corporation does hereby appoint Shailendra Singh to engage in any and all business with the State of New Hampshire on behalf of said Corporation. This appointment will be for five years or until a change by a vote of the board of directors.

CERTIFICATE OF SECRETARY

The Secretary of the Corporation hereby certifies the he/she is the duly elected and qualified Secretary of TRN DIGITAL LLC and certifies that the above is a true and correct record of the resolution that was duly adopted by the of the Corporation on June 2, 2025.

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

Dimitri Ayrapetov

Dimitri Ayrapetov
Secretary





CERTIFICATE OF LIABILITY INSURANCE

Acc#: 3105934

DATE (MM/DD/YYYY)
02/04/2025

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

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must 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 LOCKTON COMPANIES, LLC 3657 Briarpark Dr., Suite 700 Houston, TX 77042	CONTACT NAME: PHONE (A/C No, Ext): 888-828-8365 FAX (A/C, No): E-MAIL ADDRESS: insperitycerts@locktonaffinity.com																					
INSURED TRN DIGITAL LLC 200 PORTLAND ST FL 5 BOSTON, MA 02114-1722	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: center;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: center;">NAIC #</th> </tr> <tr> <td style="width: 80%;">INSURER A : ACE Fire Underwriters</td> <td colspan="2" style="text-align: center;">20702</td> </tr> <tr> <td>INSURER B :</td> <td colspan="2"></td> </tr> <tr> <td>INSURER C :</td> <td colspan="2"></td> </tr> <tr> <td>INSURER D :</td> <td colspan="2"></td> </tr> <tr> <td>INSURER E :</td> <td colspan="2"></td> </tr> <tr> <td>INSURER F :</td> <td colspan="2"></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A : ACE Fire Underwriters	20702		INSURER B :			INSURER C :			INSURER D :			INSURER E :			INSURER F :		
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INSURER D :																						
INSURER E :																						
INSURER F :																						

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD	WYD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS																
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea. occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMPOP AGG \$ \$																
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$																
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$																
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/>	N/A	C72513174	01/02/2025	10/01/2025	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 5%; text-align: center;">X</td> <td style="width: 15%;">PER STATUTE</td> <td style="width: 10%;">OTH-ER</td> <td style="width: 70%;"></td> </tr> <tr> <td></td> <td>E.L. EACH ACCIDENT</td> <td></td> <td style="text-align: right;">\$ 1,000,000</td> </tr> <tr> <td></td> <td>E.L. DISEASE - EA EMPLOYEE</td> <td></td> <td style="text-align: right;">\$ 1,000,000</td> </tr> <tr> <td></td> <td>E.L. DISEASE - POLICY LIMIT</td> <td></td> <td style="text-align: right;">\$ 1,000,000</td> </tr> </table>	X	PER STATUTE	OTH-ER			E.L. EACH ACCIDENT		\$ 1,000,000		E.L. DISEASE - EA EMPLOYEE		\$ 1,000,000		E.L. DISEASE - POLICY LIMIT		\$ 1,000,000
X	PER STATUTE	OTH-ER																					
	E.L. EACH ACCIDENT		\$ 1,000,000																				
	E.L. DISEASE - EA EMPLOYEE		\$ 1,000,000																				
	E.L. DISEASE - POLICY LIMIT		\$ 1,000,000																				

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

All States Except ND OH WA WY

CERTIFICATE HOLDER State of NH Department of Health and Human Services 129 PLEASANT ST CONCORD NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
--	--



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

25 Capitol Street

Concord, New Hampshire 03301

(603) 271-3201 Office@das.nh.gov

164

mac

Charles M. Arlinghaus
Commissioner

Catherine A. Keane
Deputy Commissioner

Sheri L. Rockburn
Assistant Commissioner

December 18, 2024

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

REQUESTED ACTION

Authorize the Department of Administrative Services to amend an existing contract (Contract #8002852) with TRN Digital LLC d/b/a TRNDigital (VC#280281), Boston, MA for Microsoft/Office 365/Azure cloud solutions professional services, by extending the completion date from December 31, 2024 to December 31, 2025 with no change to the price limitation of \$10,000,000, effective upon Governor and Executive Council approval. The original contract was approved by Governor and Executive Council on March 31, 2021, item #78 and amended December 20, 2023, item #005X.

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

EXPLANATION

As previously stated, the original contract (Contract #8002852) was approved by the Governor and Executive Council on March 23, 2021, item #78 and amended December 20, 2023, item #005X. The Department of Administrative Services (DAS), through the Bureau of Purchase and Property (BoPP), and in collaboration with the Department of Information Technology (DoIT), issued a request for proposal (RFP) #2312-21 on April 24, 2020, with responses due on June 11, 2020. This RFP reached 929 vendors through the NIGP electronic sourcing platform with an additional 17 directly sourced. 10 compliant responses were received, with the 7 highest scoring vendors subsequently entering into contracts through approval by the Governor and Executive Council on March 23, 2021, items #78-84; 4 of these contracts were extended one year with no change to pricing structure or price limitation on December 20, 2023, items #005U-005X.

This current contract (Contract #8002852) requires vendors to respond to a Request for Quote (RFQ) and Statement of Work (SOW). The DAS, on behalf of a requesting State agency, issues the RFQ/SOW to all contractors. Each SOW details various requirements related to the services, planning and implementation of new projects. The project engagement will be based upon the lowest cost qualified quote. Project engagements under the agreements with a dollar

His Excellency, Governor Christopher T. Sununu
 and the Honorable Council
 Page 2 of 2

value exceeding \$10,000 shall be brought before the Governor and Executive Council for approval prior to proceeding with the engagements. The DoIT has requested that the BoPP exercise the second one-year option to extend of two allowable extensions as permitted by contract terms stated in Exhibit B. Scope of Services, based on continued and anticipated increased statewide agency need for Microsoft/Office 365/Azure cloud solutions professional services. The purpose of this request is to provide statewide services to agencies requiring assistance with ongoing and future projects, including automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT Environment.

This extension will provide coverage for existing projects currently engaged, while the RFP for new contracts is being finalized, posted, and awarded. The BoPP, in collaboration with the DoIT, issued a request for information (RFI) 2024-373. This RFI reached 361 vendors through the NIGP electronic sourcing platform with an additional 18 directly sourced. 16 informational responses were received. Upon review of the submissions, it was determined that while the services would remain at the same qualification level, the price of services would result in an average of \$1,687 per hour, an increase of \$86 per hour over the current average hourly rate of pricing at \$1,601. These RFI results support the justification to extend the current contracts in place with no change to current terms or pricing as hourly rates for cloud service professionals have increased since the original contract approval.

The current, and 3 pending contract amendment extensions being requested are for:

1. Peridot Solutions, LLC of McLean, VA (Contract #8002854)
2. Spruce Technology, Inc. of Clifton, NJ (Contract #8002856)
3. Presidio Networked Solutions LLC of Woburn, MA (Contract #8002858)
4. TRN Digital LLC d/b/a TRNDigital of Boston, MA (Contract #8002852)

Contract financials	
Average hourly rate from current contract terms	\$1,601
Average hourly rate from RFI respondents	\$1,687
Average hourly cost savings achieved with extension of current contract	\$86

Based on the foregoing, I am respectfully recommending approval of the amendment to the contract with TRN Digital LLC d/b/a TRNDigital.

Respectfully submitted,



Charles M. Arlinghaus
 Commissioner



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

Denis Goulet
Commissioner

October 29, 2024

Charles M. Arlinghaus, Commissioner
Department of Administrative Services
State of New Hampshire
25 Capitol Street – Room 100
Concord, NH 03301

Dear Commissioner Arlinghaus:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with TRN Digital LLC dba TrnDigital, Peridot Solutions LLC, Spruce Technology Inc, and Presidio Networked Solutions LLC, as described below and referenced as DoIT No. 2021-041B

The purpose of this request is to extend the established contracts for Microsoft/Office 365/Azure Cloud Solutions Professional Services.

The Total Price Limitation shall not change and remains \$10,000,000, effective upon Governor and Executive Council approval through December 31, 2025.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Denis Goulet".

Denis Goulet

DG/jd
DoIT #2021-041B

cc: Cindy Dotlich, IT Manager



SECOND AMENDMENT TO THE CONTRACT BETWEEN
TRN DIGITAL LLC DBA TRNDIGITAL
AND
THE STATE OF NEW HAMPSHIRE,
DEPARTMENT OF ADMINISTRATIVE SERVICES,
FOR MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES
CONTRACT # 8002852

This Second Amendment (hereinafter referred to as the "Amendment"), dated this 8th day of October 2024, is by and between the State of New Hampshire, Department of Administrative Services (hereinafter referred to as "the State") and TRN DIGITAL LLC DBA TRNDIGITAL (hereinafter referred to as "the Contractor") for Microsoft/Office 365/Azure Cloud Solutions professional services.

WHEREAS, pursuant to an agreement effective April 7, 2021, amended by the First Amendment on December 20, 2023, and set to expire December 31, 2024, (hereinafter referred to as "the Agreement"), the Contractor agreed to perform certain Microsoft/Office 365/Azure Cloud Solutions professional services for the State in consideration of payment by the State of certain sums as specified therein; and

WHEREAS, pursuant to Section 17 of the Agreement, the Agreement may be amended by an instrument in writing executed by both parties;

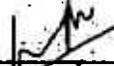
NOW, THEREFORE, for and in consideration of the mutual promises set forth in this Amendment and the underlying Agreement, the parties do mutually agree as follows:

1. Delete in its entirety Form Number P-37, item 1.7 Completion Date and substitute the following:
1.7 December 31, 2025
2. All other provisions of the Agreement, approved by the Governor and Executive Council on March 23, 2021, item #78, amended on December 20, 2023, item #5(X) shall remain in full force and effect.

Contractor Initials: TRN

Date: 10/8/2024

TRN DIGITAL LLC DBA TRNDIGITAL

By: 

Shailendra Singh
(Print Name)

Title: Partner

Date: 10/8/2024

STATE OF NEW HAMPSHIRE

By: 

Charles M. Arlinghaus
(Print Name)

Title: Commissioner
Department of Administrative Services

Date: 12-6-24

OFFICE OF THE ATTORNEY GENERAL

By: 

Duncan A. Edgar
(Print Name)

Title: Assistant Attorney General

Date: 12/6/24

The foregoing contract was approved by the Governor and Council of New Hampshire on

DEC. 18 2024

Signed: 

(Print Name)

SECRETARY OF STATE



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

25 Capitol Street - Room 100
Concord, New Hampshire 03301
(603) 271-3201 Office@das.nh.gov

5X

mac

Charles M. Arlinghaus
Commissioner

Catherine A. Keane
Deputy Commissioner

Sheri L. Rockburn
Assistant Commissioner

December 20, 2023

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

REQUESTED ACTION

Authorize the Department of Administrative Services to exercise a contract renewal option (Contract #8002852) with TRN Digital LLC d/b/a TRNDigital (VC#280281), Boston, MA for Microsoft/Office 365/Azure cloud solutions professional services, by extending the completion date from December 31, 2023 to December 31, 2024 with no increase to contract price limitation of up to and not to exceed \$10,000,000 with one available one-year renewal option effective upon Governor and Executive Council approval. The original contract (Contract #8002852) was approved by Governor and Executive Council on March 23, 2021, item #78.

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

EXPLANATION

As previously stated, the original contract (Contract #8002852) was approved by the Governor and Executive Council on March 23, 2021, item #78.

This current contract (Contract #8002852) requires vendors to respond to a Request for Quote (RFQ) and Statement of Work (SOW). The DAS, on behalf of a requesting State agency, issues the RFQ/SOW to all contractors. Each SOW details various requirements related to the services, planning and implementation of new projects. The project engagement will be based upon the lowest cost qualified quote. Project engagements under the agreements with a dollar value exceeding \$10,000 shall be brought before the Governor and Executive Council for approval prior to proceeding with the engagements. The DoIT has requested that the BoPP exercise the first one-year renewal of two allowable extensions as permitted by contract terms stated in Exhibit B, Scope of Services, based on continued and anticipated increased statewide agency need for Microsoft/Office 365/Azure cloud solutions professional services. The purpose of this request is to provide statewide services to agencies requiring assistance with ongoing and future projects, including automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data,

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 2 of 2

securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT Environment.

For this requested amendment, the BoPP, in collaboration with the DoIT, issued a request for information (RFI) 2024-373 on August 3, 2023, with responses due on August 24, 2023. This RFI reached 361 vendors through the NIGP electronic sourcing platform with an additional 18 directly sourced. 16 informational responses were received. Upon review of the submissions, it was determined that while the services would remain at the same qualification level, the price of services would result in an average of \$1,687 per hour, an increase of \$86 per hour over the current average hourly rate of pricing at \$1,601. These RFI results support the justification to extend the current contracts in place with no change to current terms or pricing as hourly rates for cloud service professionals have increased since the original contract approval.

The current, and 3 pending contract amendment extensions being requested are for:

1. TRN Digital LLC d/b/a TRNDigital of Boston, MA (Contract #8002852)
2. Peridot Solutions, LLC of McLean, VA (Contract #8002854)
3. Spruce Technology, Inc. of Clifton, NJ (Contract #8002856)
4. Presidio Networked Solutions LLC of Woburn, MA (Contract #8002858)

Contract financials	
Average hourly rate from current contract terms	\$1,601
Average hourly rate from RFI respondents	\$1,687
Average hourly cost avoidance achieved with extension of current contract	\$86 (or 5%)

Based on the foregoing, I am respectfully recommending approval of the amendment to the contract with TRN Digital LLC d/b/a TRNDigital.

Respectfully submitted,



Charles M. Arlinghaus
Commissioner



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

Bid Description	MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES
Bid #	2312-21
Agent Name	Paul Rhodes
Closing Date & Time	June 11, 2020 @ 10:00 AM

Vendor Name	Score
Spruce Technology	88
Peridot	85.5
Catapult	76
SoftChoice	69
Presidio	67.5
TRN Digital	60
WME	57
Insight	Withdrawn
Connection	29.5
Wholey	18

Non-compliant

- Avanade - Incomplete Pricing
- CBTS - Incomplete Pricing
- Confluence - Incomplete Pricing
- Ernst & Young - Incomplete Pricing
- Planal Technologies - Incomplete Pricing
- Smarter Consulting - Incomplete Pricing
- Zones - Incomplete Pricing



Division of Procurement Support Services
Bureau of Purchase Property

RFI Summary

Gary S. Lunede
Director
(803) 271-2201

DocuSign Envelope ID: EC77C5CA-AA4A-4FAA-90E4-4BBD2224FE2C

Bid Description	REQUEST FOR INFORMATION RELATIVE TO THE PROCESS OF Microsoft/Office 365/Azure Cloud Solutions Professional Services
RFI	# 2024-373
Agent Name	Clarke Tatro

RFI Results, Current Market Pricing

POSITION	Agents		Acacia IT		COTS		Cloud Navigator		Cloud		Conway/Kar		Digital Conspicuity Group		Emagic Global		US Cloud		TRN Digital		Prosy Cloud		NetSf		OTSI			
	Avg Hourly Rate	Hourly Rate	Avg Hourly Rate	Hourly Rate	Avg Hourly Rate	Hourly Rate	Avg Hourly Rate	Hourly Rate	Avg Hourly Rate	Hourly Rate	Avg Hourly Rate	Hourly Rate	Avg Hourly Rate	Hourly Rate	Avg Hourly Rate	Hourly Rate												
PROJECT MANAGER	\$ 134.27	\$ 145.00	\$ 206.00	\$ 165.00	\$ 150.00	\$ 130.00	\$ 150.00	\$ 40.00	\$ 175.00	\$ 130.00	\$ 159.00	\$ 100.00	\$ 130.00	\$ 130.00	\$ 215.00	\$ 110.00	\$ 130.00	\$ 159.00	\$ 100.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 130.00	\$ 110.00
M365&S BUSINESS ANALYST	\$ 145.48	\$ 125.00	\$ 183.00	\$ 165.00	\$ 120.00	\$ 125.00	N/A	\$ 60.00	\$ 80.00	\$ 779.00	\$ 259.00	\$ 140.00	\$ 125.00	\$ 215.00	\$ 95.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 125.00	\$ 95.00
MICROSOFT/Office 365 GLOBAL ADMINISTRATOR	\$ 154.29	\$ 135.00	\$ 229.00	\$ 195.00	\$ 120.00	\$ 150.00	\$ 200.00	\$ 90.00	\$ 125.00	\$ 105.00	\$ 299.00	\$ 120.00	\$ 120.00	\$ 215.00	\$ 85.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 85.00
COMPLIANCE ADMINISTRATOR	\$ 154.23	\$ 115.00	\$ 183.00	\$ 210.00	\$ 120.00	\$ 150.00	\$ 200.00	\$ 60.00	\$ 110.00	\$ 140.00	\$ 299.00	\$ 175.00	\$ 130.00	\$ 215.00	\$ 80.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 80.00
EXCHANGE ADMINISTRATOR	\$ 144.57	\$ 135.00	\$ 183.00	\$ 195.00	\$ 120.00	\$ 150.00	\$ 160.00	\$ 65.00	\$ 90.00	\$ 110.00	\$ 299.00	\$ 120.00	\$ 115.00	\$ 215.00	\$ 80.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 80.00
GROUPS ADMINISTRATOR	\$ 144.10	\$ 115.00	\$ 183.00	\$ 195.00	\$ 150.00	\$ 150.00	\$ 160.00	\$ 65.00	\$ 90.00	\$ 125.00	\$ 299.00	\$ 120.00	\$ 115.00	\$ 215.00	\$ 75.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 75.00
SHAREPOINT ADMINISTRATOR	\$ 142.84	\$ 135.00	\$ 183.00	\$ 195.00	\$ 140.00	\$ 150.00	\$ 160.00	\$ 70.00	\$ 85.00	\$ 125.00	\$ 299.00	\$ 120.00	\$ 125.00	N/A	\$ 75.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 75.00
DYNAMICS 365 ADMINSTRATOR	\$ 152.71	\$ 135.00	\$ 206.00	\$ 235.00	\$ 140.00	\$ 150.00	\$ 160.00	\$ 65.00	\$ 85.00	\$ 135.00	\$ 299.00	\$ 190.00	\$ 155.00	N/A	\$ 85.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 85.00
TEAMS ADMINISTRATOR	\$ 147.04	\$ 135.00	\$ 183.00	\$ 195.00	\$ 140.00	\$ 150.00	\$ 160.00	\$ 65.00	\$ 85.00	\$ 120.00	\$ 299.00	\$ 120.00	\$ 130.00	\$ 75.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 75.00
MICROSOFT TECHNICAL ARCHITECT	\$ 176.97	\$ 145.00	\$ 251.00	\$ 195.00	\$ 160.00	\$ 150.00	\$ 200.00	\$ 85.00	\$ 175.00	\$ 143.00	\$ 299.00	\$ 180.00	\$ 145.00	\$ 215.00	\$ 140.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 140.00
MICROSOFT LEAD PLATFORM DEVELOPERS	\$ 166.60	\$ 135.00	\$ 213.00	\$ 200.00	\$ 140.00	\$ 150.00	\$ 200.00	\$ 85.00	\$ 100.00	\$ 176.00	\$ 299.00	\$ 150.00	\$ 140.00	N/A	\$ 118.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 120.00	\$ 118.00
Total Amount of Hourly Rates	\$ 1,617.00	\$ 1,455.00	\$ 2,283.00	\$ 2,135.00	\$ 1,508.00	\$ 1,625.00	\$ 1,750.00	\$ 750.00	\$ 1,250.00	\$ 1,349.00	\$ 3,199.00	\$ 1,555.00	\$ 1,418.00	\$ 1,726.00	\$ 1,916.00	\$ 1,250.00	\$ 1,250.00	\$ 1,250.00	\$ 1,250.00	\$ 1,250.00	\$ 1,250.00	\$ 1,250.00	\$ 1,250.00	\$ 1,250.00	\$ 1,250.00	\$ 1,250.00	\$ 1,250.00	\$ 1,250.00

Current Pricing under Established Contracts

POSITION	Spruce		Catspaw		Pinehill		TRN		Windows		Peridot		Softshades		Low	Avg Hourly Rate	High
	Avg Hourly Rate	Hourly Rate															
PROJECT MANAGER	\$ 155.54	\$ 128.00	\$ 183.00	\$ 205.00	\$ 150.00	\$ 145.00	\$ 100.79	\$ 175.00	\$ 100.79	\$ 155.54	\$ 205.00	\$ 65.78	\$ 175.00	\$ 152.54	\$ 275.00	\$ 275.00	\$ 275.00
M365&S BUSINESS ANALYST	\$ 152.54	\$ 117.00	\$ 175.00	\$ 275.00	\$ 140.00	\$ 120.00	\$ 65.78	\$ 175.00	\$ 65.78	\$ 152.54	\$ 275.00	\$ 65.78	\$ 175.00	\$ 130.25	\$ 185.00	\$ 185.00	\$ 185.00
MICROSOFT/Office 365 GLOBAL ADMINISTRATOR	\$ 130.25	\$ 106.00	\$ 183.00	\$ 140.00	\$ 120.00	\$ 120.00	\$ 65.78	\$ 175.00	\$ 65.78	\$ 130.25	\$ 185.00	\$ 65.78	\$ 175.00	\$ 145.96	\$ 185.00	\$ 185.00	\$ 185.00
COMPLIANCE ADMINISTRATOR	\$ 145.96	\$ 160.00	\$ 183.00	\$ 150.00	\$ 175.00	\$ 110.00	\$ 66.84	\$ 175.00	\$ 66.84	\$ 145.96	\$ 185.00	\$ 66.84	\$ 175.00	\$ 145.96	\$ 185.00	\$ 185.00	\$ 185.00
EXCHANGE ADMINISTRATOR	\$ 126.27	\$ 106.80	\$ 175.00	\$ 130.00	\$ 120.00	\$ 110.00	\$ 67.90	\$ 175.00	\$ 67.90	\$ 126.27	\$ 175.00	\$ 67.90	\$ 175.00	\$ 126.27	\$ 175.00	\$ 175.00	\$ 175.00
GROUPS ADMINISTRATOR	\$ 128.85	\$ 128.80	\$ 175.00	\$ 150.00	\$ 120.00	\$ 85.00	\$ 68.96	\$ 175.00	\$ 68.96	\$ 128.85	\$ 175.00	\$ 68.96	\$ 175.00	\$ 128.85	\$ 175.00	\$ 175.00	\$ 175.00
SHAREPOINT ADMINISTRATOR	\$ 134.74	\$ 128.00	\$ 175.00	\$ 140.00	\$ 120.00	\$ 115.00	\$ 90.18	\$ 175.00	\$ 90.18	\$ 134.74	\$ 175.00	\$ 90.18	\$ 175.00	\$ 134.74	\$ 175.00	\$ 175.00	\$ 175.00
DYNAMICS 365 ADMINSTRATOR	\$ 150.74	\$ 135.00	\$ 175.00	\$ 155.00	\$ 190.00	\$ 135.00	\$ 90.18	\$ 175.00	\$ 90.18	\$ 150.74	\$ 190.00	\$ 90.18	\$ 175.00	\$ 150.74	\$ 190.00	\$ 190.00	\$ 190.00
TEAMS ADMINISTRATOR	\$ 141.57	\$ 117.00	\$ 235.00	\$ 150.00	\$ 120.00	\$ 125.00	\$ 68.96	\$ 175.00	\$ 68.96	\$ 141.57	\$ 235.00	\$ 68.96	\$ 175.00	\$ 141.57	\$ 235.00	\$ 235.00	\$ 235.00
MICROSOFT TECHNICAL ARCHITECT	\$ 167.71	\$ 140.00	\$ 210.00	\$ 250.00	\$ 190.00	\$ 145.00	\$ 103.97	\$ 175.00	\$ 103.97	\$ 167.71	\$ 250.00	\$ 103.97	\$ 175.00	\$ 167.71	\$ 250.00	\$ 250.00	\$ 250.00
MICROSOFT LEAD PLATFORM DEVELOPERS	\$ 167.00	\$ 135.00	\$ 210.00	\$ 250.00	\$ 190.00	\$ 145.00	\$ 103.97	\$ 175.00	\$ 103.97	\$ 167.00	\$ 250.00	\$ 103.97	\$ 175.00	\$ 167.00	\$ 250.00	\$ 250.00	\$ 250.00
Total Amount of Hourly Rates	\$ 1,601.19	\$ 1,408.00	\$ 2,085.00	\$ 1,995.00	\$ 1,555.00	\$ 1,355.00	\$ 893.31	\$ 1,915.00	\$ 893.31	\$ 1,601.19	\$ 1,915.00	\$ 893.31	\$ 1,915.00	\$ 1,601.19	\$ 1,915.00	\$ 1,915.00	\$ 1,915.00
Average cost a vendor's compared to existing contract	\$26																
% Impact	3%																

Representative Summary	
Summary Contract or Amendment	Contract
Type of Contract	RFI
Price Limitation	Variable
Number of Responses Received	16
Number of Sourced Bidders	7
Number of NITP Vendors Sourced	361
Number of non-responsive bidders	332
Expiring Contract Price Limitation	Variable

Special Notes: Upon review of the submissions, it was determined that while the services would remain as the same qualification level, the price of services would result in an average of \$1,687 per hour, an increase of \$26 per hour over the current average hourly rate of pricing at \$1,661.



Division of Procurement Support Services
Bureau of Purchase Property

RFI Summary

Gary S. Luretta
Director
(603) 271-2201

DocuSign Envelope ID: EC77C5CA-A44A-4F4A-90E4-4BBD2224FE2C

New Wave Television		MDS							
Quantity	Rate	Quantity	Rate	Low	Avg Bid	Rate	High	Low	High
1	123.39	1	200.00	\$ 40.00	\$ 156.27	\$	219.00	\$	219.00
1	120.17	1	250.00	\$ 60.00	\$ 143.48	\$	259.00	\$	259.00
1	130.62	1	150.00	\$ 85.00	\$ 154.29	\$	299.00	\$	299.00
1	130.62	1	150.00	\$ 60.00	\$ 154.23	\$	299.00	\$	299.00
1	123.39	1	150.00	\$ 65.00	\$ 144.32	\$	299.00	\$	299.00
1	130.62	1	150.00	\$ 65.00	\$ 146.10	\$	299.00	\$	299.00
1	130.62	1	150.00	\$ 70.00	\$ 142.84	\$	299.00	\$	299.00
1	130.62	1	150.00	\$ 65.00	\$ 152.71	\$	299.00	\$	299.00
1	130.62	1	150.00	\$ 65.00	\$ 147.04	\$	299.00	\$	299.00
1	177.44	1	200.00	\$ 85.00	\$ 176.92	\$	299.00	\$	299.00
1	141.07	1	250.00	\$ 85.00	\$ 166.60	\$	299.00	\$	299.00
1	1,473.38	1	1,254.00	\$	1,487.00	\$		\$	



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

Denis Goulet
Commissioner

November 14, 2023

Charles M. Arlinghaus, Commissioner
Department of Administrative Services
State of New Hampshire
25 Capitol Street – Room 100
Concord, NH 03301

Dear Commissioner Arlinghaus:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with Peridot Solutions, LLC, Persidio Networked Solutions, LLC, Spruce Technologies, Inc., and TRN Digital, LLC, as described below and referenced as DoIT No. 2021-041A.

The purpose of this request is to provide statewide services to agencies requiring assistance with ongoing and future projects, including automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT Environment.

The Total Price Limitation will not change and shall remain \$10,000,000, effective upon Governor and Executive Council approval through December 31, 2024.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Denis Goulet".

Denis Goulet

DG/jd
DoIT #2021-041A

cc: Rebecca Bolton, IT Manager

**FIRST AMENDMENT TO THE CONTRACT
BETWEEN TRN DIGITAL LLC DBA TRNDIGITAL AND
THE STATE OF NEW HAMPSHIRE, DEPARTMENT OF ADMINISTRATIVE SERVICES,
FOR MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES
CONTRACT # 8002852**

This First Amendment (hereinafter referred to as the "Amendment"), dated this 20 day of October, 2023, is by and between the State of New Hampshire, Department of Administrative Services (hereinafter referred to as "the State") and TRN DIGITAL LLC DBA TRNDIGITAL (hereinafter referred to as "the Contractor") for Microsoft/Office 365/Azure Cloud Solutions Professional Services.

WHEREAS, pursuant to an agreement effective April 7, 2021 set to expire December 31, 2023, (hereinafter referred to as "the Agreement"), the Contractor agreed to perform certain Microsoft/Office 365/Azure Cloud Solutions Professional services for the State in consideration of payment by the State of certain sums as specified therein; and

WHEREAS, pursuant to Section 17 of the Agreement, the Agreement may be amended by an instrument in writing executed by both parties;

NOW, THEREFORE, for and in consideration of the mutual promises set forth in this Amendment and the underlying Agreement, the parties do mutually agree as follows:

1. Delete in its entirety Form Number P-37, item 1.7 Completion Date and substitute the following:

1.7 December 31, 2024

2. All other provisions of the Agreement, approved by the Governor and Executive Council on March 23, 2021, item#78, shall remain in full force and effect.

TRN DIGITAL LLC DBA TRNDIGITAL

By: [Signature]

Shallendra Singh
(Print Name)

Title: Partner

Date: 10/26/2023

STATE OF NEW HAMPSHIRE

By: [Signature]

Charles M. Arlinhaus
(Print Name)

Title: Commissioner
Department of Administrative Services

Date: 11-22-23

OFFICE OF THE ATTORNEY GENERAL

By: [Signature]

Duncan A. Edgar
(Print Name)

Title: Attorney

Date: December 1, 2023

The foregoing contract was approved by
the Governor and Council of New
Hampshire on

DEC 20 2023

Signed: [Signature]

(Print Name)
Title: SECRETARY OF STATE

MAR 23 '21 PM 2:40 RCVD

78 mlc



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

25 Capitol Street - Room 120
Concord, New Hampshire 03301
Office@dass.nh.gov

Charles M. Arlinghaus
Commissioner
(603) 271-3201

Joseph B. Bouchard
Assistant Commissioner
(603) 271-3204

Catherine A. Keane
Deputy Commissioner
(603) 271-2069

March 23, 2021

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

REQUESTED ACTION

Authorize the Department of Administrative Services to enter into a contract with TRN Digital LLC of Boston, MA, (Vendor No. 280281), for an aggregate price limitation of \$10,000,000.00 among all awarded vendors, for Microsoft/Office 365/Azure Cloud Solutions Professional Services. The term shall be effective upon Governor and Council approval and ending on December 31, 2023 with the option to extend for two (2) additional one-year extension terms.

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

EXPLANATION

The Department of Administrative Services, through the Bureau of Purchase and Property, and in collaboration with the Department of Information Technology, issued a request for proposal on April 24, 2020 with responses due on June 11, 2020. There were 10 compliant responses received.

It is the Department's intent to enter into contracts with the seven (7) highest scoring vendors where through a Request for Quote (RFQ) and Statement of Work (SOW) process the Department of Administrative Services, on behalf of a requesting State agency, will issue RFQ/SOW to all contractors. Each SOW will detail various requirements related to the services, planning and implementation of new projects. The project engagement will be based upon the lowest cost qualified quote. Project engagements under the agreements with a dollar value exceeding \$10,000 shall be brought before the Executive Council for approval prior to proceeding with the engagements.

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

Page 2 of 2

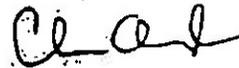
Microsoft tools, products and other cloud services have been deployed and extended to all Executive branch agencies within NH in FY2020. These deployments have enabled agencies to expand collaboration within and outside their agencies and will provide the ability to enhance business processes in ways previously not possible to support NH citizens. These capabilities have been especially beneficial given the need over the past year to increase collaboration throughout State government, while reducing the stress and agency reliance on the State's core infrastructure.

State agencies have already experienced increased productivity using technology that supports remote meetings, instant chat and messaging, project management tools and activity alert, document (storage, management, and collaboration), the ability to capture meeting videos, and many other functions. In addition, efforts are moving forward to deploy integrated email functions and other capabilities that will allow State agencies to provide citizen centric services and functions in new and creative ways.

The Microsoft 365 and other cloud platforms enable the State to react more quickly during times of crisis and provide base platforms that can be used as the State expands its future Digital Government Services that will drive process and product usage efficiencies, which will ultimately lead to improved citizen services and interoperability with NH Businesses and trusted partners. Through the proposed contracts, the State anticipates improvements in the following areas: automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT environment.

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

Respectfully submitted,



Charles M. Arlinghaus
Commissioner



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

Bid Description	MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES
Bid #	2312-21
Agent Name	Paul Rhodes
Closing Date & Time	June 11, 2020 @ 10:00 AM

Vendor Name	Score
Spruce Technology	88
Peridot	85.5
Calopull	76
SollChoice	69
Presidio	67.5
TRN Digital	60
WME	57
Insight	Withdrawn
Connection	29.5
Whalley	18

Non-compliant

- Avanode - Incomplete Pricing
- CBTS - Incomplete Pricing
- Confiance - Incomplete Pricing
- Ernst & Young - Incomplete Pricing
- Planet Technologies - Incomplete Pricing
- Smarter Consulting - Incomplete Pricing
- Zones - Incomplete Pricing



Denis Goulet
Commissioner

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

March 15, 2021

Charles M. Arlinghaus, Commissioner
Department of Administrative Services
State of New Hampshire
25 Capitol Street
Concord, NH 03301

Dear Commissioner Arlinghaus,

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into seven (7) contracts as described below and referenced as DoIT No. 2021-041.

The seven (7) contracts being requested are for:

1. Peridot Solutions, LLC of McLean, VA
2. Catapult Systems, LLC of Austin, TX
3. Spruce Technology, Inc. of Clifton, NJ
4. Softchoice Corporation of Chicago, IL
5. Presidio Networked Solutions LLC of Woburn, MA
6. Windows Management Experts Inc of Bensalem, PA
7. TRN Digital LLC d/b/a TmDigital of Boston, MA

This is a request to enter into a statewide contract with seven (7) vendors to allow agencies to release RFQ's/SOW's for Microsoft/Office 365/ Azure Cloud Solutions Professional Services. These contracts will provide a mechanism for agencies requiring assistance with ongoing and future projects, including automating business processes, providing prompt responses to tracking or delivering constituent needs, refining business operations based on access to insightful data, securing information within compliance of State and Federal regulations, and deploying rapid solutions throughout the State of New Hampshire's IT Environment.

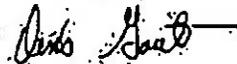
The total amount of the seven (7) contracts is not to exceed \$10,000,000, and shall become effective upon Governor and Executive Council approval through December 31, 2023.

Denis Goulet
Commissioner

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

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

Sincerely,



Denis Goulet

DG/kaf/ik
DoIT #2021-041

cc: Paul Rhodes, DAS

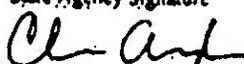
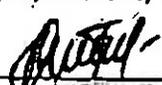
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

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 Administrative Services		1.2 State Agency Address 25 Capitol Street Concord, NH 03301	
1.3 Contractor Name TRN Digital LLC d/b/a TrnDigital		1.4 Contractor Address 200 Portland St. 5th Floor Boston, MA 02114	
1.5 Contractor Phone Number 860-460-6559	1.6 Account Number Various	1.7 Completion Date December 31, 2023	1.8 Price Limitation \$10,000,000.00
1.9 Contracting Officer for State Agency Paul A. Rhodes		1.10 State Agency Telephone Number 603-271-3350	
1.11 Contractor Signature  Date: 10/8/20		1.11 Name and Title of Contractor Signatory Shailendra Singh, Principal	
1.13 State Agency Signature  Date: 11/12/20		1.14 Name and Title of State Agency Signatory Charles M. Ardinghaus	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (If applicable) By: _____ Director: On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (If applicable) By:  On: 11/17/20			
1.17 Approval by the Governor and Executive Council (If applicable) 78 G&C Item number:  SECRETARY OF STATE MAR 23 2021			

Contractor Initials

Date


10/8/20

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

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

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

4. CONDITIONAL NATURE OF AGREEMENT.

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

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

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

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

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

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

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

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

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

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

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

7. PERSONNEL.

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

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

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

Contractor Initials

Date

[Handwritten Signature]
12/18/20

8. EVENT OF DEFAULT/REMEDIES.

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

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

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

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

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

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

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

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

9. TERMINATION.

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

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

10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

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

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

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

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

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

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

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

13. **INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under

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this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

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

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

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

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

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

15. WORKERS' COMPENSATION:

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

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

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

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

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

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

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

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

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

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

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

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EXHIBIT A
SPECIAL PROVISIONS

1. Delete Section 13. INDEMNIFICATION in its entirety and substitute with the following:

The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph.

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

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**EXHIBIT B
SCOPE OF SERVICES**

1. INTRODUCTION

This Master Agreement is entered into by and between TRN Digital LLC (hereinafter referred to as the "Contractor") and the State of New Hampshire (hereinafter referred to as the "State"). The Contractor hereby agrees to provide the State and its agencies with Microsoft/Office 365/Azure Cloud Solutions Professional Services in accordance to this Agreement and the terms of Request for Quotes (RFQ)/Statements of Work (SOW) to this Agreement.

2. CONTRACT DOCUMENTS

This Contract consists of the following documents ("Contract Documents"):

- a. State of New Hampshire Terms and Conditions: General Provisions Form P-37
- b. EXHIBIT A Special Provisions
- c. EXHIBIT B Scope of Services
- d. EXHIBIT C Method of Payment
- e. EXHIBIT D RFP 2312-21
- f. EXHIBIT E RFQ/SOW Worksheet

In the event of any conflict among the terms or provisions of the documents listed above, the following order of priority shall indicate which documents control: (1) Form Number P-37, as modified in Exhibit A, Special Provisions; (2) EXHIBIT B "Scope of Services"; (3) EXHIBIT C "Method of Payment," (4) RFQ/SOW Worksheet, and (5) EXHIBIT D "RFP 2312-21."

3. TERM OF CONTRACT

The term of this Contract shall commence upon the approval by the Governor and Executive Council and shall continue thereafter for a period of approximately three (3) years, unless extended for additional terms.

The Contract may be extended for two (2) additional one-year extension terms thereafter upon the same terms, conditions and pricing structure the approval of the Governor and Executive Council.

The maximum term of the Contract (including all extensions) cannot exceed five (5) years.

4. SCOPE OF WORK

All SOWs that are negotiated between the Parties shall be in writing and executed by both Parties and shall be attached hereto as supplemental Exhibits, and shall be incorporated into, and governed by, this Agreement. A standard template to request a quote is attached (Exhibit E). Contractor must be capable of providing information technology professional services on Microsoft Cloud Solutions that include, but are limited to: managed services for modern Microsoft/Office 365/Azure Cloud Solutions (M365&CS) administration, operational oversight, systems maintenance, and short-term or ongoing development or integration projects.

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I. Ordering Procedures:

The Department of Administrative Services, on behalf of a requesting state agency, will issue RFQ/SOW to several vendors, including the Contractor. Each SOW will detail various requirements related to the services, planning and implementation of new projects; RFQ/SOW may require the Contractor to have:

- a) Mandatory Microsoft certifications to be awarded the work
- b) Agreement and signature on project specific Business Associate Agreements or other documents as required by the State to address statutory, regulatory, or industry compliance

If the Contractor chooses to bid on the RFQ/SOW, the Contractor shall prepare a written proposal in accordance with the terms of the RFQ and transmit to the DAS. An RFQ/SOW shall not constitute a binding order until a Purchase Order and RFQ/SOW.

The Contractor shall not proceed to commence the work under SOW/RFQ unless the Contractor is awarded the SOW.

II. Technical Requirements:

Future Projects solicited through the State's RFQ process will be conducted in cooperation with the New Hampshire Department of Information Technology (DoIT) and utilizing State agency DoIT coordinates, reviews, and approves statewide Information Technology activities to ensure consistency and alignment with State strategic efforts.

A. Contractor Company and Staff Qualifications (Experience)

Contractor shall have a minimum of five (5) years of Microsoft-certified experience in provisioning modern M365&CS information technology and/or management services to government customers. Contractor staff and subcontractors must be located in the United States. During the term of this Agreement, Contractor must have and maintain administrative and technical staff of sufficient size and knowledge base to support the State in its initiatives.

B. Current Use of Contractor Solutions

When responding to a Request for Quote (RFQ/SOW), the Contractor's proposed solution must explicitly state what M365&CS licenses and any third-party applications are required.

Each RFQ/SOW may include specific requirements about the Contractor's experience in implementing a similar solution. Experience shall include requirements that include but are not limited to, how many solutions of a similar nature are implemented and operational, the size and complexity of the project, and any experience with statutory, regulatory, or industry standards. The specific Bidder-proposed functionality must be described.

Each SOW will identify award criteria. (The agency will select award criteria and point allocations.)

Data must not be removed or copied from the State's data environments or the Microsoft cloud environments without written, authorized permission of the State.

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C. Contractor Team

The Contractor Team must include individuals with substantial experience in:

- Each of the disciplines relating to his or her stated project role.
- Implementing Microsoft/Office 365/Azure Cloud Solutions.
- The discipline of effective Project Management.
 - Effective use of software change management best practice.
 - The discipline of effective risk and issue management.
 - Effective use of defect tracking tools that allow for reporting on test results.
- The discipline of effective M365&CS System Administration in a state government environment in the Microsoft Government Cloud Computing (GCC) environment:
 - Operational support of government entities comparable in size and complexity.
 - Compliance with the statutory and regulatory publications that is appropriate with the statement of work.
- The discipline of proper configuration for M365&CS.
 - Successful M365&CS roll-out.
 - M365&CS configurations that satisfy the unique needs of the State Agencies in New Hampshire.
 - The discipline of information architecture as related to the modern SharePoint Online experience, PowerShell, and Site Designs and Site Scripts.
 - The discipline of supporting business process with business automation with Power Apps, and Power Automate.
 - The discipline of supporting business process with business automation with Dynamics 365.
- The discipline of software development, quality assurance, and user acceptance testing activities with M365&CS third-party integrations.

D. Contractor Team Qualifications:

1. MICROSOFT ROADMAP

The Contractor must maintain a working understanding of the M365&CS roadmap. The Contractor shall use this knowledge to make informed, best practice recommendations to the State regarding M365&CS and SharePoint Online.

2. Program Support Roles

A. PROJECT MANAGER

The Contractor must have, maintain for the duration of this Agreement and engage Project Manager in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Project Manager shall have at least 5+ years of Program/Project Management experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the deployment of enterprise IT programs/projects.

B. M365&CS BUSINESS ANALYST

The Contractor must have, maintain for the duration of this Agreement and engage M365&CS Business Analyst in any RFQ/SOW in this Agreement with the following minimum qualifications:

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- M365&CS Business Analyst shall have at least 3+ years of experience with the Public Sector or Federal Government, and a proven track record with supporting the development of M365&CS solutions across enterprise IT programs/projects
- M365&CS Business Analyst shall have experience with developing user stories, use cases, business/IT requirements, process maps, standard operating procedures, and User Acceptance Testing documents
- M365&CS Business Analyst shall have experience with supporting the development of M365&CS within an Agile or DevOps environment.

3. Administration Roles | Operations

OPERATIONS are defined as the day-to-day maintenance and operational support. Any development in support of operations will be addressed in section 4: Operational Support Roles | Development below.

A. MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR

The Contractor must have, maintain for the duration of this Agreement and engage: Microsoft/Office 365 Global Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Microsoft/Office 365 Global Administrator shall hold Microsoft Certifications that will be detailed in each individual RFQ/SOW
- Microsoft/Office 365 Global Administrator shall have at least 5+ years of Office 365 Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Office 365 tools

B. COMPLIANCE ADMINISTRATOR and SECURITY & COMPLIANCE

The Contractor must have, maintain for the duration of this Agreement and engage: Compliance Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Compliance Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW
- Compliance Administrator shall have at least 5+ years of Office 365 and Compliance administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Exchange Online
- Compliance Administrator's experience shall be associated with direct compliance administration and data classification and sensitivity work in Office 365, Teams, OneDrive, and SharePoint Online
- Compliance Administrator shall be responsible for deliverables or techniques related to providing monitoring reports, project status updates, staff management (if applicable)

Category	Role	Description
Security & Compliance	Azure information protection admin	Manages labels for the Azure Information Protection policy, manages protection templates, and activates protection.

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Compliance admin	Manages regulatory requirements and eDiscovery cases, maintains data governance for locations, identities, and apps.
Customer Lockbox access approver	Manages Customer Lockbox requests, can turn Customer Lockbox on or off.
Security admin	Controls organization's security, manages security policies, reviews security analytics and reports, monitors the threat landscape.
Security operator	Investigates and responds to security alerts, manages features in Identity Protection center, monitors service health.

G. EXCHANGE ADMINISTRATOR

The Contractor must have, maintain for the duration of this Agreement and engage Exchange Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Exchange Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW.
- Exchange Administrator shall have at least 5+ years of Office 365 and Exchange Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Exchange Online.
- Exchange Administrator shall be responsible for deliverables or techniques to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients.

D. GROUPS ADMINISTRATOR

The Contractor must have, maintain for the duration of this Agreement and engage Groups Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Groups Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW.
- Groups Administrator shall have at least 5+ years of Office 365 and SharePoint Online Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Office 365 Groups.
- Groups Administrator shall be responsible for deliverables or techniques to leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients.

E. SHAREPOINT ADMINISTRATOR

The Contractor must have, maintain for the duration of this Agreement and engage SharePoint Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- SharePoint Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW.

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- SharePoint Administrator shall have at least 5+ years of Office 365 and SharePoint Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of SharePoint Online tools.
- SharePoint Administrator's experience shall be associated with direct administration of SharePoint Online
- SharePoint Administrator shall be responsible for deliverables or techniques to leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients

F. DYNAMICS 365 ADMINISTRATORS

The Contractor must have, maintain for the duration of this Agreement and engage Dynamics 365 Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Dynamics 365 Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW
- Dynamics 365 Administrator shall have at least 5+ years of Dynamics 365 Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Dynamics 365 tools.
- Dynamics 365 Administrator shall be responsible for deliverables or techniques to leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients

G. TEAMS ADMINISTRATORS

The Contractor must have, maintain for the duration of this Agreement and engage Teams Administrator in any RFQ/SOW in this Agreement with the following minimum qualifications. The State does not expect a 1:1 staffing ratio:

- Teams Administrator shall hold Microsoft certifications that will be detailed in each individual RFQ/SOW
- Administrator shall have at least 5+ years of Office 365 and Teams Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the management and administration of Teams
- Teams Administrator shall be responsible for deliverables or techniques to leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

Category	Role	Description
Collaboration	Teams communication admin	Assigns telephone numbers, creates and manages voice and meeting policies, and reads call analytics.
	Teams communication support engineer	Reads call record details for all call participants to troubleshoot communication issues.

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Teams communication support specialist
Teams service admin

Reads user call details only for a specific user to troubleshoot communication issues.
Full access to Teams & Skype admin center; manages Office 365 groups and service requests, and monitors service health.

H. ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | DEVICES
Excluding the roles called out above, Contractor shall staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
Devices	Cloud device admin	Enables, disables, and deletes devices and can read Windows 10 BitLocker keys
	Desktop analytics admin	Can access and manage Desktop management tools and services
	Intune admin	Full access to Intune; manages users and devices; to associate policies; creates and manages groups

I. ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | COLLABORATION

Excluding the roles called out above, Contractor shall staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
	Kaizala admin	Full access to all Kaizala management features and data; manages service requests
	Office apps admin	Manages settings, policies, and deployment of Office apps
	Power BI admin	Full access to Power BI management tasks; manages service requests, and monitors service health
	Power Platform admin	Full access to Microsoft Dynamics 365, PowerApps, data loss prevention policies, and Power Automate
	Search admin	Full access to Microsoft Search; assigns the Search admin and Search editor roles; manages editorial content; monitors service health, and creates service requests
	Search editor	Can only create, edit, and delete content for Microsoft Search, like bookmarks, Q&A, and locations

J. ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | READ-ONLY
Excluding the roles called out above, Contractor shall staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

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Category	Role	Description
Read-Only	Global reader	Can view all administrative features and settings in all admin centers.
	Message Center privacy reader	Access to data privacy messages in Message Center, gets email notifications, has read-only access to users, groups, domains, and subscriptions.
	Message Center reader	Reads and shares regular messages in Message Center, gets email notifications, has read-only access to users, groups, domains, and subscriptions.
	Reports reader	Reads usage reporting data from the reports dashboard, Power BI adoption content pack, sign-in reports, and Microsoft Graph reporting API.
	Security reader	Read-only access to security features, sign-in reports, and audit logs.

K. ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | OTHER
 Excluding the roles called out above, Contractor shall staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools. The State does not expect a 1:1 staffing ratio.

Category	Role	Description
Other	Billing admin	Makes purchases, manages subscriptions, manages service requests, and monitors service health.
	Service support admin	Creates service requests for Azure, Microsoft 365, and Office 365 services, and monitors service health.

4. Operational Support Roles | Development

DEVELOPMENT is defined as the advanced technical efforts that support the day-to-day maintenance and operations of the State's M365&CS environment. These development efforts include, but are not limited to:

- SharePoint Online
- PowerShell
- Site Designs and Site Scripts
- Scripts
- Power Apps
- Power Automate
- Third-party Integrations
- Dynamics 365

A. MICROSOFT TECHNICAL ARCHITECT(S)

The Contractor must have, maintain for the duration of this Agreement and engage Microsoft Technical Architect in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Microsoft Technical Architect shall have at least 5+ years of experience with the Public Sector or Federal Government, and a proven track record of designing successful Microsoft/Office 365/Dynamics 365/Azure Cloud architecture solutions across enterprise IT programs/projects

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- Microsoft Technical Architect shall have experience with developing/designing Microsoft/Office 365, SharePoint Online, Dynamics 365, and/or Azure architecture solutions
- Microsoft Technical Architect's shall have experience with deploying Microsoft/Office 365 solutions within an Agile or DevOps environment.

B. SHAREPOINT ONLINE INFORMATION ARCHITECT

The Contractor must have, maintain for the duration of this Agreement and engage SharePoint Online Information Architect in any RFQ/SOW in this Agreement with the following minimum qualifications:

Note: The State is interested in the modern experience offered by SharePoint Online that leverages modern Office Group technology. The State is not interested in classic approaches to operating SharePoint Online.

- SharePoint Online Information Architect shall have at least 5+ years of experience with the Public Sector or Federal Government, and a proven track record with developing/managing Microsoft SharePoint Online solutions across enterprise IT programs/projects
- SharePoint Online Information Architect shall have experience with developing/designing Microsoft/Office 365
- SharePoint Online Information Architect's shall have experience with designing, configuring, and implementing the modern experience of SharePoint Online within an Agile or DevOps environment.

C. MICROSOFT LEAD PLATFORM DEVELOPERS

The State expects the various proposed lead platform developers to be proficient with Office 365, SharePoint Online, Dynamics 365, and other Microsoft Azure Cloud Solutions. The Contractor must have, maintain for the duration of this Agreement and engage Microsoft Lead Platform Developers in any RFQ/SOW in this Agreement with the following minimum qualifications:

- Lead Microsoft Lead Platform Developer shall have at least 3+ years of experience with the Public Sector or Federal Government, and a proven track record of deploying Microsoft/Office 365 solutions across enterprise IT programs/projects
- Lead Microsoft Platform Developer shall have expert proficiency with PowerShell, C#, and SPFx
- Lead Microsoft Developer shall have experience with developing/deploying Microsoft Platform solutions
- Lead Microsoft Platform Developer shall experience with deploying Microsoft/Office 365 solutions within an Agile or DevOps environment.

III. Additional Requirements

Except as otherwise provided in this Scope of Services or in SOW, all services performed under this Contract shall be performed between the hours of 8:00 A.M. and 4:00 P.M. EST, unless other arrangements are made in advance with the State. Any deviation in work hours shall be pre-approved by the Contracting Officer. The State requires ten-day advance knowledge of said work schedules to provide security and access to respective work areas. No premium charges will be paid for any off-hour work.

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The State shall require correction of any defective work and the repair of any damages to any part of a building or its appurtenances caused by the Contractor or its employees, subcontractors, equipment or supplies. The Contractor must correct, repair, or replace all defective work, as needed, to complete said work in satisfactory condition, and damages so caused in order to restore the building and its appurtenances to their previous condition. Upon failure of the Contractor to proceed promptly with the necessary corrections or repairs, the State may withhold any amount necessary to correct all defective work or repair all damages from payments to the Contractor.

The work staff of the Contractor must consist of qualified persons completely familiar with the products and equipment that they will use. The Contracting Officer may require the Contractor to dismiss from the work such employees as the Contracting Officer deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.

Neither the Contractor nor its employees or subcontractors shall represent themselves as employees or agents of the State.

While on State property the Contractor, its employees, and its sub-contractors shall be subject to the authority and control of the State, but under no circumstances shall such persons be deemed to be employees of the State.

All personnel shall observe all regulations or special restrictions in effect at any State agency location at which services are to be provided.

The Contractor's personnel shall be allowed only in areas where services are to be provided. The use of State telephones by the Contractor, its employees, or its sub-contractors is prohibited.

If sub-contractors are to be utilized, Contractor shall provide information regarding the proposed sub-contractors including the name of the company, their address, contact person, and three references for clients they are currently servicing. Approval by the State must be received prior to a sub-contractor starting any work.

5. LIMITATION OF LIABILITY

Subject to applicable laws and regulations, in no event shall the Parties be liable for any consequential, special, indirect, incidental, punitive or exemplary damages. The Contractor's liability to the State for any claims, liabilities, or expenses relating to this Contract shall not exceed two times (2X) the total Contract price set forth in Contract Agreement - P-37, General Provisions, Block 1.8.

Notwithstanding the monetary limitation contained in this paragraph above, in the event a claim or action is brought against the State in which infringement, violation of Contractor's obligations under the Business Associate Agreement, and/or any third party claims for bodily injury, death, or damage to real or tangible personal property to the extent caused by the Contractor's negligence or willful misconduct are alleged, the Contractor, at its own expense, shall defend, indemnify and hold harmless the State against all such claims or actions for any expenses, costs or damages, including legal fees and expenses, incurred by the State in connection with such claims or actions.

Contractor Initials

Date

[Handwritten Signature]
10/8/70

6. DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS:

The Contractor certifies, by signature of this contract, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal or State Department or Agency.

7. CONFIDENTIALITY & CRIMINAL RECORD:

If requested by the using agency, the Contractor and its employees, and Sub-Contractors (if any), shall be required to sign and submit a Confidential Nature of Department Records Form and a Criminal Authorization Records Form. These forms shall be submitted to the individual using agency prior to the start of any work.

Contractor Initials

Date


10/18/20

**EXHIBIT C
METHOD OF PAYMENT**

1. CONTRACT PRICE

The Contractor hereby agrees to provide Microsoft/Office 365/Azure Cloud Solutions Professional Services in complete compliance with the terms and conditions of this Agreement and any future RFQ/SOW awarded to the Contractor. The Contractor acknowledges and agrees that this is a not-to-exceed Agreement with an aggregate price limitation of \$10,000,000.00 for all future SOW. This price limitation is applicable to multiple vendors, and no funds will be paid to the Contractor once the price limitation is reached. This price limitation is not considered a guaranteed or minimum figure; however, it shall be considered a maximum figure for all future SOW from the Effective Date through the expiration date as indicated in Form P-37 Block 1.7.

2. PRICING STRUCTURE

Contractor shall provide the services at the not-to-exceed hourly rate set in the Table below. This pricing for hourly staff or Project staffing shall be effective for the term of this Contract, any extensions thereof and the Statement of Work.

POSITION	Year 1	Year 2	Year 3
	Hourly Rate	Hourly Rate	Hourly Rate
PROJECT MANAGER	\$150.00	\$150.00	\$150.00
M365&CS BUSINESS ANALYST	\$140.00	\$140.00	\$140.00
MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR	\$120.00	\$120.00	\$120.00
COMPLIANCE ADMINISTRATOR	\$175.00	\$175.00	\$175.00
EXCHANGE ADMINISTRATOR	\$120.00	\$120.00	\$120.00
GROUPS ADMINISTRATOR	\$120.00	\$120.00	\$120.00
SHAREPOINT ADMINISTRATOR	\$120.00	\$120.00	\$120.00
DYNAMICS 365 ADMINISTRATOR	\$190.00	\$190.00	\$190.00
TEAMS ADMINISTRATOR	\$120.00	\$120.00	\$120.00
ADDITIONAL SUPPORT ROLES	\$110.00	\$110.00	\$110.00
MICROSOFT TECHNICAL ARCHITECT	\$150.00	\$150.00	\$150.00
SHAREPOINT ONLINE INFORMATION ARCHITECT	\$175.00	\$175.00	\$175.00
MICROSOFT LEAD PLATFORM DEVELOPERS	\$150.00	\$150.00	\$150.00

Contractor Initials

Date

[Handwritten Signature]
10/18/17

3. PRICING QUOTATIONS FOR INDIVIDUAL PROJECTS

State will request quotations by providing a RFQ/SOW describing the services required and the applicable technical qualifications. The quoted hourly rates shall not exceed the rates established under this Contract. The RFQ/SOW shall be issued to all contractors under this Contract for a quote. The project engagement will be based upon the lowest cost qualified quote.

The State reserves the right to either seek additional discounts from Contractor or to contract separately for a single purchase, if in the judgment of the State, a project required is sufficiently large, to enable the State to realize a cost savings over and above the prices set forth in Exhibit C, Section 2, whether or not such a savings actually occurs.

4. INVOICE

Itemized invoices shall be submitted to the individual agency after the completion of the job/services and shall include a brief description of the work done along with the location of work.

Contractor shall be paid within 30 days after receipt of properly documented invoice and acceptance of the work to the State's satisfaction. Each RFQ/SOW may contain more detailed invoicing requirements.

The invoice shall be sent to the address of the using agency under agreement.

5. PAYMENT

Payments may be made via ACH or P-Card. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury>

Contractor Initials

Date


Date: 1/19/17

EXHIBIT D

RFP #2312-21 is incorporated here within.

Contractor Initials

Date

[Handwritten Signature]
10/21/20

EXHIBIT E

M365&CS PROFESSIONAL SERVICES
 AGENCY SCOPE OF WORK REQUEST
 DEPARTMENT OF ADMINISTRATIVE SERVICES

Purpose: To request a proposal from prequalified M365&CS Professional Services contractors for a specific Scope of Work. All Statements of Work shall adhere to this worksheet. All the terms and conditions within the M365&CS Professional Services Contract #2020-XXX are applicable to this scope of work.

M365&CS Professional Services	
INFORMATION	
Date: MM/DD/YYYY	Proposal Due Date: MM/DD/YYYY
Project Name:	
Agency Supported:	Submitter: <Name> <Title> <Contact Information>
Mandatory Expertise or Contractor Qualifications:	
<ul style="list-style-type: none"> Text 	
Key Staff Required with Subject Matter Expertise:	
<ul style="list-style-type: none"> Staff assigned to the following roles shall have knowledge of (X) Programs and experience with (X) requirements <ul style="list-style-type: none"> Staff Title - Text Staff Title - Text 	
Sample Work plan and Methodology Required?	Key Contractor Staff Resumes Required?
Compliance Requirements:	
STATEMENT OF WORK	
Project Overview: Describe how the work will meet statutory/regulatory/business requirements for the Agency that is associated with the project.	

Contractor Initials

Date

[Signature]
 10/8/20

Background and Current Processes:	
Assumptions/Risk Mitigation Plan:	

PROJECT DELIVERABLES AND MILESTONES	
Deliverables:	
Milestones:	

INTERFACE REQUIREMENTS	
Interfaces Required?	
Assumptions/Risk Mitigation Plan	

STATE TEAM	
SOW Project Manager <Name> <Title> <Contact Information>	
Key Team Members <Role> <Name> <Title> <Contact Information> <Role> <Name> <Title> <Contact Information>	

Contractor Initials

Date

S.M.
10/8/17

Evaluation Criteria (for SOW awards)

All awards for the SOW will be based on the following criteria. (The agency will select award criteria and point allocations.)

For example purposes only:

- 1) Ability to meet "Mandatory Expertise or Contractor Qualifications" - 30 Points
- 2) Ability to meet "Key Staff Required with Subject Matter Expertise" - 20 Points
- 3) Optional Interviews as deemed necessary by the State - 20 Points
- 4) Total cost - 30 Points

Note: Points must total 100.

Contractor Initials _____
Date _____

[Handwritten Signature]
[Handwritten Date: 10/27]

RFP Response STATE OF NEW HAMPSHIRE

2312-21 for Microsoft/Office 365/Azure Cloud Solutions
Professional Services

June 2020



TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

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Supplemental Information	Error! Bookmark not defined.
Cost Response to RFP [To be submitted separately]	Error! Bookmark not defined.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

Transmittal Letter

Please find attached the notarized transmittal letter.



**Notarized Transmittal
Letter.pdf**

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

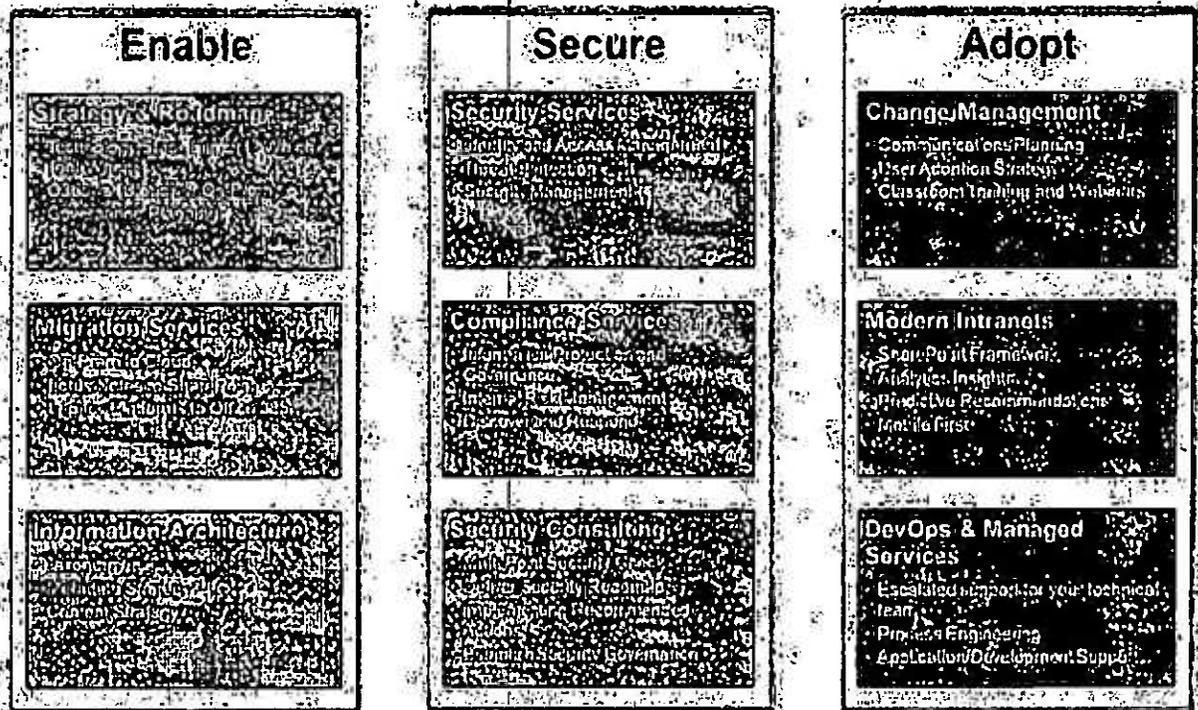
Executive Summary

We would like to thank you for this opportunity to submit our response to the NEW HAMPSHIRE DEPARTMENT OF ADMINISTRATIVE SERVICES, DIVISION OF PROCUREMENT, AND SUPPORT SERVICES for the RFP # 2312-21 MICROSOFT/OFFICE 365/AZURE CLOUD SOLUTIONS PROFESSIONAL SERVICES.

We specialize in Microsoft 365, with most of our resources having over ten years of experience working with Microsoft technologies.

- We have a successful history of supporting entities in the government sector.
- TrnDigital has the breadth and depth of experience in handling transformational projects that are aligned with Microsoft's roadmap.
- We have extensive experience in Supporting Microsoft technologies such as Microsoft 365, Office 365, Azure, Dynamics 365, and services under these umbrellas, including Azure AD, SharePoint Online, Teams, Exchange, and Security & Compliance.
- We have implemented many Consulting, Implementation, Development, and Support engagements focused on Microsoft's Cloud offerings in both the commercial and government tenants.
- As a Security Service Provider, we offer Proactive Threat Detection and Rapid Remediation services.
- We have large pools of Microsoft certified resources, and we have Gold and Silver competencies across Microsoft offerings.

Our Microsoft Services



TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

We believe that we have a team with the prerequisite knowledge, experience, and abilities to perform the services you have outlined. We are prepared to accept the responsibilities accompanied by the award of this engagement and are confident in our abilities to meet the goals outlined in this RFQ.

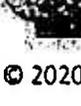
Thank you again for this opportunity to submit our response. We look forward to discussing our approach and process with you in further detail.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

TrnDigital's Qualifications

- Full legal company name: **TRN Digital LLC d.b.a TrnDigital**
- Year business started: **2017**
- If applicable, information on any parent/subsidiary relationships with any other company or companies: **TRN Digital LLC is the parent company of 'TrnDigital Consulting Private Limited.'**
- State of incorporation: **New Jersey**
- Location of headquarters: **200 Portland St,
5th Floor,
Boston, MA 02114
(781) 691-4350**
- Current number of people employed: **65**
- Details of any litigation your company may be a party to in which an adverse decision might result in a material change in the company's financial position or future viability: **N/A**
- Presence in the State of New Hampshire: **Yes, registered as a Foreign LLC**
- Identification of which services are provided via the bidder and those being resold or provided by a subcontractor: **N/A**
- Sub-contractor including company name, address, contact person and three references for clients they are currently servicing: **N/A**

Why TrnDigital

 Proven Microsoft experience	<ul style="list-style-type: none">• Experience in executing projects in SP 2007, SP 2010, SP 2013 and SP Online• Managed multiple customers on Cloud under shared and dedicated models.• Rich experience in Microsoft consulting space to provide industry leading consulting service. Appropriate for large digital transformation involving SharePoint
 Proprietary Tools & Reusable Components	<ul style="list-style-type: none">• TrnDigital's IP and frameworks ensure process-focused and continuously optimized delivery.• TrnDigital Migration Manager streamlines all aspects of Migration offering automation at every step.• TrnDigital Support Bot, shift your office 365 How-Tos to self-service Bot.
 Quality Assurance	<ul style="list-style-type: none">• ERN: An enterprise network for guidelines and best practice followed in TrnDigital to deliver high quality Code• Technical Council: A technical expert team with knowledge on technology best practices, provide review and technology consulting internally to ensure technical correctness and appropriateness
 Investment in Talent & Governance	<p>Highly Experienced and certified resources placed in all projects Strong Internal Review and Governance: Assessment and Review of all programs and project with Internal advisory council to ensure tangible results and demonstrable value to clients.</p>
 Leveraging relationship with Microsoft	<p>Gold Certification: Highest level of relationship with Microsoft for services Access to Microsoft Trainers and consultants for industry best practices</p>

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

<p>Microsoft Partner</p> <p> Microsoft</p>	<p>Gold DevOps Gold Collaboration and Content Gold Cloud Productivity Silver Application Development Silver Small and Midmarket Cloud Solutions</p>
---	---

<p>Microsoft Cloud Solution Provider: Direct Partner</p> <p>Microsoft Premier Services for Partners</p> <p>Microsoft Planning Services:</p> <ul style="list-style-type: none">• SharePoint Deployment Planning Services• Desktop Deployment Planning Services• Skype for Business and Exchange Deployment Planning Services• Developer Tools Deployment Planning Services

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

Bidder Team Qualifications

TOPIC 1: MICROSOFT ROADMAP

As the IT landscapes become increasingly complex and harder to manage, evergreen IT has become the norm and we ensure our clients are on top of the Microsoft 365 changes.

- Your process for maintaining an up-to-date understanding of sunset, current, and expected functionality in Office/Microsoft 365/Cloud Solutions and SharePoint Online while remaining knowledgeable about Microsoft's roadmap.
- Making enterprise recommendations to clients (both short and long-term) based on the known roadmap and client business requirements.

Below is the practice we follow and recommend:

1. Center of Excellence Team's constant reviews

TrnDigital's Center of Excellence Team regularly reviews the Microsoft Message Center. We have access to Targeted Release Tenants, and we, on an ongoing basis, evaluate the Microsoft 365 Roadmap to learn about features that have been launched, are rolling out, are in development, have been canceled, or previously released.

Our Team actively participates in all Microsoft events, is part of the Microsoft Community, and leads various sessions with the tech community to share our experiences. We have also co-founded the Boston Office 365 User Group over 5 years ago and continue to support it as a Platinum Sponsor.

2. Testing

TrnDigital's Team maintains Azure virtual environments with the latest build, tests updates against customizations, and take the required action as applicable.

3. Align Release schedules

Our teams follow release cadence, which aligns with Microsoft release channels and targeted releases.

4. Evaluate and determine gaps

We work with our customers to help them adapt through our robust framework of service adoption and Change Management. We carry a periodic review of data from tenant to review the utilization of features released. We also hold executive briefings for our clients to explain upcoming changes and train users on the new features.

If any of the new releases break existing customization, we work on updating the customizations, and in extreme circumstances, we work with Microsoft for resolution.

5. Communication

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

All our customers receive two kinds of updates:

- a) **Scheduled Updates:** These are frequent newsletters where we keep the stakeholders informed of the upcoming changes and new features.
- b) **Critical Updates:** Any changes in functionality which may have an implication on the customer's application/process are communicated along with the recommended options available.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

TOPIC 2 – PROJECT MANAGER

- Does your Project Manager have at least 5+ years of Program/Project Management experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the deployment of enterprise IT programs/projects? If yes, please elaborate.

TrnDigital's Project Managers have over 10+ years of experience in successful project management and program management across enterprise IT Programs. Our project managers hold certifications such as PMP and Certified Scrum Masters. Most TrnDigital Project Managers have also led successful Government projects, including at the state and federal level.

- Of their experience, how much of the Project Manager's experience is associated with managing the deployment of and projects related to M365&CS?

TrnDigital's Project Managers have 10+ years of experience in managing Microsoft technology deployments. Most have been involved in M365&CS since the inception and worked heavily with on-premises technologies prior. 90% of our current business is directly related to M365&CS.

- What were some of the Project Manager's successes and challenges during those Microsoft solution deployments? What did the Project Manager do to resolve or overcome those challenges, and what was the outcome?

PM.challenges:

1. **Undefined Goals** – When goals are not clearly identified, the whole project and Team can suffer. Lack of the necessary technical information for planning and scheduling the tasks of the project typically leads to poor estimation. A technical project manager can provide insights and ask the right questions to establish and communicate clear goals from the outset.
2. **Scope Changes** – Also known as scope creep, this occurs when project management allows the project's scope to extend beyond its original objectives. Clients and supervisors may ask for changes to a project, and it takes a strong project manager to evaluate each request and decide how and if to implement it while communicating the effects on budget and timelines to all stakeholders.

Managing Project Issues:

All projects hit issues from time to time. We know the processes for issue management and how best to deal with problems as they arise. With our understanding of how to assess a project issue, issue management is an easy habit incorporated into the weekly routine. We set some time aside to go through your issue log each week, and find that it's an easy job to stay on top of managing problems.

Coping with Changes:

As we work with a large Program with multiple stakeholders managing changes becomes a vital aspect of Project Management. It is harder to manage the change that is aimed squarely at the project team,

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

upsetting the detailed project schedule and creating new work and a whole pile of documentation updates.

We have a change management process that the teams follow. Following defined steps makes it easier to manage changes because it is structured and repetitive and ensures the success of PM.

The project manager acts as a bridge between the Client and Team in setting up the requirement framework and building the work breakdown structure. We ensure each goal and milestone are well-defined with the timeline to achieve it. Timely updating the schedule, managing risks involved, involving the changes by following agile methodologies, and assessing the impact of each change in scope/budget/resource to achieve the project deliverables on time.

We have successfully delivered large scale migrations, time-critical custom applications, security, and change management projects, which were delivered on time and within budget.

- What deliverables or techniques does your Project Manager leverage when it comes to providing budget updates, project status updates, managing staff, resolving conflict/risk, and communicating with clients?

We maintain trackers to record any changes in terms of budget or project status and overall resource management.

Ensure each of them is centralized and can be accessed by all stakeholders; we maintain it in real-time and make sure everyone is working on the same version, which ensures efficiency overall in the project updates.

Conflict management:

There are five general techniques we deploy for resolving conflict. Each method has its place and use:

- 1) Withdraw/avoid: Retreating from an actual or potentially avoidable conflict situation, handling the issue when all stakeholders are in a resourceful state.
- 2) Smooth/accommodate: Emphasizing areas of agreement rather than areas of difference; establishing common ground and understanding of the underlying needs of all stakeholders to maintain harmony and relationships.
- 3) Compromise/reconcile: Searching for solutions that bring some degree of satisfaction to all parties to resolve the conflict temporarily or partially.
- 4) Force/direct: Taking a stand in line with the goals and objectives of the project and executive vision to resolve external influences.
- 5) Collaborate/problem-solve: Incorporating multiple viewpoints and insights from differing perspectives, with a cooperative attitude and open dialogue that typically leads to consensus and commitment.

Communicate with the Client effectively:

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

We understand the importance of remaining disciplined and send the client project progress and updates at the agreed timeframe. We highlight the following:

1. Completed tasks from the previous week.
2. Budget spent and budget remaining on each phase, e.g., design, functional specification, etc.
3. Planned tasks for the following week and who is responsible, PM, or the Client.
4. Any tasks that are slipping over schedule or over budget, and if so, why. Also, consider the potential impact on the project.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

TOPIC 3 – M365&CS BUSINESS ANALYST

- Does your M365&CS Business Analyst have at least 3+ years of experience with the Public Sector or Federal Government, and a proven track record with supporting the development of M365&CS solutions across enterprise IT programs/projects? If yes, please elaborate.

Yes, TrnDigital's Business Analysts have 5+ years of experience with different agencies and have a specialist skill in Microsoft technologies.

- Does your M365&CS Business Analyst have experience with developing user stories, use cases, business/IT requirements, process maps, standard operating procedures, and User Acceptance Testing documents?

Yes, TrnDigital's Business Analyst has experience working both waterfall and agile development frameworks. They understand the INVEST principles of writing user stories, use cases, business, and technical requirements, document business processes current and to-be state, and UAT documents.

- Please describe the techniques, software tools, process, and methodology that the M365&CS Business Analyst leveraged to support the development of the Microsoft solution(s) within a Government Cloud environment. What was the business value and impact provided from those Microsoft solutions?

TrnDigital's Business Analysts are experienced in the waterfall and iterative SDLCs, GAP Analysis, Entity-Relationship Modeling, Data Flow Modeling, Business Process Modeling, and tools such as Microsoft Visio, JIRA, Rally, TFS and Azure Boards.

- Describe the M365&CS Business Analyst's experience with supporting the development of M365&CS within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of supporting the Microsoft solution(s).

TrnDigital's Business Analysts have extensive experience and understanding of Microsoft and Agile concepts. The features, sub-features, EPICs are defined based on business goals. The stories are created as per the INVEST principle and best practices. The acceptance criteria are defined based on the stakeholder interviews and reviewed and signed off.

TrnDigital's Business Analysts act as a bridge between departments to help IT members understand business objectives and help management professionals understand technological solutions. We act as tech translators for business, which creates a faster turnaround.

Along with application demos, TrnDigital's Business Analysts have also provided training to end users to facilitate adoption.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

• What were some of the Microsoft/Office/Cloud Solutions 365 Business Analyst's successes and challenges during a M365&CS deployment? What did the M365&CS Business Analyst do to resolve or overcome those challenges, and what was the outcome?

With a track record of successful projects on:

- 1) Large Scale Migration projects with a mix of archived, migrated, and legacy applications rebuilt as per new versions
- 2) Custom development projects, Intranet projects; etc. with multiple agile teams working together to deliver the concept.
- 3) Successful User Acceptance Testing (UAT) with timely signoffs

TrnDigital's business analysts have the below characteristics which contributed to the success:

- 1) Understanding of specific business problems solved through Microsoft Technology
- 2) Understanding of the technology potential and limitations
- 3) Credibility based on experience
- 4) Strong dash of project management

Some of the challenges faced are:

1. Getting Stakeholders to Make Time

When the changes have been proposed by IT and not driven by a business need, it becomes difficult to get stakeholder time. BAs in this situation may end up spending a significant portion of their time chasing after stakeholders who would rather be doing something else with their time. Common examples include trying to get stakeholders to participate in UAT sessions, dealing with irregular attendance at elicitation sessions, and canceled meetings. Where users are not committed to the project, the BA has to spend extra time and effort trying to get them to do their bit.

One approach that works is ensuring that managers are copied in all communications and are carried along. Once functional managers are involved, even if it is to a small degree, team members become more willing to fall in line. The other approach is to work with the project sponsor to have the project-driven from the top.

2. Conflict Among Stakeholders

One thing that can be extremely difficult to control on any project is how stakeholders relate to one another. For instance, some stakeholders may not get along and find it difficult to work well together.

In such cases, it is essential to help stakeholders separate work issues from business concerns, manage stakeholder interactions proactively, and be sensitive to any political undertones. We reinforce the importance of working together towards a common goal and facilitate it. With our experience, we understand the importance of reducing conflict during stakeholder interactions and manage conflicting requirements.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

3. Misalignment Between Business Needs and Technology

Another common issue occurs when the business wants something that the IT department simply cannot deliver – either due to the unavailability of resources or some other compelling reason. A lack of understanding of the concerns or limitations of the technical infrastructure can cause issues. This can be minimized by educating stakeholders so that they understand the technical limitations rather than just focusing on their requirements. The more stakeholders understand the big picture, the more they will be willing to accept alternative solutions that offer a practical match between their needs and the technical infrastructure.

4. Changing requirements

It is not uncommon where requirements have been agreed and signed off only for stakeholders to indicate during UAT that they want key functionalities changed. There is always a dilemma as to whether a BA should accommodate the change.

The best way is first to understand the reason for the change. If it is regulatory, then the change will most likely have to be included but at the cost of impact in the project delivery. If it is not regulatory, then a dialogue is required with the customer to understand the priority, whether it can be included in the current phase or if it could be delivered in the next phase. The best method is to do the MoSCoW analysis.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

TOPIC 4: MICROSOFT/OFFICE 365 GLOBAL ADMINISTRATOR

- Does your Microsoft/Office 365 Global Administrator hold any Microsoft Certifications? If yes, please elaborate.

TrnDigital's M365/O365 Global Administrators have Microsoft Certifications including:

- MCSE: SharePoint
- MCSA: Office 365
- Microsoft 365 Certified: Security Administrator Associate

- Does your Microsoft/Office 365 Global Administrator have at least 5+ years of Office 365 Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the Management and administration of Office 365 tools? If yes, please elaborate.

Yes, we have M365/O365 Global Administrators that have extensive experience with the GCC and GCC High Tenants since their inception in 2015.

- Of their experience, how much of the Microsoft/Office 365 Global Administrator's experience is associated with direct administration of M365&CS?

While many routine processes are automated via PowerShell and Azure Function Apps, many things are still directly managed on a daily basis by our Global Admins.

- What were some of the Microsoft/Office 365 Global Administrator's successes and challenges during previous Microsoft/Office 365 administration work? What did the Microsoft/Office 365 Global Administrator do to resolve or overcome those challenges, and what was the outcome?

Success

Champion the adoption of Office 365 services as appropriate for businesses through the below steps:

- Manage and monitor Office 365 services and desktop support (Laptops)
- Formulate and create Office 365 SharePoint sites for domain users and external client access
- Administer and support Office 365 Azure and Exchange policies
- Assist with the migration of data into the Office 365 cloud platform and Office 365 SharePoint
- Troubleshoot and resolve issues with user access to cloud services
- Monitor and communicate with the stakeholders on the performance of the services.

Maintain a highly secure system

- Through proper configuration and system access monitoring
- Assist with the creation of policies around the proper use of Office 365 services and support.

Deliver a consistent process for requests, incident and problem escalation along with resolution

- Administer and support Office 365 and MS Exchange policies
- Participate in gathering and analysis of business requirements for software capabilities.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

- Provide AV, Teleconferencing, Video Conferencing, etc. technical assistance
- Administer and support system backup and disaster recovery processes

Maintain inventory of equipment and software licenses.

Challenges

There are some critical Office 365 challenges, many falling under the area of governance: Visibility, RBAC (role-based access control), license management, adoption, provisioning and de-provisioning, and misconfiguration — which is solved through Policy Management.

We realize that if customers do not address these Office 365 challenges, they face millions of dollars in unneeded licensing fees, suffer security vulnerabilities, and fail to maximize the investment in Office 365 productivity tools. Our Team works to optimize and "right-size" the license spend, mitigate risk by identifying security vulnerabilities, and maximize the investment in Office 365 through adoption campaigns and just-in-time learning.

What did the Microsoft/Office 365 Global Administrator do to resolve or overcome those challenges, and what was the outcome?

Visibility – Prevent and Fix Problems, Ensure Smooth Operation

- Administration and Reporting – Manage licenses in Azure
- Permissions and Delegation – Assign license pools and create remote admins to efficiently manage thousands of users across multiple regions.
- SaaS Product Adoption – Report product usage across a variety of user cross-sections
- Accounting and Chargebacks – Filter chargeback costs by department, region, etc
- Security and Compliance – Track suspicious sign-ins, email forwards, and external server attacks.
- Hybrid and Cloud – Manage Office 365 solutions across multiple deployment structures

Role-Based Access Control (RBAC) – Fine Tuning Office 365 Admin Permissions and Delegation

Create, control, and delegate admin permissions across the entire Office 365 set of applications. Granting highly granular permissions to administrators Office 365 IT to tightly control access to all the applications in Office 365 tenant. We manage the entire organization served by Office 365 by organizing into logical groups, or sub-tenants, based on Active Directory (AD) attributes. Once the organization is logically divided, regional admins can be assigned to the sub-tenants. This granular control over permissions carries over to reporting. Here both the central IT group and regional admins can get reports on what is happening with the local users in the sub-tenant. This level of detail is critical for compliance audits, spotting trends, and troubleshooting.

License Management – Through proper Management and ongoing audit, you pay only for what you use.

- What deliverables or techniques does your Microsoft/Office 365 Global Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management, resolving conflict/risk, and communicating with clients?

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1. We ensure day-to-day business operations run smoothly with comprehensive Office 365 monitoring, our monitoring tools provide full-service Office 365 monitoring built to monitor, track, alert, and report on Office 365 usage and availability. You can view Office 365 performance and availability metrics alongside your other monitored systems and applications to achieve critical visibility and enjoy a complete Office monitoring solution.
2. Use Office 365 email monitoring to keep track of your Team's email accounts and usage we monitor exchange accounts, server, and admin portal information. We also track and generate Office 365 Exchange reports on user/shared mailbox growth, users over quota, archived mailboxes, inactive mailboxes, mobile devices, mailbox groups, and more.
3. We work towards improving collaboration between teams and boost productivity with Office 365 SharePoint with easy provisioning policies and documented SOPs. We enable policies that empower users to collaborate with any devices while balancing the risks through security policies.
4. We ensure that Management has a track of all the developments and plan the roadmap and implementation through scheduled periodic meeting for tactical and for strategic service review.

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TOPIC 5: COMPLIANCE ADMINISTRATOR and SECURITY & COMPLIANCE

Our security team consists of the *Azure information protection admin, Compliance admin, Security admin and Security operator* roles.

- Does your Compliance Administrator hold any Microsoft certifications? If yes, please elaborate.

TrnDigital's Compliance Administrators have Microsoft Certifications, including:

- Microsoft Certified: Azure Security Engineer Associate
- Microsoft 365 Certified: Security Administrator Associate

- Does your Compliance Administrator have at least 5+ years of Office 365 and Compliance administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the Management and administration of Exchange Online? If yes, please elaborate.

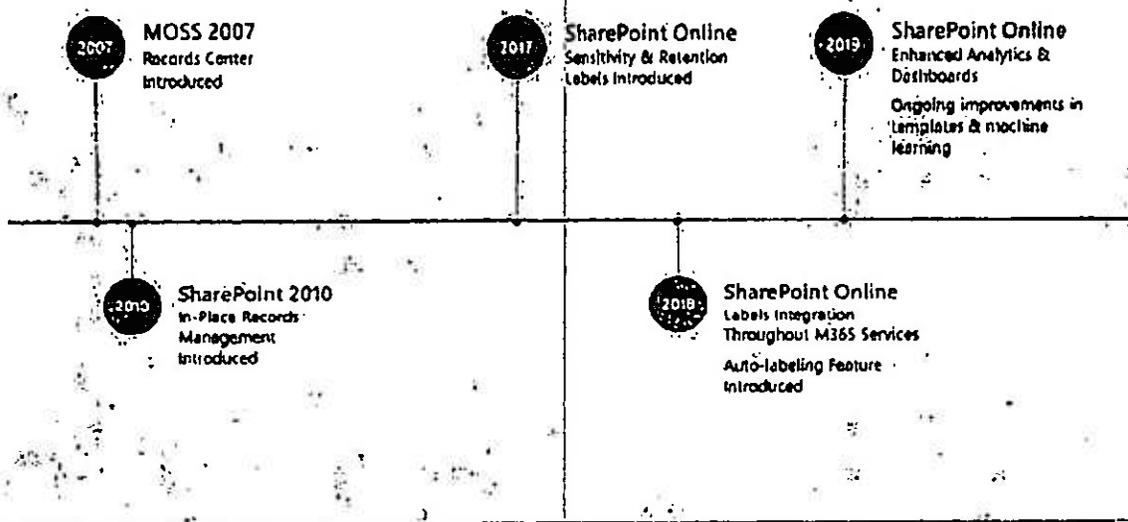
Yes, the average experience our Administrators is over 10 Years, with 5+ years of experience in Office 365 and compliance administration. Our Administrators have executed multiple security and compliance project for enterprises and agencies providing overall Office 365 security expertise including strong knowledge of Exchange Online, Azure Active Directory, Azure Information Protection, Information Rights Management, single sign-on, and multi-factor authentication and related technologies (including Microsoft Enterprise Mobility + Security)

- Of their experience, how much of the Compliance Administrator's experience is associated with direct compliance administration and data classification and sensitivity work in Office 365, Teams, OneDrive, and SharePoint Online?

Our Team has been working with SharePoint's Record Center for over 10 years and has more recently adopted Microsoft's Retention & Sensitivity Labels since they were announced in 2017. Since the initial release, Microsoft has released over 100 features & enhancements to rapidly mature the compliance features across all Office 365 Services including Teams, OneDrive, and SharePoint Online.

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SharePoint / O365 Records Management History



- What were some of the Compliance Administrator's successes and challenges during previous Office 365 Compliance administration work? What did the Compliance Administrator do to resolve or overcome those challenges, and what was the outcome?

Success

- **Staying on top of new features:** Understanding functionality and the various roles integrated within the suite of features is necessary for maximum impact. New features and functions are added to the SCC regularly, so staying informed through various whitepapers and release notes is important.
- **Provide Professional Support:** Our administrators manage the data to day operations, records management, etc. and develop and maintain the project with a variety of data including analysis, compliance reports to ensure compliance at all times.

Challenges

Complicated policy management: With the zero-trust model, an organization only allows access between entities that have to communicate with each other. IT and security teams secure every communication channel and remove generic access to prevent malicious parties from eavesdropping or obtaining critical data or personally identifiable information (PII). The problem with the strategy is that implementing it in Azure Active Directory (Azure AD) is highly complicated. For instance, IT and security teams can label an employee an "Application Administrator," which gives them and anyone else with that label the ability to change different attributes. With experienced administrators implementing security best practices and role-based access control (RBAC) allows organizations to partition permissions based on job roles, resulting in far fewer, truly trusted global administrators. These global admins are augmented by a set of local, or business unit focused admins with no global access, all leading to far better protection for your O365 environment.

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Mixing legacy SharePoint Records Management with Retention Labels: While Retention Labels were introduced in 2017, it took a couple of years before companies were willing to trust their retention schedules with the new technology. Prior to Retention Labels, many clients were using SharePoint's In-Place Records Management. The challenge was transitioning clients from the legacy approach to the modern approach while ensuring data integrity and ensuring original retention schedules were maintained. This was done through careful planning, execution of numerous proofs-of-concept and pilots, and through training employees on the differences of approach and functionality. Ultimately this was proven to be successful and is something that needs a lot of consideration.

Difficult with audit log and audit functions: For Microsoft Office 365 subscribers with Enterprise Plan E3 (or below), the Office 365 unified audit log retains audit events for only 90 days. Even the Office 365 Enterprise Plan E5 provides only one year of audit logs. However, many organizations are subject to regulatory mandates that require the retention of audit logs for much longer periods. Manual Export of the event logs is time-consuming, fragmented across files, and error-prone. Any misses with the manual Export will lead to the irrevocable loss of the audit data.

TrnDigital offers O365 Audit Manager, a proprietary tool with the below features

Office 365 Audit Manager

A robust tool that provides a better way to manage your Office 365 environment.

FEATURES

Database Storage

Stores the enormous amount of data and stores it in a manner that it can be queried

Extended Retention

Retain the audit logs for as long as they are required for your specific needs

Configurable Export

Schedule the timeline you would like to have logs exported

Source, Target Config

Choose the specific source and the location you would like to export the logs to.

Error Handler

Provides the redundancy you need to avoid any loss of data.

Alert on Events

Alert event alerts are sent to the administrators

Need Based Access

Minimizes the requirement of admin privileges grant need-based access

Streamlined Deployment

Easily updateable configuration choices and quick, one-stop deployment.

The "right to be forgotten" challenge: Compliance is a big security and economic issue. There are almost frequent incidents of fines occurring due to GDPR and other privacy regulations like CCPA. There is a lot involved in being compliant with GDPR, foremost among its statutes is the right to be forgotten. This statute states that individuals have the right to ask organizations to delete their personal data. However, as many businesses have learned, it is difficult to fulfill this requirement if the IT or security team cannot locate personal information or know how it was used.

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We enable organizations to track and audit individual user accounts to make sure that they not only comply with this request but have processes in place. We have helped enterprises take proactive measures to account for their data and how it is accessed and shared externally. Thus, helping clients maintain a solid organizational security posture.

- What deliverables or techniques does your Compliance Administrator leverage when it comes to providing monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

The Security & Compliance Center (SCC) is the heart of alerting and reporting within your O365 organization; our administrators take responsibility for managing, monitoring, and reducing risk. We ensure that Management has the track of all the developments and plan the roadmap and implementation through scheduled periodic meeting for tactical and for strategic service review.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

TOPIC 6: EXCHANGE ADMINISTRATOR

- Does your Exchange Administrator hold any Microsoft certifications? If yes, please elaborate.

Yes, all our resources are required to attain technical certification across Microsoft Skills to keep them up to speed with the latest technology changes. This is one of the line items in their yearly appraisals.

Below are the certifications of our Exchange Administrators:

- Microsoft 365 Certified: Messaging Administrator Associate
- Administering Microsoft Exchange Server
- Designing and Deploying Microsoft Exchange Server

- Does your Exchange Administrator have at least 5+ years of Office 365 and Exchange Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the Management and administration of Exchange Online? If yes, please elaborate.

Yes, the average experience our Exchange Administrators are over 10 Years of experience with 5+ years of experience supporting large scale enterprise, government projects, fortune 500 companies to design, configure and support messaging systems such as on-premises and hybrid Exchange Organizations, Exchange Online and establishing guidelines and standards to support of existing infrastructure

- Of their experience, how much of the Exchange Administrator's experience is associated with direct administration of Exchange Online?

The average experience our Exchange Administrators are over 10 Years of experience with 5+ years of exchange online experience.

- What were some of the Exchange Administrator's successes and challenges during previous Exchange Online administration work? What did the Exchange Administrator do to resolve or overcome those challenges, and what was the outcome?

Success:

Deliver high-quality implementation and support services:

- Our MS Exchange administrators are adept at providing day to day administration support.
- They help in setting up user accounts and mailboxes along with backup, security and restoring files, configure new users, etc.
- They perform routine server maintenance, proactively manage production environments by running diagnostics regularly.
- Responsible for helping with user queries and troubleshooting issues.
- Manage file sharing permissions to monitor mailbox quotas/space and also to check where the email has stuck and made sure that the email reaches its destination.
- Making sure that the incidents get resolved with the SLAs and ensure that the system goes through a scheduled patching process.
- Manage mail-related systems and tools
- Perform server migration along with backup and disaster recovery

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Challenges:

The health of the Exchange Server also depends on the various configurations and settings used in it. Any single misconfiguration or change in the settings may cause errors that may be quite hard to remove.

Optimizing Exchange Server storage: It is very critical for an Exchange Administrator to plan Exchange Server storage depending on the performance requirements and the sizing requirements of the Exchange information store. The average performance of Exchange Server speed is counted based on Input-Output operations per second. The average IOPS value of a heavy Exchange user is 0.75, and the Exchange Administrator should plan the infrastructure keeping the IOPS in mind.

Efficient network routing for better email flow: Sometimes, mail flow errors come due to bad routing configurations. The Exchange Administrator should get complete information on SMTP virtual server and network connectors. If an administrator manages to use the connectors efficiently, then the mail flow gets better.

Constant Exchange Server monitoring: If not properly monitored, organizations are prone to data loss and hacking. Exchange Server can send alerts at various times to monitor mailbox behavior and services. These alerts provide information about Hard disk utilization and performance, Growth of log files and Information store, CPU utilization, SMTP related parameters – health, performance, and connectivity.

Issues with antivirus: Any misconfiguration of antivirus programs may lead to the corruption of the database or loss of important data. Our experts make sure that necessary exclusions and configurations are in place for a scan on Exchange databases, log files, and important files.

- What deliverables or techniques does your Exchange Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

Our administrators take responsibility for managing, monitoring, and reducing risk. We ensure that Management has the track of all the developments and plan the roadmap and implementation through scheduled periodic meeting for tactical and for strategic service review.

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TOPIC 7: GROUPS ADMINISTRATOR

Our Team has several group administrators, with the below qualifications.

- Does your Groups Administrator hold any Microsoft certifications? If yes, please elaborate.

Yes, all our resources are required to attain technical certification across Microsoft Skills to keep them up to speed with the latest technology changes. This is one of the line items in their yearly appraisals.

Below are the certifications of our Office 365 Groups Administrators:

- Microsoft Certified: Azure Security Engineer Associate

- Does your Groups Administrator have at least 5+ years of Office 365 and SharePoint Online Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the Management and administration of Office 365 Groups? If yes, please elaborate.

Yes, the average experience our Group Administrators are over 10 Years, with 5+ years of experience in SharePoint Online. Our Administrators have written multiple re-usable Power Shell script to ease the Management and administration of Office 365 Groups, and this is offered to all our customers as a value add during our ongoing engagements.

- Of their experience, how much of the Groups Administrator's experience is associated with direct administration of Groups, Azure Active Directory, Teams, and SharePoint Online?

Most of our Administrators have 5+ years of experience in the direct administration of Groups, Azure Active Directory, Teams, and SharePoint Online. Given that Office 365 Groups tie together Azure AD, SharePoint Online Modern Team Sites, Teams, Planner, Stream, and other Office 365 Services, having a deep understanding of O365 Groups Architecture is required to be successful in all of these roles.

- What were some of the Groups Administrator's successes and challenges during previous Office 365 administration work? What did the Groups Administrator do to resolve or overcome those challenges, and what was the outcome?

The largest challenge of Office 365 Groups is their flat nature, where O365 Groups cannot be nested within other O365 Groups. This causes challenges when clients are seeking to re-use existing AD Groups within their O365 Groups. To overcome this common challenge, we have developed a set of PowerShell scripts that can keep O365 Groups in sync with Azure AD Groups or Exchange Distribution Lists.

Another challenge stems from the different permissibility models that each of the connect Office 365 Services has that are Groups-Enabled. For example, being a Member in Teams vs. in MS Stream has a very different set of privileges, but are managed from the same O365 Group. Enacting strong governance that is specific per O365 Service allows the O365 Groups to be used for the intended purposes.

- What deliverables or techniques does your Groups Administrator leverage when it comes to providing system health and monitoring reports, project status-updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

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Our Administrators undergo a series of Daily, Weekly, and Monthly Checks and have a weekly checkpoint with the customer team to walk them through the Status Report, any open risk or issues along with the mitigation plan.

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TOPIC 8: SHAREPOINT ADMINISTRATOR

Our Team has several SharePoint administrators, with the below qualifications

- Does your SharePoint Administrator hold any Microsoft certifications? If yes, please elaborate.

Yes, all our resources are required to attain technical certification across Microsoft Skills to keep them up to speed with the latest technology changes. This is one of the line items in their yearly appraisals.

Below are the certifications of our SharePoint Administrators hold:

- MCSE: SharePoint
- Managing Microsoft SharePoint Server
- Deploying SharePoint Server Hybrid
- Enabling Office 365 Services

- Does your SharePoint Administrator have at least 5+ years of Office 365 and SharePoint Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the Management and administration of SharePoint Online tools? If yes, please elaborate.

Yes, the average experience our SharePoint Administrators are over 10 Years of experience with 5+ years of experience supporting large scale enterprise, government projects, fortune 500 companies owning large SharePoint farms, leading migrations, and Supporting Online environments with thousands of sites.

- Of their experience, how much of the SharePoint Administrator's experience is associated with direct administration of SharePoint Online?

The average experience our SharePoint Administrators are over 10 Years of experience with 5+ years of SharePoint online experience.

- What were some of the SharePoint Administrator's successes and challenges during previous Office 365 Groups and SharePoint Online administration work? What did the SharePoint Administrator do to resolve or overcome those challenges, and what was the outcome?

Success:

Deliver high-quality implementation and support services:

- Provide SharePoint administration and technical support for O365 Enterprise SharePoint and on-premises environments
- Manage and maintain site Content and Structure settings, Site Hierarchy, and site collection navigation
- Work with tools for migrations of SharePoint sites and collections to the O365 SharePoint Online Environment
- Oversee activities pertaining to maintenance of SharePoint and troubleshoots issues promptly.
- Maintains records of SharePoint updates, maintenance, and activity.

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- Provides technical support for SharePoint users
- Addresses questions or concerns from business owners
- Manages and revises the layout of the site
- Design, configure and maintain enterprise taxonomy; terms, and keywords for the term store, Records Management, etc. as per the client SOPs
- Schedule, plan, and performing system upgrades, including testing, rollback procedures, and risk analysis for on-premise environments.

Challenges:

Here are a few challenges that SharePoint admins commonly face

Adoption: With a focus on IT aspects and managing document storage, monitoring security risks, and ensuring employees have access to company tools, promoting user adoption takes a back seat. Our administrators focus on business goals and use analytics tools to provide Management with real-time insights into SharePoint and intranet usage. Provide reports of user activity across site pages and dig deep into granular data, which helps management plan a more engaging SharePoint experience.

Training: One of the common challenges many SharePoint admins face is a lack of training of new features and certification. TrnDigital's administrators participate and lead SharePoint community events and participate in events like Microsoft Ignite to get an early preview of the new features to come.

Monitoring: There is too much irrelevant content on SharePoint intranets. Sites can become dumping grounds for data. For example, despite revision control tools, many users still save multiple obsolete versions of files. With 1 TB of storage for each business user, a great deal of redundant information can end up on SharePoint. Our admins monitor the content stored and engage in user training, and reminders about the appropriate use of storage help avoid this issue.

- What deliverables or techniques does your SharePoint Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

Our administrators take responsibility for managing, monitoring, and reducing risk. We ensure that Management has a track of all the developments and plan the roadmap and implementation through scheduled periodic meeting for tactical and for strategic service review.

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TOPIC 9: DYNAMICS 365 ADMINISTRATORS

- Does your Dynamics 365 Administrator hold any Microsoft certifications? If yes, please elaborate.

Yes, all our resources are required to attain technical certification across Microsoft Skills to keep them up to speed with the latest technology changes. This is one of the line items in their yearly appraisals.

Below are the certifications of our Dynamics Administrators hold:

- Microsoft Power Platform + Dynamics 365 Core
 - Dynamics 365 for customer engagement for Sales
 - Microsoft Dynamics 365 Marketing
 - Microsoft Dynamics 365: Core Finance and Operations
 - Microsoft Dynamics 365 Customer Service
- Does your Dynamics 365 Administrator have at least 5+ years of Dynamics 365 Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the Management and administration of Dynamics 365 tools? If yes, please elaborate.

Yes, the average experience our Exchange Administrators is over 10 Years; with 5+ years of experience supporting large scale enterprise, government projects, fortune 500 companies. We have experience working on manage sales, services and operation, customer engagement process, finance to streamline business processes enable Growth.

- Of their experience, how much of the Dynamics 365 Administrator's experience is associated with direct administration of Dynamics 365?

The average experience our Dynamics Administrators are over 10 Years of experience with 5+ years of Dynamics experience.

- What were some of the Dynamics 365 Administrator's successes and challenges during previous Dynamics 365 administration work? What did the Dynamics 365 Administrator do to resolve or overcome those challenges, and what was the outcome?

Success:

Deliver high-quality Implementation and support services:

- Enabled sales productivity with seamless implementation
- Aligned Sales and Marketing through shared data and business process
- Enabled integrations with tools already in use
- Deliver the tailored service customers expect across channels
- Simplify agent and customer experiences through one complete source of customer data
- Helped customer reduce operational expenses and drive financial decisions

Challenges:

Timelines to Implement Dynamics 365: The duration of Dynamics 365 implementation depends on a near-endless collection of business-specific factors. How many apps are being deployed? How large is the customer business? How many users do they have? Is it an upgrade or a completely new solution? Is

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the client moving from on-premise to the cloud? Is there a lot of legacy data to be migrated? How much development work is necessary to make the solution meet the users' needs? With our Dynamics experts, even a customer requiring customizations and development can expect implementation in the most optimal time.

Upgrading to Dynamics 365 from an older Dynamics CRM: If customers are already using Dynamics CRM, they can upgrade to Dynamics 365. Users of cloud-ready CRM Online have the option to upgrade when their licenses are up for renewal. On-premise customers will need to decide when is the right time for them to switch to the cloud as it is a more manual process.

Clients can only upgrade to Dynamics 365 from the most recent version of their current software; they can't skip over versions and hop straight to the cloud. If a Dynamics customer is using Dynamics CRM and wants to upgrade to Dynamics 365's CRM apps, they need to be running the most recent version of Dynamics CRM to bridge over to Dynamics 365. So, if they're currently using Dynamics CRM 2011, they'll need to update to CRM 2013, then 2013 SP1, then 2015, and finally to 2016, before they can make the final jump to Dynamics 365.

- What deliverables or techniques does your Dynamics 365 Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

Our administrators take responsibility for managing, monitoring, and reducing risk. We ensure that Management has a track of all the developments and plan the roadmap and implementation through scheduled periodic meeting for tactical and for strategic service review.

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TOPIC 10: TEAMS ADMINISTRATORS

Our Team has several Teams Administrators, who serve as Teams communication admin, Teams communication support engineer, Teams communication support specialist, Teams service admin

- Does your Teams Administrator hold any Microsoft certifications? If yes, please elaborate.

Yes, all our resources are required to attain technical certification across Microsoft Skills to keep them up to speed with the latest technology changes. This is one of the line items in their yearly appraisals.

Our administrators hold the Managing Microsoft Teams certification.

- Does your Teams Administrator have at least 5+ years of Office 365 and Teams Administration experience with the Public Sector or Federal Government, and a proven track record of successfully overseeing the Management and administration of Teams? If yes, please elaborate.

Yes, the average experience our Administrators have is over 10 Years of experience with 5+ years of experience supporting large scale enterprise, government projects, fortune 500 companies on Microsoft Skype and Microsoft Teams.

- Of their experience, how much of the Teams Administrator's experience is associated with direct administration of Teams?

Our administrators have been working on Microsoft Teams since its inception in 2017 and with Skype for Business prior to Teams.

- What were some of the Teams Administrator's successes and challenges during previous Teams administration work? What did the Teams Administrator do to resolve or overcome those challenges, and what was the outcome?

Success:

We have helped organizations move to Microsoft Teams and helped with rollout with TrnDigital's Adoption Framework.

TrnDigital Teams Adoption Framework outlines the process to optimize the results

The Adoption Framework is broken into simple steps that follow the best practices, resources, and tools for a successful adoption approach.



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Successfully helped clients with their Teams productivity outcomes

Success criteria	Method	Goal	KPI Baseline	KPI Target
Increased productivity Increased adoption correlates to faster communication and decision making, shorter time to complete tasks	Quantitative Qualitative End user surveys Teams feedback	Comparison of pre and post Microsoft 365 reports will show Teams activity.	5%	55%
Improved collaboration Increased cross-team and cross-location communications	Qualitative End user surveys	Number of meetings online/number of meetings Average stated employee satisfaction	10%	60%
Improved employee engagement Employees understand and are enthusiastic about the available collaboration tools and are more motivated to contribute.	Qualitative End user surveys	Employee understanding and engagement improves by 50% within 6 months of rolling out of Teams	10%	60%

Challenges:

Structure of Files confuses users: The way files are stored in Teams can be quite confusing. Everything that is uploaded to conversations is dumped in the channel root folder. If someone tries to organize the files and move them into properly named folders, the file links in the conversations break, we addressed these aspects with training and enablement sessions.

Challenges regarding permission settings: One of the key benefits with Teams is that it makes sharing so easy. Everyone who is a member of the Team automatically has access to all the channels and all the files in the Team, the same OneNote notebook, and so on. This is all great. But teamwork is not always that binary. Sometimes you want to differentiate and make permission settings more granular – which is not possible as of now. Our experts help with the best practices to be followed for security in teams.

Limited flexibility can lead to redundancies: When users start working in Teams, they do not have the structure ready from the start. They do not know which channels they need and might not know exactly what Teams you need to create. Our comprehensive governance approach helps avoid such redundancies.

- What deliverables or techniques does your Teams Administrator leverage when it comes to providing system health and monitoring reports, project status updates, staff management (if applicable), resolving conflict/risk, and communicating with clients?

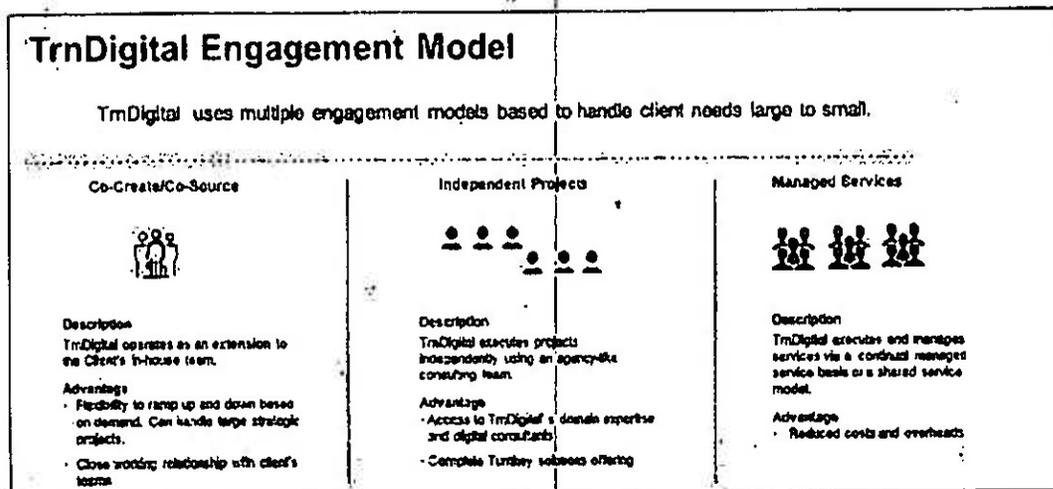
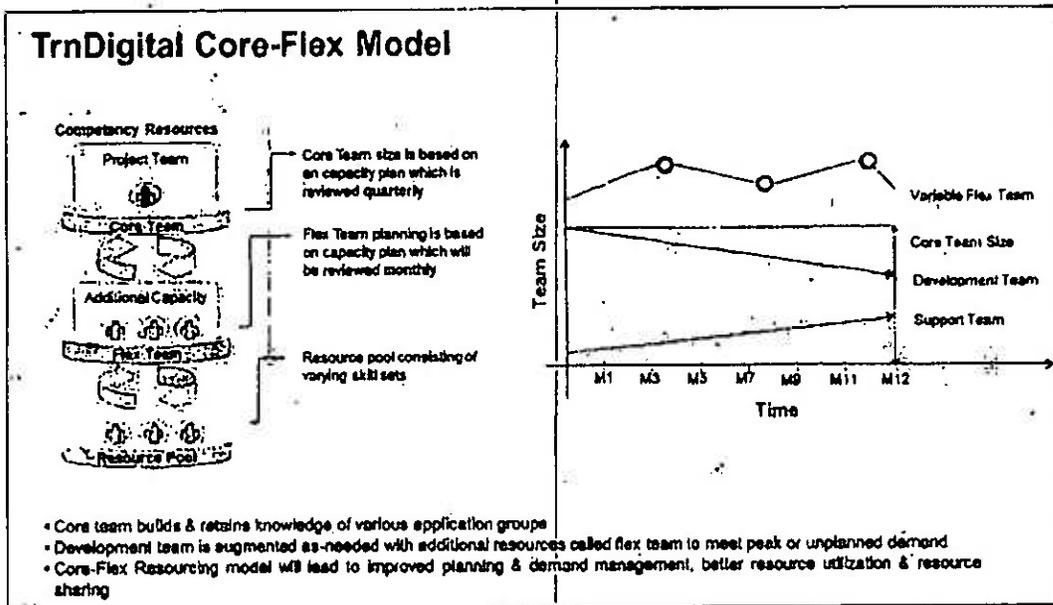
Our administrators take responsibility for managing, monitoring, and reducing risk. We ensure that Management has a track of all the developments and plan the roadmap and implementation through scheduled periodic meeting for tactical and for strategic service review.

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TOPIC 11: ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | DEVICES

How you will staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools? Cloud device admin, Desktop analytics admin, Intune admin.

TrnDigital has a Team of Full Stack Experts who are well skilled across multiple Office 365 and Azure services. We usually recommend a Core-Flex engagement model for staffing any Office 365 / Microsoft requirement where the core team comprises of Full Stack Experts, and we bring in the flex team based on specialized skill sets and requirements. For example – During an Office 365 Migration, an Office 365 Architect and Developer will be part of the core team, and the flex team could comprise of Office 365 Security and Compliance experts who are brought in for some time to ensure the right security and compliance controls are in place. We have found this as the most optimized model for most of our customers.

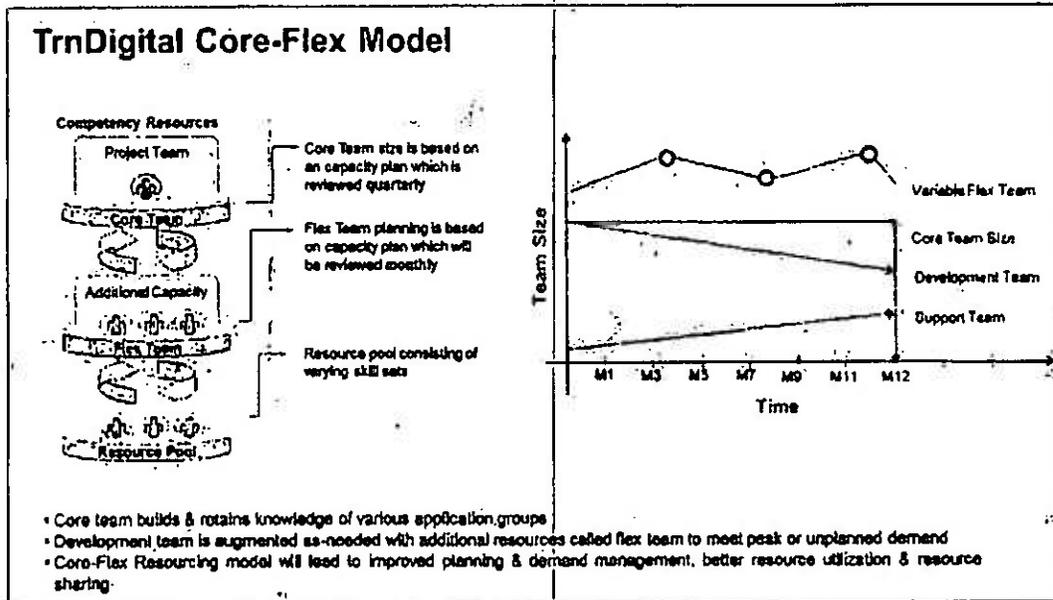


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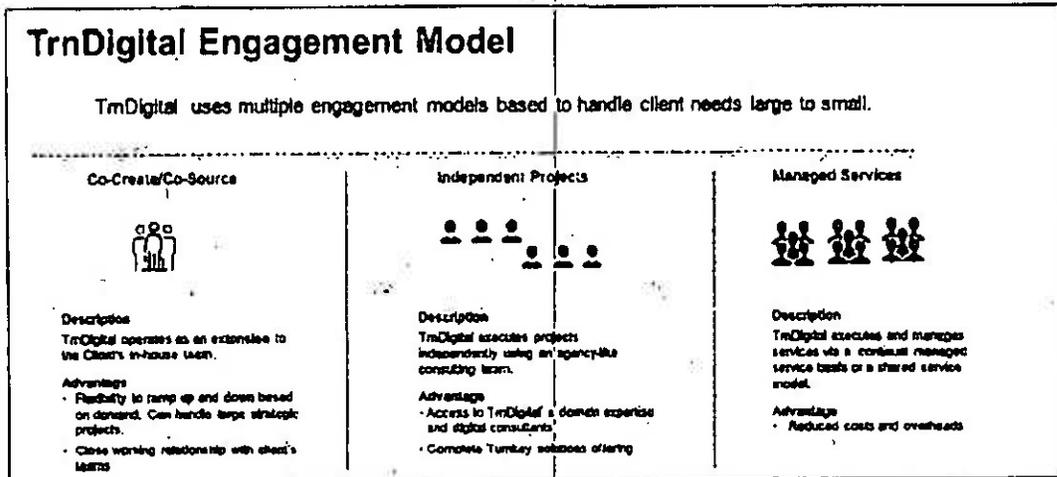
TOPIC 12: ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | COLLABORATION

How you will staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools? Kaizala admin, Office apps admin, Power BI admin, Power Platform admin, Search admin, Search editor.

TrnDigital has a Team of Full Stack Experts who are well skilled across multiple Office 365 and Azure services. We usually recommend a Core-Flex engagement model for staffing any Office 365 / Microsoft requirement where the core team comprises of Full Stack Experts, and we bring in the flex team based on specialized skill sets and needs. For example – During an Office 365 Migration, an Office 365 Architect and Developer will be part of the core team, and the flex team could comprise Office 365 Security and Compliance experts who are brought in for some time to ensure the right security and compliance controls are in place. We have found this as the most optimized model for most of our customers.



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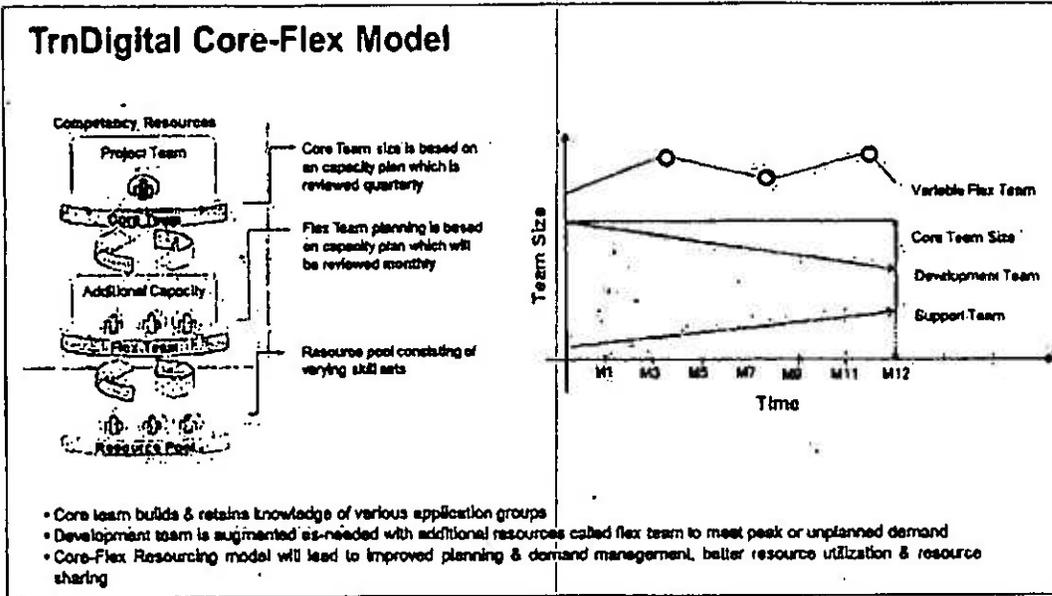


TOPIC 13: ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | READ-ONLY

How you will staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools? Global Reader, Message Center Privacy Reader, Message Center Reader, Reports Reader, Security Reader.

TrnDigital has a Team of Full Stack Experts who are well skilled across multiple Office 365 and Azure services. We usually recommend a Core-Flex engagement model for staffing any Office 365 / Microsoft requirement where the core team comprises of Full Stack Experts, and we bring in the flex team based on specialized skill sets and needs. For example – During an Office 365 Migration, an Office 365 Architect and Developer will be part of the core team, and the flex team could comprise Office 365 Security and Compliance experts who are brought in for some time to ensure the right security and compliance controls are in place. We have found this as the most optimized model for most of our customers.

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TrnDigital Engagement Model

TrnDigital uses multiple engagement models based to handle client needs large to small.

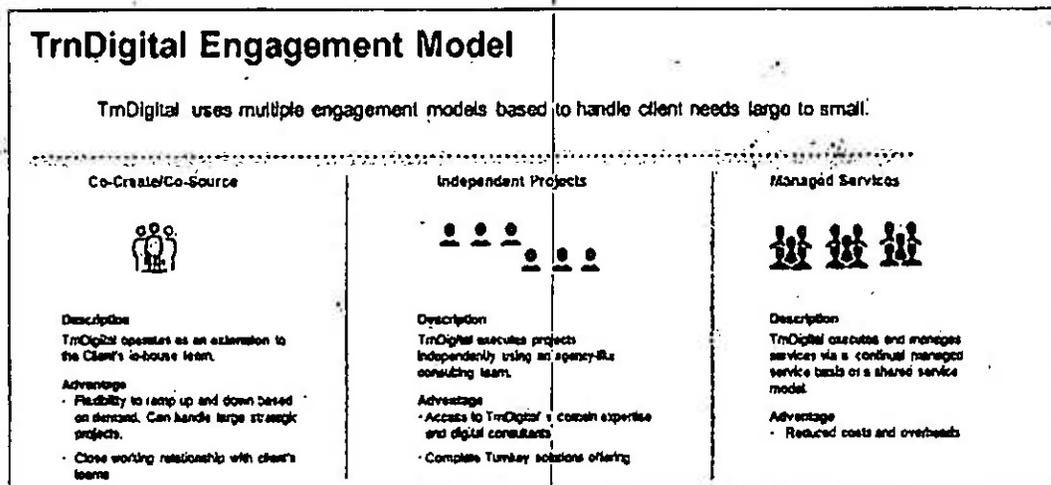
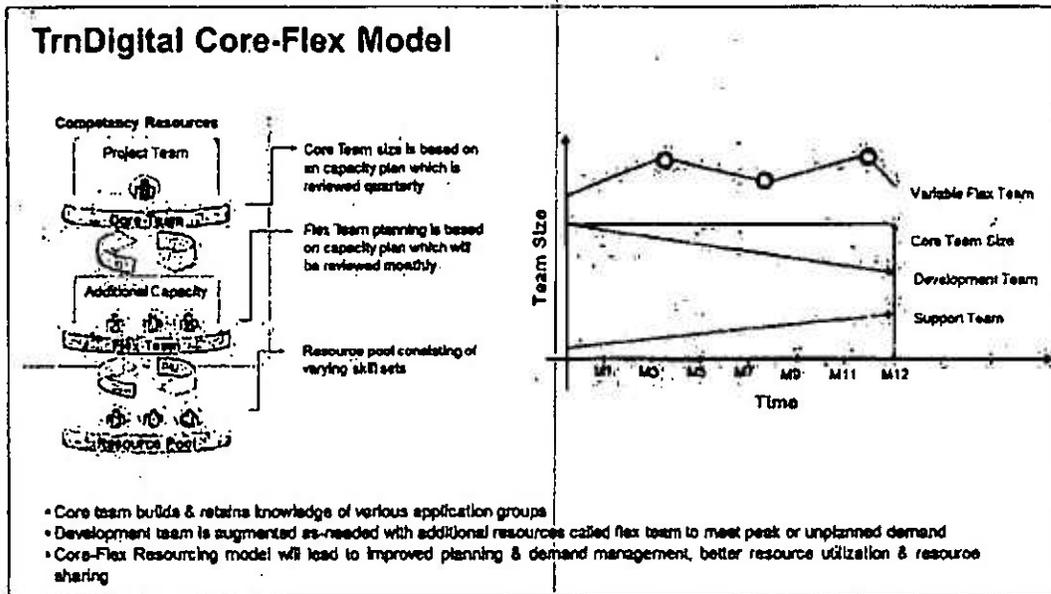
Co-Create/Co-Source	Independent Projects	Managed Services
<p>Description TrnDigital operates as an extension to the Client's in-house team.</p> <p>Advantage</p> <ul style="list-style-type: none"> Flexibility to ramp up and down based on demand. Can handle large strategic projects. Close working relationship with client's team 	<p>Description TrnDigital executes projects independently using an agency-like consulting team.</p> <p>Advantage</p> <ul style="list-style-type: none"> Access to TrnDigital's domain expertise and digital consultants Complete Turnkey solutions offering 	<p>Description TrnDigital executes and manages services via a continual managed service basis or a shared service model.</p> <p>Advantage</p> <ul style="list-style-type: none"> Reduced costs and overheads

TOPIC 14: ADDITIONAL ADMINISTRATIVE AND OPERATIONAL SUPPORT ROLES | OTHER

how you will staff or support the following administrative roles for the daily maintenance and operation of the State's Microsoft/Office 365 tools? Billing Admin, Service Support Admin.

TrnDigital has a Team of Full Stack Experts who are well skilled across multiple Office 365 and Azure services. We usually recommend a Core-Flex engagement model for staffing any Office.365 / Microsoft requirement where the core team comprises of Full Stack Experts, and we bring in the flex team based on specialized skill sets and needs. For example – During an Office 365 Migration, an Office 365 Architect and Developer will be part of the core team, and the flex team could comprise Office 365 Security and Compliance experts who are brought in for some time to ensure the right security and compliance controls are in place. We have found this as the most optimized model for most of our customers.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services



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TOPIC 15 – MICROSOFT TECHNICAL ARCHITECT(S)

- Does your Microsoft Technical Architect have at least 5+ years of experience with the Public Sector or Federal Government, and a proven track record of designing successful Microsoft/Office 365/Dynamics 365/Azure Cloud architecture solutions across enterprise IT programs/projects? If yes, please elaborate.

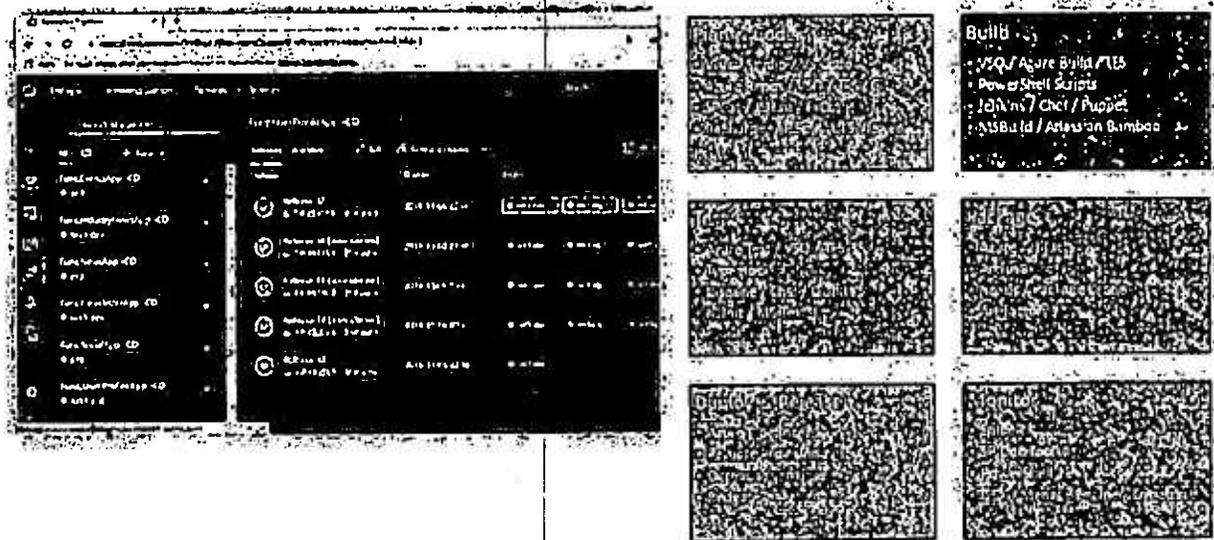
Yes, the average experience of our Microsoft Technical Architect is over 10 Years with 5+ years of experience supporting large scale enterprise, government projects, fortune 500 companies designing and implementing Microsoft/Office365, Azure Cloud Solutions.

- Does your Microsoft Technical Architect have experience with developing/designing Microsoft/Office 365, SharePoint Online, Dynamics 365, and/or Azure architecture solutions? Please describe the techniques, security features, software, process, and architecture model/methodology that the Microsoft Technical Architect leveraged to develop/design an architecture solution for Microsoft within a Government Cloud environment. What was the business value and impact provided from those Microsoft Platform solutions?

TrnDigital's Azure & Office 365 DevOps Framework accelerates establishing a set of practices, roles, and tools that allows organizations of any size to develop, deploy & maintain solutions at scale.

Using our framework, we can streamline the development methodology to deploy both Client and server-side solutions through automation.

TrnDigital Azure & Office 365 DevOps Toolset



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- Were any of the deployed Microsoft Platform architecture models lift and shift (pre-existing solution to be modified for another customer)? If yes, can you please describe the approach that you took to deliver value to the customer to meet rapid delivery?

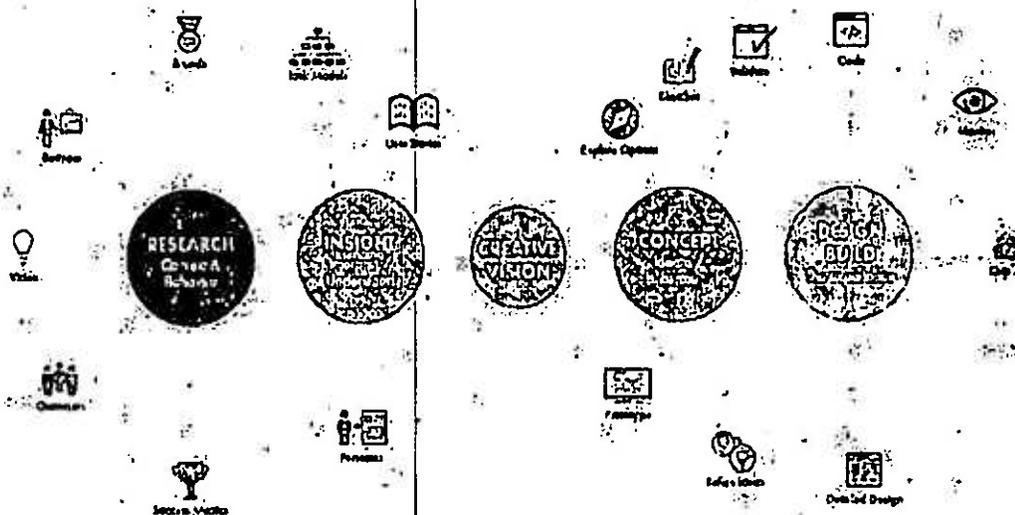
Yes, we have implemented data move for customers in a lift and shift fashion. We used custom discovery scripts to analyze the existing environment. We have migrated the data using the 'Sharegate Migration Tool,' TrnDigitals team prepared the mapping sheet from site collection to destination for migration. Having source and target mapping for the data migration makes it easy for Sharegate to run the job.

For validated data, we developed additional post-migration scripts that compare source and destination folders and report any missed items. The solution helped quality and legal teams to verify and sign off the migration quickly.

- Describe the Microsoft Technical Architect's experience with deploying Microsoft/Office 365 solutions within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of the Microsoft Platform solution(s).

Our pre-build cloud implementation solution is designed to speed up application development. It helps in bringing innovative products in the market as early as possible. CloudCore 6X Framework is designed to save time and money of our customers, using CloudCore 6X framework solutions can be implemented up to 6X faster.

TrnDigital Application Development Methodology



TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

• What were some of the Microsoft Technical Architect's successes and challenges during a Microsoft Platform deployment? What did the Microsoft Technical Architect do to resolve or overcome those challenges, and what was the outcome?

Successes:

- We have provided deep technical expertise and support for Datacenter Transformation, Custom Applications, Data Estate Transformation (ML and AI), and Security/Compliance/Privacy.
- Delivered value via a portfolio of technical engagements optimized to accelerate IP development
- We Delivered deep level technical activities, executing on the defined learning path, and developing technical aspects of critical scenarios outlined in the technology roadmap.
- Enabled and lead activities for Envisioning Briefings, Architecture Design Session.(ADS), Proof of Concept projects, architecture guidance on building solutions.
- Developed a multi-cloud technology adoption roadmap and advised partners on its execution according to business priorities

Challenges:

Training: One of the common challenges many Microsoft Technical Architects face is a lack of training of new features and certification. TrnDigital's administrators participate and lead SharePoint community events and participate in events like Microsoft Ignite to get an early preview of the new features to come.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

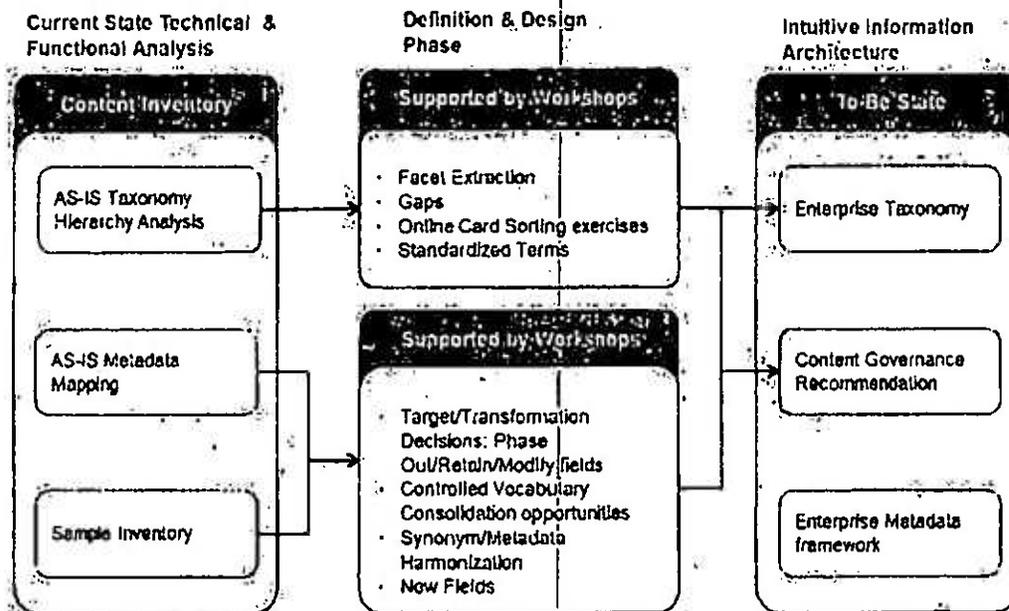
TOPIC 16 – SHAREPOINT ONLINE INFORMATION ARCHITECT

- Does your SharePoint Online Information Architect have at least 5+ years of experience with the Public Sector or Federal Government and a proven track record with developing/managing Microsoft SharePoint Online solutions across enterprise IT programs/projects? If yes, please elaborate.

Yes, the average experience our SharePoint Online Information Architect is over 10 Years of experience with 5+ years of experience supporting large scale enterprise, government projects, fortune 500 companies owning large SharePoint farms, leading migrations, and Supporting Online environments with thousands of sites.

- Does your SharePoint Online Information Architect have experience with developing/designing Microsoft/Office 365? Please describe the techniques, security features, software, process, and data model/methodology that the SharePoint Online Information Architect leveraged to design, configure, and implement modern experience SharePoint Online solutions within a Government Cloud environment. What was the business value and impact provided from those Microsoft/Office 365 data solutions?

TrnDigital has a Team of SharePoint Information Architects who are well skilled across multiple Office 365 and Azure services. Having a robust information architecture is an essential prerequisite for realizing a well-maintained and well-performing portal. Designing the optimal structure requires detailed planning; our approach is as below:



TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

- Were any of the deployed SharePoint Online solutions lift and shift (pre-existing solution to be modified for another customer)? If yes, can you please describe the approach that you took to migrate the data and what software tools did you use? What were the end result and business value provided to the customer?

Yes, we have implemented data move for customers in a lift and shift fashion. We used custom discovery scripts to analyze the existing environment. We have migrated the data using the 'Sharegate Migration Tool,' TrnDigital's team prepared the mapping sheet from site collection to destination for migration. Having source and target mapping for the data migration makes it easy for Sharegate to run the job.

For validated data, we developed additional post-migration scripts that compare source and destination folders and report any missed items. The comparison helped quality and legal teams to verify and sign off the migration quickly.

- Describe the SharePoint Online Information Architect's experience with designing, configuring, and implementing the modern experience of SharePoint Online within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of the SharePoint Online solution(s):

DevOps is a development culture that focuses on producing a cost-efficient quality product, DevOps Provide an easy way to communicate with all the teams in one place during development. It provides an easy way of testing the deployment pipelines for your solution.

Our SharePoint Information Architect help with:

- Improving the deployment frequency
 - Improve testing of the solution
 - Improve mean time of recovery in case a rollback of a solution is required
 - Ensure the lowest rate of failure for multiple releases
- What were some of the SharePoint Online Information Architect's successes and challenges during a Microsoft/Office 365 and SharePoint Online deployment? What did the SharePoint Online Information Architect do to resolve or overcome those challenges, and what was the outcome?

Successes:

- Recommend best-in-class solution architecture identifying functional as well as non-functional parameters.
- The DevOps Pipelines made the deployment quick and error-free compared to the legacy manual deployment process.
- Documented all architecture decisions, and best practice approaches.

Challenges:

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

Training: One of the common challenges many Microsoft Technical Architects face is a lack of training of new features and certification. TrnDigital's administrators participate and lead SharePoint community events and participate in events like Microsoft ignite to get an early preview of the new features to come.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

TOPIC 17 – MICROSOFT LEAD PLATFORM DEVELOPERS

Our team has several Teams Administrators, who serve as Office 365, SharePoint Online, Dynamics 365, and other Microsoft Azure Cloud Solutions, developers.

- Does your Lead Microsoft Lead Platform Developer have at least 3+ years of experience with the Public Sector or Federal Government, and a proven track record of deploying Microsoft/Office 365 solutions across enterprise IT programs/projects? If yes, please elaborate.

Yes, the average experience our Microsoft Lead Platform Developers is over 10 Years of experience with 3+ years of experience supporting large scale enterprise, government projects, fortune 500 companies deploying Microsoft/Office 365 solutions.

- Does your Lead Microsoft Platform Developer have expert proficiency with PowerShell, C+, and SPFX?

Yes, TrnDigital's Lead Microsoft Platform Developers have expert proficiency with PowerShell, C++, and SPFX.

- Does your Lead Microsoft Developer have experience with developing/deploying Microsoft Platform solutions?

Yes, TrnDigital's Lead Microsoft Platform Developers have extensive experience developing/deploying Microsoft Platform Solutions.

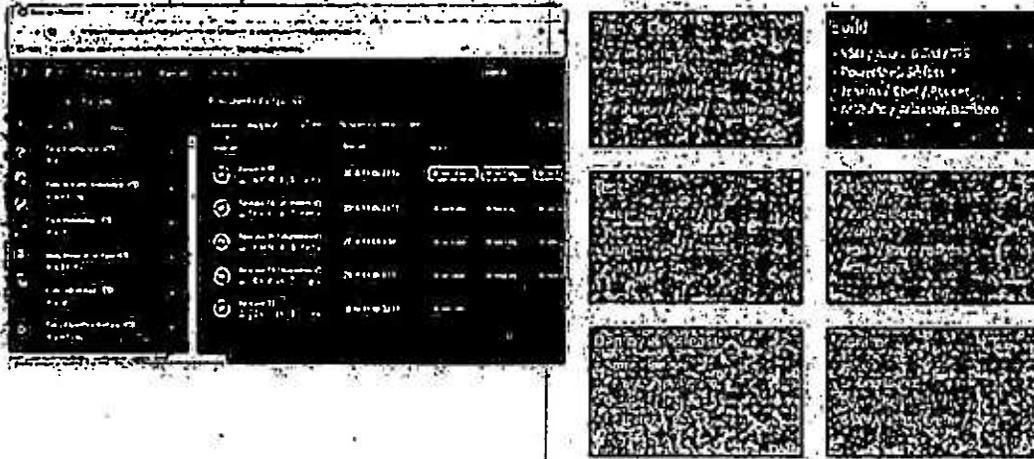
TrnDigital's Azure & Office 365 DevOps Framework accelerates establishing a set of practices, roles, and tools that allows organizations of any size to develop, deploy & maintain solutions at scale.

- Please describe the techniques, security features, software, process, and approach that the Lead Microsoft Platform Developer leveraged to develop/deploy these Microsoft/Office 365 solutions within a Government Cloud environment. What was the business value and impact provided from those Microsoft/Office 365 solutions?

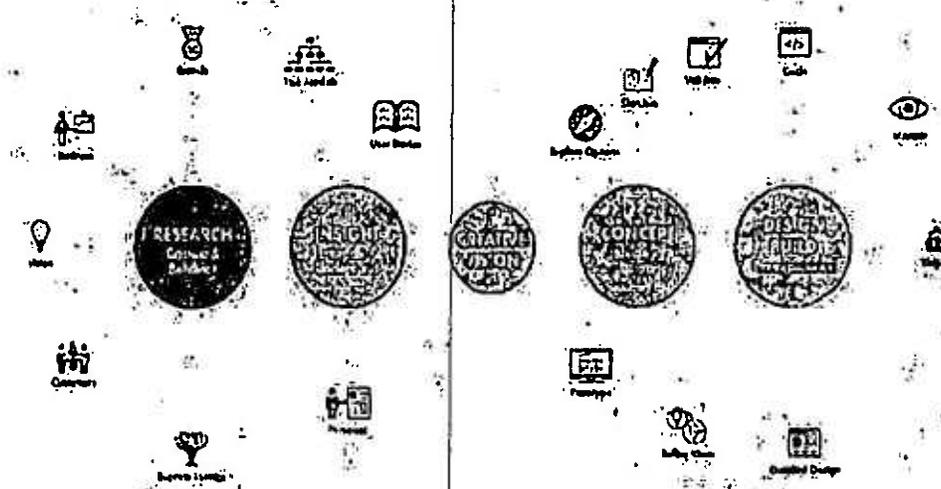
Using our framework, we can streamline the development methodology to deploy both client and server-side solutions through automation.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

TrnDigital Azure & Office 365 DevOps Toolset



TrnDigital Application Development Methodology



• Were any of the deployed Microsoft/Office 365 solutions lift and shift (pre-existing solution to be modified for another customer)? If yes, can you please describe the approach that you took to deliver value to the customer to meet rapid delivery?

Yes, we have implemented data move for customers in a lift and shift fashion. We used custom discovery scripts to analyze the existing environment. We have migrated the data using the 'Sharegate Migration Tool,' TrnDigitals team prepared the mapping sheet from site collection to destination for migration. Having source and target mapping for the data migration makes it easy for Sharegate to run the job.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

For validated data, we developed additional post-migration scripts that compare source and destination folders and report any missed items. The comparison helped quality and legal teams to verify and sign off the migration quickly.

- Describe the Lead Microsoft Platform Developer's experience with deploying Microsoft/Office 365 solutions within an Agile or DevOps environment. Please provide your approach and business value to the customer as a result of the Microsoft/Office 365 solution(s).
- What were some of the Lead Microsoft Platform Developer's successes and challenges during a Microsoft/Office 365 deployment? What did the Lead Microsoft Platform Developer do to resolve or overcome those challenges, and what was the outcome?

Successes:

- Drive detailed Root Cause Analysis (RCA's) and Postmortems for critical Live Site Incidents
- Design and implement real-time telemetry pipelines and monitoring solutions on world-class big data technologies in Azure to automatically discover problems at their source
- Manage budget considerations for new asks and backfill End of Warranty and End Of Life hardware
- Design, write and deliver software to improve network automation, availability, reliability, scalability, security, resiliency, and efficiency of services that deliver specialized compute platforms to the Test Automation
- Contribute in debugging/troubleshooting the complete stack, drive analysis of issues and outages, write software and build automation to resolve production problems with durable system fixes
- Building high-quality metrics and monitoring logic to enable capacity planning, performance analysis, automated incident creation, and scale-out of distributed, multi-service workflows
- Participate actively in code reviews, bug/issue triage with the feature teams, and support well-informed decisions towards business and engineering goals
- Review and influence ongoing design, architecture, standards, and methods for operating software-defined network services and systems; assess design and code changes to drive improvements

We have automated many customer-related processes.

- Onboarding & Offboarding process: Notification emails with the Onboarding and Offboarding.
- Creation and deactivation of AD account, Assigning Phone Numbers and license as applicable (M365 E5; O365 E3 & E5) and Intune group.
- The automated scripts create onboarding tickets, sub-tasks, and a dashboard for monitoring.
- Created Dynamic security groups for providing access to users for SharePoint site collections based on their department.
- We developed PowerShell Scripts to identify the explicitly provided access and remove it while offboarding.

Challenges:

Training: One of the common challenges many Microsoft Technical Architects face is a lack of training of new features and certification. TrnDigital's administrators participate and lead SharePoint community events and participate in events like Microsoft ignite to get an early preview of the new features to come.

TrnDigital's RFP Response # 2312-21 for Microsoft/Office 365/Azure Cloud Solutions Professional Services

Supplemental Information

Provide three (3) references from other states or political subdivisions of similar size and complexity for whom you've provided services.

1. Reference 1

- a. Company Name: Massachusetts Department of Transportation
- b. Contact Name: Lesly Jean-Paul
- c. Contact Email Address: lesly.jean-paul@state.ma.us

2. Reference 2

- a. Company Name: Massachusetts Board of Bar Overseers
- b. Contact Name: Tuan Huynh
- c. Contact Email Address: t.huynh@massbbo.org

3. Reference 3

- a. Company Name: Massachusetts Health Connector
- b. Contact Name: April May
- c. Contact Email Address: april.may@state.ma.us