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**ATTORNEY GENERAL  
DEPARTMENT OF JUSTICE**

1 GRANITE PLACE SOUTH  
CONCORD, NEW HAMPSHIRE 03301

JOHN M. FORMELLA  
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69

September 22, 2025

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

Your Excellency and Members of the Council:

**REQUESTED ACTION**

Authorize the Department of Justice (DOJ) to amend an existing **sole source** contract, with Sophus Consulting Inc., Folsom, CA 95630 (Vendor # 201182-B001), approved by the Governor and Executive Council on December 22, 2021, Item #106, by increasing the price limitation by \$193,475, from \$375,000 to \$568,475, and by extending the end date from June 30, 2026 to June 30, 2027 for the purpose of upgrading the Department's ProLaw case management system to the newest version and continued maintenance and support to users of the system, effective upon approval of the Governor and Executive Council through June 30, 2027. 100% Federal Funds.

Funding is available as follows:

02-20-20-200010-8070	<u>FY 2026</u>	<u>FY 2027</u>
<u>Federal Forfeitures</u>		
038-509038, Technology Software	\$108,475	\$85,000

**EXPLANATION**

This is a **sole source** request because the Department of Justice has been working with Sophus Consulting Inc. on this proprietary software and needs to remain with the current vendor for the upgrade, continued support, and maintenance. In Fiscal Year 2015, Sophus Consulting Inc. was chosen and approved as the vendor to provide a major upgrade to the ProLaw management and electronic records system through a competitive bid. Another upgrade to the system is needed in order to keep current with State base operating and office suite systems. The

Her Excellency, Governor Kelly A. Ayotte  
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September 22, 2025  
Page 2 of 2

vendor has all the history, knowledge and access to provide the office with the ability to track all litigation cases.

The DOJ uses ProLaw to manage its legal case records. It is also used for timekeeping by office professionals and contains a vital calendaring system which ensures timely court appearances and submissions. It is an electronic file cabinet for all DOJ legal documents and a mission-critical software for the Department.

An upgrade to Prolaw is, once again, necessary to keep current with changing technology in the state. This upgrade will prevent system breakdowns and possible loss of data, which would be detrimental to the Department's mission and legal case and trial management. In addition, the amendment would allow an additional year of maintenance and support for all users of the system.

The Department of Justice has determined that the vendor 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 of Justice also requested and received approval from the Commissioner of the Department of Information Technology, 2022-051A. Documents supporting these assertions are available at the agency, for review upon request.

Please let me know if you have any questions concerning this request. Your consideration is greatly appreciated.

Respectfully submitted,



John M. Formella  
Attorney General

#5203032

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF JUSTICE  
FIRST CONTRACT AMENDMENT SOPHUS CONSULTING INC.

WHEREAS, pursuant to an Agreement approved by the Governor and Executive Council on December 22, 2021, Item 106 (herein after referred to as "Contract"), Sophus Consulting Inc. ("Contractor") agreed to supply services upon the terms and conditions specified in the Contract and in consideration of payment by the Department of Justice (hereinafter referred to as "DOJ"), certain sums as specified therein;

WHEREAS, pursuant to the provisions of paragraph 18; Amendment, the Contract may be amended, waived or discharged by written instrument executed by the parties thereto;

WHEREAS, the Contractor and the Department of Justice have agreed to amend the Contract in certain aspects;

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

1. Amendment and Modifications of Contract

- a. P-37 General Provisions, Block 1.7, Amend the Completion Date from 06/30/2026 to 06/30/2027.
- b. P-37 General Provisions, Block 1.8, Amend the Price Limitation from \$375,000 to \$568,475
- c. EXHIBIT A, Paragraph 3, Amend Contractor Responsibilities to include major version upgrades PURSUANT TO APPENDIX A. All other Paragraph 3, Contractor Responsibilities shall remain in full force and effect.
- d. EXHIBIT B, Amend Pricing to read as follows:  
Total Cost: \$568,475  
Major Version Upgrades Pursuant to Appendix A: \$83,475  
Maintenance and Support Pursuant to EXHIBIT A: not to exceed \$485,000 as based on actual hours:
  - January 1, 2022 to June 30, 2022 = \$60,000
  - July 1, 2022 to June 30, 2023 = \$85,000
  - July 1, 2023 to June 30, 2024 = \$85,000
  - July 1, 2024 to June 30, 2025 = \$85,000
  - July 1, 2025 to June 30, 2026 = \$85,000
  - July 1, 2026 to June 30, 2027 = \$85,000

2. EXHIBIT B, Add method of payment as follows:

- a. The State's obligation to compensate and reimburse the Contractor under this Agreement shall not exceed the price limitation set forth in form P-37 section 1.8.

Contractor Initials: 

Date: 09/08/2025

b. Payments for services will be made within thirty (30) days following receipt of all required reports to the State as described in "EXHIBIT B". Said payment shall be made out to the Contractor's accounts receivables address per the Financial System for the State of New Hampshire.

3. Effective Date of Amendment

a. This Amendment shall take effect upon approval from the State of New Hampshire Governor and Executive Council.

4. Continuance of Agreement

a. Except as specifically amended and modified by the terms and conditions of this Amendment, the Contract and the obligations of the parties hereunder, shall remain in full force and effect with the terms and conditions set forth herein.

IN WITNESS WHEREOF, the parties set their hand as of the day and year first above written.

<u>Angelo Whitfield</u>	<u>09/08/2025</u>
Angelo Whitfield, Principal Contractor	Date

Department of Justice	
<u>Kathleen B. Carr</u>	<u>09/08/2025</u>
Kathleen B. Carr Director of Administration	Date

Approved by the Attorney General (Form, Substance and Execution)

<u>Christen Lavers Assistant AG</u>	<u>9/24/25</u>
Attorney General	Date

The foregoing Amendment was approved by the Governor and Executive Council of the State of New Hampshire at the meeting on: \_\_\_\_\_ date.

Office of the Secretary of State of New Hampshire

_____	_____
Signature/Title	Date

Contractor Initials:   
Date: 09/08/2025



# APPENDIX A

## STATEMENT OF WORK FOR CONSULTING SERVICES

### OVERVIEW

Statement of Work for:	ProLaw Upgrade
Resource	Senior Engineer, Senior Programmer
Hourly Rate	\$265
Total Hours	315
Conversions	N/A
Total Labor	\$83,475
Travel and expenses	Remote Support
Total	\$83,475
Estimated Period of Contracted Work	11/01/2025 to 06/30/2027

## SCOPE OF WORK

### DESCRIPTION

Sophus Consulting will support New Hampshire Department of Justice (NHDOJ) in updating their current ProLaw .NET environment (v2020.1 SP1) to ProLaw v31.x or higher. This includes coordinating testing activities, tracking and resolving issues, and identifying and implementing new features. All dates outlined in this Statement of Work are approximate, with specific task dates to be mutually agreed upon by NHDOJ and Sophus Consulting.

### CONTRACTOR RESPONSIBILITIES

The consultant will provide functional and technical support in the following areas:

- **Application and System Components:** Support for ProLaw, .NET ProFiling, and GWAE, addressing functionality issues, resolving bugs, and fixing identified application errors.
- **Incident Resolution:** Act as a liaison between the client and Elite (ProLaw) to ensure prompt resolution of support requests and application bugs.
- **Database Support:** Assist in troubleshooting and resolving database-related issues, including those involving structure and business logic for native ProLaw functionality only.
- **Application Customizations and Configuration:** Provide support for configuring and customizing the application to meet client needs.
- **Resource Management:** Ensure the availability of appropriate resources for completing identified tasks.



- **Communication:** Maintain regular communication on project issues and tasks.
- **Knowledge Transfer and Training:** Provide training on new functionality, features, and best practices.

The project work will be carried out by the assigned consultants as outlined in the SOW. The estimated hours provided were used to develop the project scope but are not tied to specific tasks. Hours will be billed on a time and materials basis, and only as they are incurred.

Activity:	Approximate Hours:
Project Management	30
Environment Setup	20
New Feature /Test Plan	10
Test Upgrade	20
UAT and Bug Resolution	15
Production Upgrade	20
Post Go-Live Support	20
General Support, Consulting, IT Services	180
<b>Total Estimated Hours</b>	<b>315</b>

**CONTRACTOR DELIVERABLES**

Deliverables and dates are based on a October 1, 2025, start date, targeting a production upgrade by the end of February 2026, with all activities and post go-live support completed by October 31, 2026. While dates may adjust due to unforeseen circumstances, the Client will collaborate with Sophus Consulting to agree on necessary changes. To meet this timeline, prompt project initiation and efficient onboarding of resources are critical for successful completion by October 31, 2026. To allow for unforeseen circumstances and continued maintenance, complete contract date is June 30, 2027.



Tasks	Notes
<p><b>#1 - Project Management</b></p>	<p>Sophus will provide project management and start-up. Activities for this task including:</p> <ul style="list-style-type: none"> <li>• Onboarding activities and communications throughout the contract period.</li> <li>• Set-up project workspace and communication plan</li> <li>• Determine schedule of activities and participants</li> <li>• Facilitate documenting data and system request lists</li> </ul> <p>Ongoing activities will include:</p> <ul style="list-style-type: none"> <li>• Report on status update (s)</li> <li>• Maintain and update project workspace tools</li> <li>• Coordinate and communicate with resources and stakeholders</li> <li>• Monitor execution of scheduled activities and any related outcome requiring escalation</li> </ul>
<p><b>#2 - Environment Setup</b></p>	<p>Sophus will assist Client with server migrations, setup, and configuration of the ProLaw Test environments. The following items will be setup:</p> <ul style="list-style-type: none"> <li>• ProLaw System</li> <li>• SSRS Reports</li> <li>• ProLaw Web Suite (install for production)</li> </ul> <p>Upgrade Version User Guides and Reference Materials</p>
<p><b>#3 - New Feature document and Creation of Test Plan</b></p>	<p>Inventory all major updates and features released from the Clients current version to the latest stable release will be provided. Features selected for implementation will be identified and incorporated into the standard test plan.</p> <p>DB Inventory script will be executed, and the following custom artifacts will be identified for incorporation into testing plan:</p> <ul style="list-style-type: none"> <li>• Templates</li> <li>• Reports</li> <li>• Workflow</li> <li>• Statement Formats</li> <li>• Custom Triggers/Automation</li> <li>• 3<sup>rd</sup> Party Integrations</li> </ul>



Tasks	Notes
<p><b>#4 – ProLaw v2020.1 to v31.x Test Upgrade</b></p>	<p>This task will include assistance of server configuration and migration data to new environment. A copy of the production database will be migrated and a test instance will be stood up to facilitate user testing, SSRS report development, and general review of new functionality and features. Additional activities for this task include:</p> <ul style="list-style-type: none"> <li>• Setup of ProLaw Web Suite</li> <li>• Setup of Groupware Agent for Exchange (GWAE)</li> <li>• Setup of SSRS for new installation</li> <li>• Testing Workspace setup, tracking of issues and regular meetings for UAT, issue and bug resolution.</li> </ul>
<p><b>#5 – ProLaw v2020.1 to v31.x Production Upgrade</b></p>	<p>Upgrade of Production ProLaw system to v31.SP2 or most current version.</p> <ul style="list-style-type: none"> <li>• Install and configure ProLaw Web Suite [ProFiling]</li> <li>• Install and Configure GWAE for production database</li> <li>• Configure SSRS</li> <li>• Go- Live Support</li> </ul>
<p><b>#6- Hypercare Support</b></p>	<p>The Hypercare period for the upgrade project is a 3-calendar day support phase that begins on the first business day after the implementation or upgrade is completed. The Hypercare period is designed to provide immediate and focused support to the client following the transition to the upgraded system, ensuring minimal disruption and maximizing operational continuity.</p> <ul style="list-style-type: none"> <li>• 20 hours of support to monitor the upgraded system and resolve any issues.</li> <li>• A bridge call will be scheduled on the first day post-upgrade to address any problems. Unresolved issues will be prioritized and resolved within the 3-business day Hypercare period.</li> <li>• During Hypercare, Sophus will prioritize the client's needs, continuously monitor the Issue Log, and work to resolve issues. At the end of this period, remaining issues will be documented, and the client will transition to Elite support. Unused support hours during Hypercare will not be billed.</li> </ul>



Tasks	Notes
<p><b>#7 – General ProLaw Support and Consulting Services</b></p>	<ul style="list-style-type: none"> <li>• General ProLaw related services and requests including:                             <ul style="list-style-type: none"> <li>○ New ILS Automation</li> <li>○ Ad Hoc Training</li> <li>○ Design Changes and Updates</li> <li>○ New Document Templates</li> <li>○ Mass Changes</li> <li>○ Custom Calculations and Triggers</li> <li>○ Report Development/Automation</li> </ul> </li> <li>• Support of existing HC ProLaw customizations and integrations:                             <ul style="list-style-type: none"> <li>○ ILS Automation</li> <li>○ Document Templates</li> <li>○ Custom Tab Automation</li> <li>○ Matter Setup</li> <li>○ Billing Setup</li> <li>○ Troubleshooting standard integrations                                     <ul style="list-style-type: none"> <li>▪ MS Office</li> <li>▪ Adobe Acrobat</li> <li>▪ Windows OS</li> </ul> </li> <li>○ Troubleshooting of system components                                     <ul style="list-style-type: none"> <li>▪ Groupware Agent for Exchange</li> <li>▪ Web Suite (.NET Profiling)</li> <li>▪ ProLaw Agent</li> </ul> </li> </ul> </li> </ul>
<p><b># 8 - ProLaw IT and Database Support</b></p>	<ul style="list-style-type: none"> <li>• Technical support of ProLaw server resources including:                             <ul style="list-style-type: none"> <li>○ Review trouble queries and identify root cause</li> <li>○ Setup DB maintenance plans</li> <li>○ Optimize database tables to reduce size and record counts</li> <li>○ Update database index statistics</li> <li>○ Application setup and migrations after OS and SQL updates</li> <li>○ Assist with any issues resulting from regular OS patching and updates.</li> </ul> </li> </ul>

**CLIENT RESPONSIBILITIES**

Client responsibilities during the upgrade project:

- Client participates in creating the go-live schedule and aligns with agreed timelines.
- Client follows project deadlines and uses tools provided by Sophus for collaboration and progress tracking.



- Client manages any necessary Change Advisory Board (CAB) procedures on their end.
- Client coordinates with third-party applications and/or vendors that may be impacted by the upgrade.
- Client performs system testing within specified timeframes to ensure critical functions work as expected.

Client responsibilities during Hypercare Support:

- Client performs System Validation Testing in Production immediately after the upgrade.
- Client logs any issues into the Issue Log during Hypercare.
- Any remaining issues after Hypercare will transition to ongoing Elite support.



## REMOTE ACCESS REQUIREMENTS

### REMOTE ACCESS OVERVIEW

Sophus works as a trusted partner with several public sector and private clients to support their case management systems. Our ability to complete our work in both an efficient and cost-effective manner is critical to the success of your project. Our programmers will spend hours analyzing your current data and developing scripts for conversion and cleanup. Developers will spend time configuring the system requiring application permissions above normal users. Coordinating schedules with various legal staff and IT resources to perform this work through a screen share is not a viable solution.

To ensure timely and accurate completion, our staff members will require direct remote access to your systems. Timely provisioning of remote access is essential to keeping the project on track and within budget. Any delays in granting remote access will negatively impact the project timeline, budget, and overall delivery schedule. The specific permissions required to perform these tasks are outlined in detail in the sections below. Providing these permissions without delay will help reduce the project risks and ensure successful implementation.

Our staff is background checked and cleared through several criminal checks through our work with state Attorney General or Justice departments; however, we will gladly comply with any additional forms or processes required to satisfy your specific remote access policy.

### ACCEPTABLE REMOTE ACCESS SOLUTIONS

Any standard method that allows independent access to the required server and desktop resources is acceptable. Remote access can be achieved through any of the following solutions we commonly use at public sector and private clients:

- Bomgar
- IPSEC VPN to RDP
- VMWare Horizon Client (VDI)
- VMWare Workspace (VDI)
- Cisco AnyConnect to RDP
- Citrix VDI
- AWS Workspace
- SecureLink Gatekeeper

### DESKTOP AND SERVER ACCESS

Once access to your network has been provided, our team will need access to:

- System servers



- At least two dedicated desktops. The desktop will need:
- Local administrator rights for application installation and changes
- MS Management Studio to access the SQL databases and the MS Office suite
- The permissions needed to perform the functions require that the account used to log into the workstation is the same account used to access ProLaw.
- Additional access requirements are listed below in the following sections.

#### NEW INSTALLATIONS AND UPGRADES

- System Administrator rights on the operating system for all servers used are required. This will allow the installation and configuration of Windows Roles and Features required for the application to run.
- Ability to create file shares and set permissions for users and service accounts.
- Sysadmin rights inside of Microsoft SQL Server because installation requires the creation of CLR objects that are stored inside the database engine and there is no lower level of permission that can perform that task

#### GENERAL WORK AND SQL PROGRAMMING LOCAL ADMINISTRATOR RIGHTS ON DESKTOP

- System Administrator rights to ProLaw
- SSMS on both remote desktop and SQL Server
- Rights to create, delete, back up, restore databases
- Sufficient space to perform and store backups
- Write/modify rights to ProLaw app folders
- Rights to Activity Monitor, and to kill sessions (important for custom tab design).
- MS Office (Excel and Word)
- Network folder available to share files with project team
- Access to Citrix Sharefile or client's approved secure file transfer

# ProLaw V31.X Upgrade

The legal landscape evolves rapidly—don't let outdated technology hold you back. Upgrade to ProLaw 31.x or greater and gain compatibility and confidence for the future.

## What's New in ProLaw 31.x+?

- Compatibility with Windows 11, Windows Server 2022, SQL Server 2022, and TLS 1.2.
- Updated VSTO plug-ins for seamless integration with Outlook 2024 and beyond.
- Support for advanced document workflows and collaboration tools.

## Key Benefits

- **Compliance Ready:** Meet IT and regulatory standards effortlessly.
- **Cost-Effective:** Maximize your ProLaw investment while avoiding costly migrations.
- **Future-Proof Technology:** Keep your firm ready for tomorrow's demands.
- **Enhanced Security:** Protect sensitive data with up-to-date encryption and server compatibility.



### **Runway Until 2029:**

Ensure compatibility with the latest SQL Servers, Windows OS, and Windows Server OS versions.



### **Optimized for Modern Tools:**

Ensure integration with the new Outlook web add-ins through updated VSTO plug-ins.



### **Enhanced Performance:**

Leverage the latest infrastructure for improved speed, stability, and reliability.



### **Visualize ProLaw Data:**

Gain valuable insights into professional workloads and upcoming trials.

Let **Sophus Consulting** simplify your upgrade with our proven **Quick Start Projects**.

We offer **fixed-price packages** designed to ensure a smooth transition with minimal disruption.

## What We Deliver:

- Comprehensive assessment of your current ProLaw system.
- End-to-end testing, training, and support.
- Tailored upgrade planning and implementation.

Trust **Sophus Consulting** to help you successfully upgrade that supports your system through 2029 and beyond.



[inquire@sophusconsulting.com](mailto:inquire@sophusconsulting.com)

[www.sophusconsulting.com](http://www.sophusconsulting.com)

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**ATTORNEY GENERAL  
DEPARTMENT OF JUSTICE**

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CONCORD, NEW HAMPSHIRE 03301-6397

JOHN M. FORMELLA  
ATTORNEY GENERAL

JANE E. YOUNG  
DEPUTY ATTORNEY GENERAL



December 7, 2021

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

Your Excellency and Members of the Council:

**REQUESTED ACTION**

Authorize the Department of Justice (DOJ) to enter into a **sole source** contract, with Sophus Consulting Inc., Folsom CA 95630 (Vendor # 201182-B001), for and amount not to exceed \$375,000, for the purpose of providing support and maintenance for the Department's ProLaw case management system, effective upon approval of the Governor and Executive Council through June 30, 2026. 100% General Funds.

Funding is available in accounting unit 02-20-20-200010-2601, Attorney General, 233-500777, Litigation Expense, and is contingent upon the availability and continued appropriation of funds as follows with the ability to adjust encumbrances through the Budget Office between State Fiscal Years if needed and justified:

SFY	SFY	SFY	SFY	SFY
<u>2022</u>	<u>2023</u>	<u>2024</u>	<u>2025</u>	<u>2026</u>
\$60,000	\$85,000	\$85,000	\$85,000	\$60,000

**EXPLANATION**

This is a **sole source** request because the Department of Justice has been working with Sophus Consulting Inc., on this proprietary software, and needs to remain with the current Vendor for continued support and maintenance. In Fiscal Year 2015, Sophus Consulting Inc. was chosen to provide a major upgrade to the ProLaw management and electronic records system through a competitive bid after extensive work with the Department of Information of

His Excellency, Governor Christopher T. Sununu  
and the Honorable Council  
December 7, 2021  
Page 2 of 2

Technology. The upgrade was recently completed and the Vendor has all the history, knowledge and access to provide the office with the ability to track all litigation cases.

The DOJ uses ProLaw to manage its legal case records. It is also used for timekeeping by office professionals and contains a vital calendaring system which ensures timely court appearances and submissions. It is an electronic file cabinet for all DOJ legal documents and a mission-critical software for the Department.

In November of 2014, the DOJ entered into a capital expense project with Sophus Consulting Inc. to upgrade the existing ProLaw case management system. Due to ever changing technology and upgrades to the Departments core operating software, this project took over 6 years to complete. It is vital to the office that Sophus Consulting Inc. continue to provide Prolaw and Structured Query Language (SQL) maintenance as well as support for the underlying database. This includes a provision of "helpdesk" support for ProLaw, database management, minor upgrades, report upgrades, assistance and other support as needed.

Please let me know if you have any questions concerning this request. Your consideration is greatly appreciated.

Respectfully submitted,



John M. Formella  
Attorney General

#3389854