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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH

Lori A. Weaver
Commissioner

Iain N. Watt
Director

29 HAZEN DRIVE, CONCORD, NH 03301
603-271-4501 1-800-852-3345 Ext. 4501
Fax: 603-271-4827 TDD Access: 1-800-735-2964
www.dhhs.nh.gov

September 10, 2025

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health, to enter into an amendment to an existing contract with Accela Inc. (VC#267709), San Ramon, CA, to add funding for ongoing support and maintenance of the Food Protection Licensing and Inspection Information System, by increasing the price limitation by \$9,300 from \$764,570 to \$773,870 and by modifying the completion date from June 30, 2026 to December 31, 2025, effective upon Governor and Council approval. 100% General Funds.

The original contract was approved by Governor and Council on March 13, 2015, item #12A, as amended on June 6, 2018, item #14A, as amended on January 22, 2020, item #18, and most recently amended on March 12, 2025, item 5G.

Funds are available in the following accounts for State Fiscal Year 2026, 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.

05-95-90-901510-53900000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF PUBLIC HLTH PROTECTION, FOOD PROTECTION

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2016	102-500731	Contracts for Prog Svc	90000219	\$12,985	\$0	\$12,985
2017	102-500731	Contracts for Prog Svc	90000219	\$51,941	\$0	\$51,941
2018	102-500731	Contracts for Prog Svc	90000219	\$51,941	\$0	\$51,941
2019	102-500731	Contracts for Prog Svc	90000219	\$60,941	\$0	\$60,941
2020	102-500731	Contracts for Prog Svc	90000219	\$63,560	\$0	\$63,560

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
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2021	102-500731	Contracts for Prog Svc	90000219	\$53,967	\$0	\$53,967
2022	102-500731	Contracts for Prog Svc	90000219	\$55,586	\$0	\$55,586
2023	102-500731	Contracts for Prog Svc	90000219	\$57,254	\$0	\$57,254
2024	102-500731	Contracts for Prog Svc	90000025	\$58,972	\$0	\$58,972
2025	102-500731	Contracts for Prog Svc	90000025	\$42,652	\$0	\$42,652
2026	102-500731	Contracts for Prog Svc	90000025	\$0	\$9,300	\$9,300
			Subtotal	\$509,799	\$9,300	\$519,099

05-95-90-00300-29300000 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, 13-195:VII G – FOOD PROTECTION

State Fiscal Year	Class / Account	Class Title	Job Number	Current Budget	Increased (Decreased) Amount	Revised Budget
2015	034-500099	Capital Projects	90000219	\$138,387	\$0	\$138,387
2016	034-500099	Capital Projects	90000219	\$116,384	\$0	\$116,384
			Subtotal	\$254,771	\$0	\$254,771
			TOTAL	764,570	\$9,300	\$773,870

EXPLANATION

The purpose of this request is to add funding for continued hosting, support, and maintenance of the existing Food Protection Licensing and Inspection Information System through December 31, 2025, which is the product end-of-life date. The Contractor will work with the Department to transfer all Department data back to the Department and ensure compliance with all contractual obligations. The Department is pursuing alternative services to replace this capability after contract negotiations with the vendor for a modernized data system were unsuccessful due to failure to agree to terms related to State data and privacy standards. The Contractor maintains the data system, which supports inspection and licensing activities for more than 5,000 food establishments statewide including restaurants, retail food stores, food and dairy manufacturing facilities, schools, and dairy and shellfish farms.

The Department will continue to monitor services by ensuring the Contractor continues to provide maintenance and support for the system to enable program execution.

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
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Should the Governor and Council not authorize this request, the Department will not have access to an integrated registration and licensing platform, which will result in delays in licensing thousands of retail food operations and lost revenue for the State.

The Department has determined that the Contractor is in good standing with the Secretary of State's Office, has secured the required levels of insurance, and has provided evidence of authority to execute and be bound by the contract. The Department also requested and received approval from the Commissioner of Department of Information Technology, DoIT #2014-096D. Documents supporting these assertions are available at the agency, for review upon request.

Area served: Statewide

Respectfully submitted,

DocuSigned by:
Patricia M. Tilley

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Lori A. Weaver

Commissioner

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

This Amendment to the Food Protection Licensing and Inspection Information System contract is by and between the State of New Hampshire, Department of Health and Human Services ("State" or "Department") and Accela, Inc. ("the Contractor").

WHEREAS, pursuant to an agreement (the "Contract") approved by the Governor and Executive Council on March 13, 2015, (Item #12A), as amended on June 6, 2018, (Item #14A), as amended on January 22, 2020, (Item #18), and as amended on March 12, 2025 (Item 5G), the Contractor agreed to perform certain services based upon the terms and conditions specified in the Contract as amended and in consideration of certain sums specified; and

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

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

1. Modify Form P-37 General Provisions, Block 1.7, Completion Date, to read:
December 31, 2025 – The parties acknowledge and agree that, notwithstanding anything to the contrary, (1) after December 31, 2025, no updates or enhancements will be provided by Contractor to State or be available to State, (2) any data that is owned by State that is under the sole control of Contractor will be posted by Contractor to a secure site so that State can download such data for 30 days, and (3) such data will be deleted by Contractor without liability to State or any other third party once State has confirmed receipt of the data.
2. Modify Form P-37, General Provisions, Block 1.8., Price Limitation, to read:
\$773,870
3. Modify Part 3, Exhibit B – Section 1 Deliverable Payment Schedule, Table 1 Deliverable Price and Payment Table to add 'ref # 67' to read:

Insert Ref #67
 Deliverable: Ongoing Support and Maintenance Decade, Hosting and Source Escrow Fee
 Deliverable Type: Non-Software
 Projected Delivery Date: Upon Governor and Council Approval – December 31, 2025.
 Payment Amount: \$9,300

4. Modify Table 2, Contract History 2014-096 – Food Protection Licensing and Inspection Information System, to read:

CONTRACT AND AMENDMENT NUMBER	AMENDMENT TYPE	G&C APPROVAL DATE	END DATE	CONTRACT AMOUNT
2014-096	Original Contract	March 13, 2015 Item #12A	3/30/2020	\$462,535
2014-096 Amendment #1	1 st Amendment	06/08/2018 Item #14A	3/30/2020	\$18,000
2014-096 Amendment #2	2 nd Amendment	01/22/2020 Item #18	3/30/2025	\$284,035
2014-096 Amendment #3	3 rd Amendment	3/12/2025 Item #5G	6/30/2026	\$0
2014-096 Amendment #4	4 th Amendment	TBD	12/31/2025	\$9,300
CONTRACT TOTAL:				\$773,870

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

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

State of New Hampshire
Department of Health and Human Services

9/10/2025

Date

DocuSigned by:

Iain Watt

Name: Iain Watt

Title: Director - DPHS

Accela, Inc.

Signed by:

Michael E. Gigliello

Name: Michael E. Gigliello

Title: Controller

9/9/2025

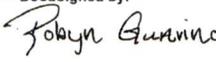
Date

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

OFFICE OF THE ATTORNEY GENERAL

9/13/2025

Date

DocuSigned by:


Name: Robyn Guarino

Title: Attorney

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

OFFICE OF THE SECRETARY OF STATE

Date

Name:

Title:

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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES

Lori A. Weaver
Commissioner

Iain N. Watt
Director

29 HAZEN DRIVE, CONCORD, NH 03301-3857
603-271-4501 1-800-852-3345 Ext. 4501
Fax: 603-271-4827 TDD Access: 1-800-735-2964 www.dhhs.nh.gov

February 3, 2025

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services, to enter into an amendment to an existing contract with Accela Inc. (VC#267709), San Ramon, CA, to provide support and maintenance of the Food Protection Licensing and Inspection Information System by extending the completion date from March 30, 2025 to June 30, 2026, or upon the Go Live date of the Accela Subscription, as described in Amendment #3, Section 1, effective upon Governor and Council approval, with no change to the price limitation of \$764,570.

The original contract was approved by Governor and Council on March 13, 2015, item #12A, as amended on June 6, 2018, item #14A, and most recently amended on January 22, 2020, item #18.

EXPLANATION

The purpose of this request is for the vendor to provide ongoing access, support, and maintenance for the Division of Public Health Services Food Protection Section (FPS) to its Licensing and Inspection Information System. The system supports the Department in executing inspection and licensing activities for approximately 6,000 New Hampshire restaurants, retail grocery stores, caterers, food manufacturers, schools, mobile food units, dairy farms and dairy plants, commercial shellfish processors, and beverage and bottled water plants.

The extension of the existing contract allows sufficient time for the Department to implement the Contractor's new subscription service platform. The new platform will provide the Department greater control over application intake, license reviews, license issuance, license renewals, license amendments, inspections, code enforcement, mobile and remote inspection, payment processing, reporting, billing, and invoicing.

The Department will continue to monitor services by ensuring the Contractor continues to provide maintenance and support for the current system.

Should the Governor and Council not authorize this request, the Department will not have access to an integrated registration and licensing platform, which may result in delays in licensing retail food operations and lost revenue for the State.

Area served: Statewide

Respectfully submitted,

DocuSigned by:
Patricia M. Tilley
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Lori A. Weaver
Commissioner

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Kerrin A. Rounds
Acting Commissioner

Lisa M. Morris
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES

29 HAZEN DRIVE, CONCORD, NH 03301
603-271-4501 1-800-852-3345 Ext. 4501
Fax: 603-271-4827 TDD Access: 1-800-735-2964
www.dhhs.nh.gov

December 10, 2019

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services, to exercise a renewal option and amend an existing agreement with Accela Inc. (Vendor # 267709), 2633 Camino Ramon, Suite 500, San Ramon, CA 94583, to provide support and maintenance of the Food Protection Licensing and Inspection Information System, by increasing the price limitation by \$284,035 from \$480,535 to \$764,570 and by extending the completion date from March 30, 2020 to March 30, 2025, effective upon Governor and Executive Council approval. 100% General Funds.

This agreement was originally approved by the Governor and Executive Council on March 13, 2015 (Item #12A) and as amended on June 6, 2018 (Item #14A).

Funds are available in the following accounts for State Fiscal Years 2020 and 2021, and are anticipated to be available in State Fiscal Years 2022, 2023, 2024 and 2025, with authority to adjust amounts within the price limitation and adjust encumbrances between state fiscal years through the Budget Office, if needed and justified.

See attached Fiscal Details

EXPLANATION

The purpose of this request is to maintain a Food Protection Licensing and Inspection Information System, which is the data management system that supports the business needs and food safety mission of the Department's Food Protection Section.

The original agreement, included language in the Request for Proposals and Part 2, Exhibit C, Special Provisions that allows the Department to renew the contract for up to five (5) years, subject to the continued availability of funding, satisfactory performance of service, parties' written authorization and approval from the Governor and Executive Council. The Department is in agreement with renewing services for five (5) years.

Funds in this agreement will be used to continue support and maintenance of the Food Protection Licensing and Inspection Information System. By utilizing this system, the Food Protection Section has increased efficiencies in program management by eliminating paper inspection reports and the data entry into multiple Excel spreadsheets and Access databases that were previously used. Additionally, inspection reports are now available for public viewing online and licensees are now able to apply for licenses and pay associated fees online.

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
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The Food Protection Section licenses and inspects New Hampshire restaurants, retail grocery stores, caterers, food manufacturers, schools, institutions, mobile food units, dairy farms and dairy plants, commercial shellfish processors and beverage and bottled water plants. The Food Protection Section also investigates illness and sanitation complaints from consumers as well as reports of foodborne disease outbreaks.

The Department will continue monitoring the agreement with Accela, Inc. for effectiveness in delivering services through the following performance measures:

- The application will perform 99.9% of the time, exclusive of scheduled maintenance 95% of the time, serious deficiencies during business hours will have a planned corrective action response within 3 hours.
- Food Protection staff will be able to retrieve pre-identified reports 100% of the time.
- An annual customer/user survey will show 80% of users are satisfied with the performance of the performance of the system.

Should the Governor and Executive Council not authorize this Request, New Hampshire will be at risk of interrupting annual licensing, registration and revenue of over 5,000 different food establishments, statewide.

Area served: Statewide

Source of Funds: 100% General Funds

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

Respectfully submitted,



Kerrin A. Rounds
Acting Commissioner

Fiscal Details

05-95-90-00300-29300000 - HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH, 13-195:VII G – FOOD PROTECTION

State Fiscal Year	Class / Account	Class Title	Job Number	Current (Modified) Budget	Increased (Decrease d) Amount	Revised Modified Budget
2015	034-500099	Capital Projects	90000219	\$138,387	\$0	\$138,387
2016	034-500099	Capital Projects	90000219	\$116,384	\$0	\$116,384
2017	034-500099	Capital Projects	90000219	\$0	\$0	\$0
2018	034-500099	Capital Projects	90000219	\$0	\$0	\$0
2019	034-500099	Capital Projects	90000219	\$0	\$0	\$0
2020	034-500099	Capital Projects	90000219	\$0	\$0	\$0
2021	034-500099	Capital Projects	90000219	\$0	\$0	\$0
2022	034-500099	Capital Projects	90000219	\$0	\$0	\$0
2023	034-500099	Capital Projects	90000219	\$0	\$0	\$0
2024	034-500099	Capital Projects	90000219	\$0	\$0	\$0
2025	034-500099	Capital Projects	90000219	\$0	\$0	\$0
			Total	\$254,771	\$0	\$254,771

05-95-901510-53900000 – HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF HEALTH PROTECTION, FOOD PROTECTION

State Fiscal Year	Class / Account	Class Title	Job Number	Current (Modified) Budget	Increased (Decrease d) Amount	Revised Modified Budget
2015	102-500731	Contracts for Prog Svcs	90000219	\$0	\$0	\$0
2016	102-500731	Contracts for Prog Svcs	90000219	\$12,985	\$0	\$12,985
2017	102-500731	Contracts for Prog Svcs	90000219	\$51,941	\$0	\$51,941
2018	102-500731	Contracts for Prog Svcs	90000219	\$51,941	\$0	\$51,941
2019	102-500731	Contracts for Prog Svcs	90000219	\$60,941	\$0	\$60,941
2020	102-500731	Contracts for Prog Svcs	90000219	\$47,956	\$15,604	\$63,560
2021	102-500731	Contracts for Prog Svcs	90000219	\$0	\$53,967	\$53,967
2022	102-500731	Contracts for Prog Svcs	90000219	\$0	\$55,586	\$55,586
2023	102-500731	Contracts for Prog Svcs	90000219	\$0	\$57,254	\$57,254
2024	102-500731	Contracts for Prog Svcs	90000219	\$0	\$58,972	\$58,972
2025	102-500731	Contracts for Prog Svcs	90000219	\$0	\$42,652	\$42,652
			Total	\$225,764	\$284,035	\$509,799

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

Jeffrey A. Meyers
Commissioner

Lisa M. Morris
Director

29 HAZEN DRIVE, CONCORD, NH 03301
603-271-4501 1-800-852-3345 Ext. 4501
Fax: 603-271-4827 TDD Access: 1-800-735-2964
www.dbhs.nh.gov

May 10, 2018

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services, to amend an existing agreement with Accela, Inc. (formerly known as Decade Software Company, LLC) (Vendor #264432), 2633 Camino Ramon, Suite 500, San Ramon, CA 94583 to conduct annual network penetration testing, a requirement for accepting credit card payments for Food Protection licenses, by increasing the price limitation by \$18,000 from \$462,535 to an amount not to exceed \$480,535 effective upon Governor and Executive Council approval with no change to the contract completion date of March 30, 2020. The original agreement was approved by Governor and Council on March 13, 2015, Item #12A. 47% General Funds and 53% Other Funds.

Funds are available in the following account for State Fiscal Year (SFY) 2019, and are anticipated to be available in SFY 2020, upon the availability and continued appropriation of funds in the future operating budgets, with authority to adjust encumbrances between State Fiscal Years through the Budget Office without further approval from the Governor and Executive Council, if needed and justified.

05-95-90-00300-2930 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS, HHS: DIVISION OF PUBLIC HEALTH SERVICES, BUREAU OF HEALTH AND SOCIAL SERVICES, 13-196-VII-G - FOOD PROTECTION

State Fiscal Year	Class / Account	Class Title	Job Number	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2015	034-500099	Capital Projects	90000219	\$138,387	\$0	\$138,387
2016	034-500099	Capital Projects	90000219	\$116,384	\$0	\$116,384
2017	034-500099	Capital Projects	90000218	\$0	\$0	\$0
2018	034-500099	Capital Projects	90000218	\$0	\$0	\$0
2019	034-500099	Capital Projects	90000218	\$0	\$0	\$0
2020	034-500099	Capital Projects	90000218	\$0	\$0	\$0
			<i>Subtotals</i>	\$254,771	\$0	\$254,771

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

05-95-901510-5390000 - HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVCS, HHS: DIVISION OF PUBLIC HEALTH SERVICES, BUREAU OF PUBLIC HEALTH PROTECTION, FOOD PROTECTION LICENSING AND INSPECTION DATABASE

State Fiscal Year	Class / Account	Class Title	Job Number	Current Modified Budget	Increased (Decreased) Amount	Revised Modified Budget
2015	102-500731	Contracts for Prog Svc	90000219	\$0	\$0	\$0
2016	102-500731	Contracts for Prog Svc	90000219	\$12,985	\$0	\$12,985
2017	102-500731	Contracts for Prog Svc	90000219	\$51,941	\$0	\$51,941
2018	102-500731	Contracts for Prog Svc	90000219	\$51,941	\$0	\$51,941
2019	102-500731	Contracts for Prog Svc	90000219	\$51,941	\$9,000	\$60,941
2020	102-500731	Contracts for Prog Svc	90000219	\$38,956	\$9,000	\$47,956
			<i>Subtotals</i>	\$207,764	\$18,000	\$225,764
			TOTALS	\$462,635	\$18,000	\$480,535

EXPLANATION

The purpose of this request is to allow the Vendor to conduct annual network penetration testing to evaluate the security of the system used by the Division of Public Health Services, Food Protection Section when accepting credit and debit card payments from individuals and establishments paying for items relating to licensing of food service establishments.

The Department is required to have annual penetration testing completed in order to meet Payment Card Industry Data Security Standards (PCI DSS). Penetration testing is conducted to determine whether and how a potential malicious user could gain access to the State's systems and debit or credit cardholder data.

As part of the annual statewide PCI DSS audit of all agencies accepting credit card payments, the Food Protection Section is audited to ensure it is compliant with the PCI DSS standards. The required annual penetration testing was not included in the original contract.

Notwithstanding any other provision of the Contract to the contrary, no services shall continue after June 30, 2019, and the Department shall not be liable for any payments for services provided after June 30, 2019, unless and until an appropriation for these services has been received from the state legislature and funds encumbered for the SFY 2020-2021 biennia.

Should the Governor and Executive Council not authorize this request, the Food Protection Section may not be in compliance with the annual security testing required within the PCI DSS, to which all state agencies accepting credit card payments are subject. Failure to comply with the standards could jeopardize the Food Protection Section's ability to accept credit card payments, which would reflect as a negative finding in the annual statewide PCI audit.

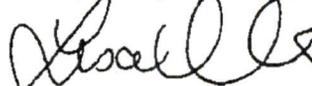
His Excellency, Governor Christopher T. Sununu
and the Honorable Council
Page 3

Area served: Statewide

Source of Funds: 47% General Funds and 53% Other Funds

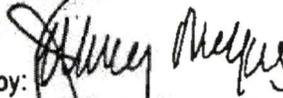
In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



Lisa Morris,
Director

Approved by:



Jeffrey A. Meyers
Commissioner

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Nicholas A. Toumpas
Commissioner

José Thier Montero
Director

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

29 HAZEN DRIVE, CONCORD, NH 03301-6527
603-271-4858 1-800-862-3345 Ext. 4868
Fax: 603-271-4859 TDD Access: 1-800-735-2964



February 18, 2015

Her Excellency, Governor Margaret Wood Hassan
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services, Bureau of Public Health Protection to enter into an agreement with Decade Software Company, LLC (Vendor #264432), 1195 West Shaw Avenue, Fresno, California, 93711 in an amount not to exceed \$462,535, to implement and provide ongoing hosting of a Licensing and Inspection Information System to be effective date of Governor and Council approval through March 30, 2020. 56% General Funds and 44% Other Funds.

Funds are available in the following account for SFY 2015, and are anticipated to be available in SFY 2016, SFY 2017, SFY 2018, SFY 2019, and SFY 2020 upon the availability and continued appropriation of funds in the future capital and operating budgets, with authority to adjust encumbrances between State Fiscal Years through the Budget Office, without further approval from Governor and Executive Council, if needed and justified.

05-95-90-00300-2930 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
HHS: DIVISION OF PUBLIC HEALTH SERVICES, BUREAU OF HEALTH AND SOCIAL SERVICES,
13-195-VII-G - FOOD PROTECTION

Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
SFY 15	034-500099	Capital Projects	90000219	\$138,387
SFY 16	034-500099	Capital Projects	90000219	\$116,384
			Sub-total	\$254,771

Her Excellency, Governor Margaret Wood Hassan
 and the Honorable Council
 February 18, 2015
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05-95-90-901510-5390 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SVS,
 HHS: DIVISION OF PUBLIC HEALTH, BUREAU OF PUBLIC HEALTH PROTECTION, FOOD
 PROTECTION SECTION

Fiscal Year	Class/Account	Class Title	Job Number	Total Amount
SFY 16	102-500731	Contracts for Prog Svc	90000219	\$12,985
SFY 17	102-500731	Contracts for Prog Svc	90000219	\$51,941
SFY 18	102-500731	Contracts for Prog Svc	90000219	\$51,941
SFY 19	102-500731	Contracts for Prog Svc	90000219	\$51,941
SFY 20	102-500731	Contracts for Prog Svc	90000219	\$38,956
			Sub-total	\$207,764
			Total	\$462,535

EXPLANATION

Funds in this agreement will be used to install and maintain a Food Protection Licensing and Inspection Information System, a data management system to improve efficiencies, support the business needs, and food safety defense mission of the Department's Food Protection Section.

The Food Protection Section licenses and inspects New Hampshire establishments where food is produced, manufactured, stored or sold. Food Protection issues licenses to and inspects restaurants, retail grocery stores, caterers, packers of potentially hazardous food, bakeries, schools, private, state and county institutions, mobile food units, food processors, dairy producers and plants, commercial shellfish processors and beverage and bottled water plants. Food Protection also investigates illness and sanitation complaints from consumers and reports of food borne disease outbreaks. Inspection results are public information and are currently made available upon request via hard copies.

The current Food Protection Section software applications utilize multiple databases (e.g. two Access databases and many on Excel). Originally built more than ten years ago, the system loses accounts that must then be re-entered from the paper files. Reports often do not reconcile, and time must be spent verifying the information against the paper files and/or previously created reports. This lack of reliability requires extensive hours of staff time to verify the validity of data in the system and is a burden on businesses that need a license in order to open or to continue operations.

The new data management system will demonstrate improvements over the current way of doing business by decreasing the number of times data must be entered or handled to complete a process transaction. Examples include not having to handle and enter paper copies of applications or inspection reports, providing computer generated inspection results rather than handwritten results and

Her Excellency, Governor Margaret Wood Hassan,
and the Honorable Council
February 18, 2015
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not having to re-enter data that was already collected at the field level, and not having to deposit fees that are paid (currently all by checks, but the future system will provide the option of electronic on-line payment). Requests for information from the public can be quickly provided in the new system either by direct access from the public to a website where inspection results are posted or by several staff empowered to efficiently pull the information from a flexible data system.

Should Governor and Executive Council not authorize this Request, New Hampshire will be at risk of interrupting annual licensing, registration and revenue from over 4,000 food establishments. The Section will not have data to improve data management, program quality improvement initiatives and an integrated system which supports inspection uploads, on-line applications and payment and public access.

Decade Software Company was selected for this project through a competitive bid process. A Request for Proposals was posted on the Department of Health and Human Services' web site from March 15, 2014, through April 28, 2014. In addition, a bidder's teleconference was held on March 27, 2014.

Four proposals were received in response to the Request for Proposals. Six reviewers who work in the Division of Public Health Services and the Department of Information Technology reviewed and scored the proposals. The reviewers represent seasoned public health administrators and managers who have between ten to fifteen years' experience in the food protection field; three of the six reviewers have experience in developing and managing agreements with IT vendors for various public health programs. Each reviewer was selected for the specific skill set they possess and their experience. Their decision followed a thorough discussion of the strengths and weaknesses of the proposals and a live demonstration of the products. Unanimous consensus was reached to use the Decade Software Company product, a proven Food Licensing and Inspection Information System. A summary of this review process is attached.

As referenced in the Request for Proposals and Part 2, Exhibit C, Special Provisions, this competitively procured Agreement has the option to extend for five (5) additional years, contingent upon satisfactory delivery of services, available funding, agreement of the parties and approval of the Governor and Council.

The following performance measures will be used to measure the effectiveness of the agreement:

- Deliverables 1-2, Project Management as defined in the contract Exhibit B, Deliverable Price and Payment Table including an agreed upon work plan is delivered to and accepted by the State of New Hampshire
- Deliverables 3-10, Project Management are completed

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and the Honorable Council
February 18, 2015
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- Deliverable 11, System Software installation, is completed
- Deliverables 12-26, Environment Test and Production are completed
- Deliverables 27-31, User Acceptance Testing, are completed
- Deliverables 32-34, End-User Training, are completed
- Deliverables 35-39, Deployment are completed
- Deliverables 40-42, Warranty Period 90 days from go-live results in final state acceptance of the system
- Year 2 – Ongoing Hosting, Support and Maintenance
 - a. The application will perform 99.9% of the time, exclusive of scheduled maintenance
 - b. 95% of the time, serious deficiencies during business hours will have a planned corrective action response within 3 hours
 - c. Food Protection System staff will be able to retrieve pre-identified reports 100% of the time
 - d. An annual customer/user survey will show 80% of users are satisfied with the performance of the system

Area served: Statewide.

Source of Funds: 56% General Funds and 44% Other Funds.

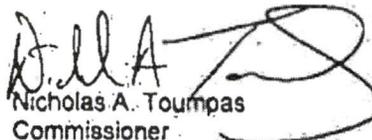
In the event that the Other Funds become no longer available, additional General Funds will not be requested to support this program.

Respectfully submitted,



José Thier Montero, MD, MHCDS
Director

Approved by:



Nicholas A. Toumpas
Commissioner