

23 - 9/2/26



ADMINISTRATIVE OFFICE
 45 SOUTH FRUIT STREET
 CONCORD, NH 03301-4857



RICHARD J. LAVERS, COMMISSIONER
 HEATHER A. CHERNISKE, DEPUTY COMMISSIONER

August 7, 2026

Her Excellency, Governor Kelly Ayotte
 And the Honorable Council
 State House
 Concord, NH 03301

REQUESTED ACTION

Authorize New Hampshire Employment Security (NHES) to amend an existing **Sole Source** contract with SymbioSys Solutions, Inc. (SymbioSys), (VC#170929) of Concord, NH, for a total amended contract price of \$29,466,146.74 representing a net reduction of \$8,751,865.26 which includes the addition of \$1,791,021.16 in additional support and enhancements as well as a reduction of \$10,542,886.42 in federal grant dollars awarded in 2024 for system enhancements and then subsequently withdrawn by the federal government in State Fiscal Year 2026. The Contract is for Maintenance, Support and Changes to the New Hampshire Unemployment Insurance System (NHUIS). The Amended Contract will be effective upon Governor and Council approval through the original term of June 30, 2029. This amendment makes changes to the scope of services and the price to be paid for those services but does not make any changes to the original term of the contract. The original contract was approved by Governor and Council on June 12, 2024, item #052. 25% Federal funds, 75% Other funds.

Funds are available in the following accounts for Fiscal Year 2027, and are anticipated to be available in Fiscal Years 2028 through 2029, contingent upon the availability and continued appropriation of funds in the future operating budgets, with the authority to adjust encumbrances between fiscal years within the price limitation through the Budget Office, if needed and justified:

02-27-27-270010 DEPT OF EMPLOYMENT SECURITY			SFY				
			2025	2026	2027	2028	2029
8040-038-509038	Technology, Software	Original	7,356,774.00	1,622,598.00			
8040-038-509038	Technology, Software	Incr/(Decr)	(1,785,104.42)	(1,157,878.00)	190,374.00	399,980.16	
8040-038-509038	Technology, Software	New	5,571,669.58	464,720.00	190,374.00	399,980.16	
8041-038-509038	Technology, Software	Original	3,736,000.00	4,049,600.00	4,238,800.00	4,366,400.00	4,494,000.00
8041-038-509038	Technology, Software	Incr/(Decr)			1,093,889.00	106,778.00	
8041-038-509038	Technology, Software	New	3,736,000.00	4,049,600.00	5,332,689.00	4,473,178.00	4,494,000.00
2808-038-509038	Technology, Software	Original		4,050,040.00	1,482,400.00	1,995,960.00	825,440.00
2808-038-509038	Technology, Software	Incr/(Decr)		(3,296,104.00)	(1,482,400.00)	(1,995,960.00)	(825,440.00)
2808-038-509038	Technology, Software	New		753,936.00	-	-	-
NEW TOTALS BY SFY			9,307,669.58	5,268,256.00	5,523,063.00	4,873,158.16	4,494,000.00
GRAND TOTAL							29,466,146.74

NHES is a proud member of America's Workforce Network and NH Works. NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. Auxiliary Aids and Services are available on request of individuals with disabilities

Telephone (603) 224-3311 Fax (603) 228-4145 TDD/TTY Access: Relay 1-800-735-2964 Web site: www.nhes.nh.gov

EXPLANATION

The New Hampshire Unemployment Insurance System (“NHUIS” or the “Unemployment System”) has been supported and maintained by SymbioSys since 2011. This system serves as the front door for New Hampshire’s unemployed workers to access unemployment benefits. This system is responsible for housing the eligibility procedures that determine whether an unemployed worker is able to receive benefits from the state’s \$390 million unemployment compensation trust fund (the “Trust Fund”). While this system is responsible for timely paying eligible individuals, it is also responsible for not paying ineligible individuals and protecting and safeguarding those Trust Fund dollars from bad actors looking to illegally access unemployment benefits either through identity theft, fictitious claim filing schemes or, what is perhaps the scariest threat of them all in today’s rapidly changing technology climate, cybersecurity crimes. Considering the high level of fraud experienced nationally during the pandemic and the growing incidents and concerns regarding Artificial Intelligence (AI) engineered fraud, modernizing the Unemployment System’s infrastructure and processes is critical to preserving and protecting the Trust Fund.

Considering these growing concerns around sophisticated cyberattacks enabling undetected fraudulent access to the state’s \$390 million Trust Fund, New Hampshire continues to try and stay ahead of these threats by modernizing the System. These modernization efforts include both the migration of the state’s unemployment system from the current on-premise, state administered data center, to a cloud platform managed by Google (the “Google Cloud Platform” or “GCP” or the “Cloud”). However, moving to a FedRAMP compliant environment on the Cloud is only part of the effort to harden our security as New Hampshire is also taking steps to introduce AI to better protect the system and more proactively detect fraudulent activity as well as using AI to improve customer and staff experiences.

While the changes sweeping the technology landscape are scary in terms of both the speed as well as the breadth of the change, which is largely fueled by AI, one thing is clear. In order to beat AI, you need to have AI or as one colleague recently stated, “In order to kill the terminator, you need to have a terminator.”

Acknowledging the need to improve the security of our platform by going to the Cloud as well as moving to a Cloud on which we can develop custom AI tools to safeguard the claim filing process and the \$390 million Trust Fund, NHES initiated the cloud migration in 2025 using the state’s NASPO ValuePoint statewide contract. This was funded through a system modernization grant received from the United States Department of Labor (USDOL). New Hampshire was one of nineteen (19) states selected to receive these grants which provided \$11.25 million to each state. New Hampshire had several years’ worth of modernization projects lined up as well as cloud migration. Unfortunately, the modernization grant was withdrawn by USDOL from every recipient state including New Hampshire in 2025. However, considering the time, effort and resources expended to initiate the cloud migration process, the Department decided to continue with the Cloud migration but was forced to abandon other modernization efforts.

The Department was also fortunate to receive an additional grant from USDOL, which was not withdrawn in this case, in order to create several AI agents to improve both the customer experience as well as the staff experience as well as the foundation for an enhanced fraud detection system. These AI agents were created by Google through the statewide contract and started with a proof of concept AI agent that New Hampshire and Google created to use AI in the fact gathering process at the beginning of the unemployment claim filing process. As such a product had never been created, Google provided this at no cost to the state. By migrating to Google Cloud, we

will be able to continue to build upon and expand these AI tools to improve the claim filing experience as well as improving the security posture of the system to better protect against the AI being used by bad actors.

The goal of this contract amendment is to put in place the support and maintenance for the Department's cloud environment as well as these new AI agents. As SymbioSys has been responsible for supporting and maintaining the unemployment system since 2011, they are uniquely positioned to continue to manage the unemployment system as well as support and maintain the cloud environment and the AI agents. SymbioSys is based out of Nashua and is only responsible for the New Hampshire unemployment system which results in their ability to provide a level of dedication and commitment to New Hampshire that is unmatched in any other state. It was as a direct result of this long-term and exclusive relationship New Hampshire was able to successfully manage the historic unemployment claim volume experienced during the pandemic. New Hampshire paid more people and more dollars in two years than it had in the previous decade. While other States were searching for new vendors and new systems to be able to launch the federal pandemic unemployment programs, New Hampshire was able to get right to work with the vendor with which it had an established relationship. Not only did we pay at historically record levels, but New Hampshire was also the first state on the other side of the pandemic to not have any outstanding findings from USDOL. This was in large part to the dedication of SymbioSys and its commitment to New Hampshire.

NHES now seeks to expand this relationship with SymbioSys to include responsibility for maintaining its presence on the Cloud as well as to maintain the AI it is infusing into the system. This amendment adds funding (\$1,200,667) for SymbioSys to provide Cloud and AI maintenance and support for the twelve (12) months following approval by the Executive Council. While the current term of the contract with SymbioSys goes through June 30, 2029, this initial one year of cloud and AI support will allow us to determine the correct size and function for the SymbioSys team that will be responsible for these additional tasks and then the department will be back before the Executive Council during the next twelve (12) months with a further amendment to address the final two years of the contract.

In addition to the additional duties regarding support and maintenance for the Department's Cloud environment and new AI agents, this amendment also includes additional responsibility for SymbioSys to continue to enhance the system components for one of the Department's federally funded reemployment programs. This portion of the amendment utilizes available federal funds (\$190,374) to implement additional system improvements specifically for this program. Considering SymbioSys designed all of the system functionality for this program, they are the best positioned to do these enhancements.

Lastly, this amendment also includes additional responsibility for SymbioSys to make the necessary changes to the Unemployment System to allow the Department to utilize the newest version of Login.gov for identity verification services. Again, this relies upon recently awarded federal funds (\$399,980.16) specifically for this purpose. As SymbioSys was responsible for designing all of the System changes for the first iteration of Login.gov that the Department started using two (2) years ago following approval by the Executive Council, it makes the most sense for SymbioSys to be responsible for the System changes associated with the latest update. The Department continues to see tremendous benefit from using the Federal government's identity verification solution in order to confirm the identity of every person filing for unemployment benefits. The Federal government made Login.gov available to states at no charge for the prior two (2) years and is making it available again at no cost for the next two (2) years. There are approximately twenty-two (22) states now using Login.gov as the identity proofing solution for their unemployment systems. While this is just the funding for the costs associated with implementing the updated version of Login.gov, the Department will be bringing new

participation agreements to the Executive Council as soon as they are made available by the Federal government for your consideration.

In the event Federal or Other funds become no longer available, General funds will not be requested to support this contract.

Attached is the approval letter from the Office of Information Technology (#DoIT 2024-140).

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'R. Lavers', written over a horizontal line.

Richard J. Lavers
Commissioner

Attachments



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

27 Hazen Drive | Concord, NH | 03301
Fax: (603) 271-1516 | TDD: (800) 753-2964
doit.nh.gov



Denis Goulet, *Commissioner*

August 14, 2026

Richard Lavers, Commissioner
New Hampshire Employment Security
State of New Hampshire
45 S. Fruit Street
Concord, NH 03301

Dear Commissioner Lavers:

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 SymbioSys Solutions, Inc., as described below and referenced as DoIT #2024-104A.

to provide maintenance, support and technical changes to the New Hampshire Unemployment Insurance System (NHUIS).

The Total Price Limitation shall decrease by \$8,751,865.26, for a new Total Price Limitation of \$29,466,146.74 effective upon Governor and Council approval with no change to the end date of June 30, 2029.

A copy of this letter must accompany New Hampshire Employment Security's submission to the Governor and Executive Council for approval.

Sincerely,

 **FOR**

Denis Goulet

DG/jd
DoIT #2024-140A

cc: Tim DePalo, IT Manager

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY
SYSTEM MAINTENANCE, SUPPORT, MODIFICATIONS AND ENHANCEMENTS
TO
THE NEW HAMPSHIRE UNEMPLOYMENT INSURANCE SYSTEM AND
THE NEW HAMPSHIRE ACCOUNTING CONTRIBUTIONS TAX SYSTEM
CONTRACT 2024-05
CONTRACT AMENDMENT #1**

WHEREAS, pursuant to a Sole Source Agreement approved by Governor and Executive Council on June 12, 2024, Item #52, SymbioSys Solutions, Inc. (hereinafter referred to as “SymbioSys”) agreed to supply certain services relating to the maintenance, support and modification of the New Hampshire Unemployment Insurance Information System (hereinafter referred to as “the Unemployment System” or “NHUIS”) and the New Hampshire Accounting Contributions Tax System (hereinafter referred to as “the Tax System” or “NHACTS”) upon the terms and conditions specified in the Agreement and in consideration of the payment by the Department of Employment Security (hereinafter referred to as “the Department” or “NHES”) of certain sums as specified therein;

WHEREAS, the Unemployment System is the gatekeeper for New Hampshire’s nearly \$400 million unemployment compensation trust fund (the “Trust Fund”);

WHEREAS, the level of sophistication of fraud is advancing at a rapid pace and in order to continue to be able to effectively combat fraud and protect the Trust Fund, New Hampshire needs to continue to modernize;

WHEREAS, the foundation for this modernization effort is migrating the Unemployment System from the current on-premise location to a cloud environment that can offer advanced security tools as well as offer Artificial Intelligence (“AI”) to proactively protect against the AI being used by criminal bad actors;

WHEREAS, in addition to being able to protect the Trust Fund from the sophisticated fraud of the present and future, NHES also needs to continue to improve the level of customer service the Unemployment System is capable of delivering to the citizens of New Hampshire, particularly during periods of high unemployment claim filing activity.

WHEREAS, increases in unemployment create delays experienced by the public due to the additional workloads on Department staff charged with determining eligibility for unemployment benefits as well as Department staff providing assistance to unemployed workers in finding available training and employment, thus creating additional stress and anxiety for the public during an already stressful and anxious time period;

WHEREAS, the Department is acting proactively to combat past delays experienced by the public during economic downturns by transforming the Unemployment System by leveraging AI as well as by leveraging the elasticity of migrating the Unemployment System to the cloud;

Contractor Initials AR
Date Aug 6, 2026

WHEREAS, the Department is accomplishing this next level of modernization by utilizing the statewide NASPO ValuePoint Master Agreement with Carahsoft Technology Corporation (hereinafter referred to as “the Carahsoft Agreement”) in order to utilize AI development services from Google as well as cloud migration services from Google;

WHEREAS, AI components are being introduced via newly developed AI Agents that include: (1) an AI Adjudication Agent to simplify and streamline the claim filing process for the public when filing an initial claim for unemployment benefits as well as introducing efficiencies for department staff when evaluating benefit eligibility; (2) an AI Website Agent to be located on the Department’s public facing website to help members of the public navigate and find available information; (3) an AI Claim Filing Agent to guide members of the public through the weekly claim filing process and answer related questions; and (4) an AI Collections Agent to streamline the process for repaying debts owed to the department when a member of the public files for unemployment benefits;

WHEREAS, the AI Website Agent, the AI Claim Filing Agent and the AI Collections Agent (collectively the “AI Agents”) have been developed by Google, with funding the Department received from the United States Department of Labor (USDOL); and the AI Agents were developed after Google’s development of the AI Adjudication Agent as a pilot project at no cost to the Department;

WHEREAS, these AI Agents have been developed consistently with State of New Hampshire requirements, most notably the requirement that the public be made aware prior to engaging with AI as well as the requirement that a Department employee review any AI recommendation prior to any decision being issued to the public;

WHEREAS the cloud migration effort involves migration of NHUIS, along with its software and infrastructure, and the Wages Database to Google Cloud Platform (GCP) from the current on-premises State Data Center operations;

WHEREAS the actual migration services and AI development services are being carried out by Google pursuant to the Carahsoft Agreement, NHES needs a vendor to provide guidance during the critical stages of migration to ensure a smooth seamless migration, and after the migration is successfully completed, NHES needs a vendor to provide ongoing support and maintenance of the cloud infrastructure that hosts the Unemployment System as well as support and maintenance of the new AI Agents. NHES believes that the best vendor to provide these services is SymbioSys, the same vendor that is currently maintaining NHUIS and has been providing exceptional support and maintenance for the past fifteen (15) years;

WHEREAS, SymbioSys will provide: (a) guidance during the migration to ensure a smooth seamless migration; (b) full ongoing operational maintenance and support for the infrastructure hosted on the Google Cloud Platform (GCP), post migration; (c) continue maintaining and supporting NHUIS, post migration, on the GCP platform; and (d) provide ongoing maintenance, support and modifications for the four new AI Agents, following acceptance and sign-off of each new AI Agent.

WHEREAS, SymbioSys will perform the above maintenance and support services, these services will exclude security-related monitoring and analysis tasks, which shall remain the Department’s responsibility;

Contractor Initials AR
Date Aug 6, 2026

WHEREAS, the state's Department of Information Technology (DoIT) will continue to support the modernization effort only by: (1) assisting with migration out of the State data center and from current on-premises services; (2) coordinating State-side connectivity requirements to the GCP boundary; (3) database administration and related tasks; and (4) making available to NHES, during and after the migration, enterprise wide tools for monitoring, logging, assessment and reporting activities to the extent these tools continue to be available to DoIT;

WHEREAS, this amendment also includes an extension for SymbioSys to continue to provide maintenance and support related to ForgeRock (now Ping Identity) which functions as the Identity Access Management (IAM) tool for NHES;

WHEREAS, NHES is requesting approval for SymbioSys to perform the above maintenance and support services for an initial period of twelve months following the approval of this amendment, which services may be further extended upon mutual consent of both parties and at an agreed upon price by an amendment to this contract subject to review and approval by the Governor and Executive Council;

WHEREAS, separate and apart from the cloud and AI modernization efforts, NHES has requested SymbioSys to implement identified enhancements to the Reemployment Services and Eligibility Assessment (RESEA) module of NHUIS to enable NHES to serve as many eligible RESEA claimants as possible, thus more efficiently leveraging available Federal funds for RESEA. This enhancement effort is being supported by federal funding available to the Department through the RESEA program;

WHEREAS, also separate and apart from the cloud and AI modernization efforts, NHES has requested SymbioSys to implement enhancements to the Identity Verification Services modules of NHUIS to integrate with USDOL's enhanced ID verification services offering. This enhanced service offering is implemented at ID Assurance Level 2 (IAL2) and is designed to limit scaled and targeted attacks and to protect against basic evidence falsification, evidence theft, and social engineering tactics. It incorporates more robust evidence collection and more rigorous validation processes to safeguard against attacks as the incidence and types of Identity theft continue to grow and evolve. This enhancement effort is being supported by federal funding available to the Department through USDOL's Employment and Training Administration (ETA).

WHEREAS, SymbioSys desires to provide the technical services described above by: (a) adding qualified resources with requisite Google cloud and AI skills to its project team; (b) continuing to have resources proficient in ForgeRock-related technologies on the team; (c) developing said RESEA module enhancements; and (d) implementing enhancements to the Identity Verification Services modules of NHUIS by integrating with USDOL's enhanced ID verification services offering;

WHEREAS, NHES seeks to add \$1,791,021.16 in contract funds to support the aforementioned additional services;

WHEREAS, the Department also needs to amend the contract to remove \$10,542,886.42 in funds previously obligated to SymbioSys for projects detailed herein but withdrawn by USDOL as part of a national effort to reprioritize and repurpose these federal funds which were awarded to New Hampshire

Contractor Initials AR
Date Aug 6, 2026

following a competitive grant process but then subsequently withdrawn from every state that had received an award;

WHEREAS, SymbioSys desires to provide the requested additional technical services and SymbioSys and NHES agree to removal of funds withdrawn by USDOL;

NOW THEREFORE, in consideration of the foregoing, and the covenants and conditions contained in the Agreement and set forth herein, the Parties agree as follows:

Table 1

Contract #2024-05	AMENDED TEXT				
Agreement (Form P-37) Section 1.8 Pricing	The Agreement is hereby amended as follows: Amend Section 1.8 of the Agreement (Page 1), by reducing the Price Limitation by \$8,751,865.26 from \$38,218,012.00 to \$29,466,146.74.				
Exhibit B; Section 1. Statement of Work (SOW)	Modify section B.1 to include the following statements after the opening statement: These services must continue to be provided after NHUIS is migrated to the Google Cloud Platform (GCP) in 2026. Additionally, NHES and SymbioSys must assume full operational responsibility for the NHES GCP environment. DoIT shall not be assigned any operational responsibility within GCP. SymbioSys will: (a) support the GCP Cloud migration project team by providing details of the current on-premises NHUIS implementation and validating that the migration of NHUIS to GCP is comprehensive; and following migration to GCP, provide ongoing platform support for NHES's GCP environment for an initial period of twelve months following the approval of this amendment; (b) provide ongoing maintenance, support and modifications for the new AI Agents for an initial period of twelve months following the approval of this amendment; (c) extend maintenance and support related to ForgeRock (now Ping Identity) for an initial period of twelve months following the approval of this amendment; (d) implement identified enhancements to the RESEA module; and (e) implement enhancements to the Identity Verification Services modules of NHUIS.				
Amendment #1	Ref. #	Activity, Deliverable and Milestone	Delivery Type	Projected Delivery Date	
	1.	GCP migration support followed by ongoing Infrastructure Support for NHES's GCP environment:	Software Services	Twelve months following the approval of this amendment	

Contractor Initials AR
Date Aug 6, 2026

		▪ During the migration, SymbioSys will be responsible for: ○ providing the GCP migration project team with details of the architecture, complexities, and nuances of the current on-prem NHUIS implementation, ○ actively participating to ensure that the migration is thorough and that any issues are identified in a timely manner and addressed promptly by the GCP migration vendor, ○ validating that the cloud migration is based on best practices and is comprehensive, ○ signing off that knowledge transfer by the GCP migration vendor has been comprehensive and complete, and ○ serving as an advisor to NHES in certifying that the migration is complete and ready for continued operations with no disruption of services. During the migration, DoIT will: • Review architecture, configuration, and security documentation provided by SymbioSys and/or NHES, and advise NHES whether the security controls, configurations, and protective measures described appear consistent with DoIT standards, based on the information furnished.		with the option to extend through end of the contract period, by an amendment to this contract, based on mutual agreement by both parties on team size, composition, and price subject to review and approval of the Governor and Executive Council.	
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Contractor Initials AR
Date Aug 6, 2026

		- Advise NHES whether the migration and initial deployment of the four AI agents/applications, as documented and evidenced by SymbioSys and/or the GCP migration vendor, appear consistent with applicable DoIT practices and standards, including but not limited to: - Reviewing evidence that Terraform or other IaC deployed to the NHES GCP environment has been scanned with a policy-as-code tool (e.g., Checkov, tfsec, or equivalent), and that Critical and High findings have been remediated prior to go-live, across all environments, not only production; - Reviewing evidence and attestations regarding alignment with FedRAMP Moderate and IRS Publication 1075, as furnished by SymbioSys, NHES, or the GCP migration vendor; - Reviewing evidence that migrated			
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Contractor Initials AR
Date Aug 6, 2026

		application code, configuration, and supporting infrastructure were handled in a manner consistent with published State of New Hampshire cybersecurity requirements incorporated by reference in this Agreement; ○ Reviewing evidence that migrated code and infrastructure conform to the State of New Hampshire's published secure coding standards and are free of known Critical or High vulnerabilities at the time of migration, accompanied by complete documentation; ○ Reviewing evidence that development, testing, staging, and production environments were provisioned and secured consistent with published DoIT security policies and architecture standards.			
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Contractor Initials AR
Date Aug 6, 2026

		• Advise NHES whether GCP configuration and identity implementation, as documented and evidenced by SymbioSys and/or the GCP migration vendor, appear consistent with NIST 800-53 r5 HIGH and NIST 800-63-4 HIGH, respectively. Any deviations identified will be communicated to NHES for approval. • Advise NHES regarding GCP hosting's alignment with FedRAMP Moderate requirements, based on documentation and attestations furnished by SymbioSys, NHES, and/or Google under the separate NHES-Google Statement of Work, which is not addressed by this Agreement. ▪ Post-migration: Following sign-off and certification by all relevant stakeholders (including SymbioSys) that the GCP migration is complete, the post-migration hyper-care period has ended, and sign-off has been obtained on the completion of knowledge transfer, SymbioSys will provide ongoing support, monitoring (non-security), and maintenance of the Google Cloud Platform (GCP), as further detailed in the In-Scope Activities section below, ensuring day-to-day stability, operational oversight, and continuity of services. DoIT shall not provide these services within GCP. NHES will be			
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Contractor Initials AR
Date Aug 6, 2026

		responsible for providing security monitoring services from a separate vendor and such related tasks and responsibilities will neither be the responsibility of SymbioSys nor DoIT. If at any time should the statewide Carahsoft Agreement not be extended by the State of New Hampshire, the cloud related support services and the AI related support services provided by SymbioSys and the accompanying obligation for paying for such services by the Department both shall cease for the remainder of the period following the successful transition of NHUIS to a different platform and the decoupling of AI related functionality. In Scope Activities: SymbioSys will be responsible for the following in-scope activities: ○ Manage GCP organizational policies, authorization via IAM, networking, firewall rules, security controls, compliance, and auditing on GCP in close coordination with NHES and any designated security provider. DoIT will provide consultation and shall not be responsible for defining, implementing, monitoring, remediating, or maintaining these controls within GCP. NHES shall provide timely input for policy changes or configuration enhancements to GCP. ○ Full ongoing operational maintenance and support, including administration, monitoring, configuration			
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Contractor Initials AR
Date Aug 6, 2026

		management, lifecycle management, vulnerability remediation for the infrastructure hosted on the Google Cloud Platform (GCP) ○ Support the projects and services provisioned during migration in the same manner that they were provisioned - whether via Infrastructure as Code (Terraform) or manually. GCP Infrastructure as Code: If (only if) policy-as-a-code framework has been implemented during migration, all Terraform or other IaC deployed to the NHES GCP environment must be scanned with the State of New Hampshire's policy-as-code tool (Checkov, tfsec, or equivalent) before any infrastructure change. Critical and High policy violations must be remediated before deployment. This applies to all environments, not only production. Exceptions require written approval from NHES leadership before the build proceeds. Each exception must document the control waived, residual risk, and compensating control. Exceptions expire after 30 calendar days. ○ Support existing projects and services provisioned for deploying the new AI applications (the Adjudication Agent and the other 3 new AI Agents) in the same manner			
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Contractor Initials AR
Date Aug 6, 2026

		in which they were provisioned, whether via Infrastructure as Code (Terraform) or manually. To elaborate, any enhancements or additions to manually provisioned projects & services shall be executed manually. ○ Support Operating System (O/s) patching, High Availability (HA), scalability, backup and restore, disaster recovery, and CI/CD for infrastructure provisioning for NHUIS, in alignment with the processes agreed upon during migration. ○ Support High Availability (HA), scalability, backup and restore, disaster recovery, and Continuous Integration/Continuous Development (CI/CD) for Adjudication Agent and the 3 new AI Agent applications, in alignment with the processes agreed upon during implementation and acceptance of these applications on GCP. ○ Support logging, monitoring (non-security), and alerting as implemented during migration, and carry out mutually agreed-upon (by NHES and SymbioSys) enhancements related to platform support, monitoring, and maintenance. ○ Support logging, monitoring (non-security), and alerting as implemented for Adjudication Agent and the 3 new AI Agent applications and carry out mutually agreed-upon (by NHES and SymbioSys)			
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Contractor Initials AR
Date Aug 6, 2026

		enhancements related to platform support, monitoring, and maintenance. ○ Support all environments, including all test, development, production and Disaster Recovery (DR) environments, that were provisioned during (a) GCP migration and (b) implementation of the new Adjudication Agent and the 3 AI Agents. ○ Be responsible for monitoring the availability and functionality of the NHES GCP environment and for identifying, reporting, and escalating connectivity issues impacting application or platform availability. ○ Be responsible for maintaining all required GCP hosted certificates based upon certificate management tracking software made available by DoIT. ○ Be responsible for maintaining and tracking software licenses and domain registrations for the NHES GCP environment. ○ Be responsible for opening and managing support requests with Google and any GCP-related service providers when the issue is determined to reside within the GCP environment or GCP-managed services. ○ Assume responsibility for only the following security-related operational aspects for the GCP environment (all other security-related activities and services are out-of-scope):			
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Contractor Initials AR
Date Aug 6, 2026

		▪ Maintain GCP security controls (IAM, Organization Policies, Firewall Rules, Cloud Armor, as applicable). ▪ Ensure all relevant GCP logging data is synced into the Security Information and Event Management (SIEM) platform (as implemented during migration of NHUIS and development of Adjudication Agent and AI Agents) for further analysis by the third party or parties as chosen by NHES that are responsible for security analysis. ○ Ensure that all security controls, configurations, and protective measures remain correctly implemented, validated, and effective for secure operations on an ongoing basis. ○ Remediation of vulnerabilities on the NHES GCP environment and AI Agents as identified by NHES, SymbioSys, Google, vulnerability scanning tools, audit findings, incident response activity, or any designated security provider, within defined severity-based SLAs. SymbioSys shall remediate or mitigate security vulnerabilities according to the following timelines: ▪ Critical vulnerabilities: fix within 72 hours of discovery or notification or within a time as approved by NHES.			
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Contractor Initials AR
Date Aug 6, 2026

		▪ High vulnerabilities: fix within 5 business days or within a time as approved by NHES. ▪ Moderate vulnerabilities: fix within 30 calendar days. or within a time as approved by NHES. ▪ Low vulnerabilities: fix within 90 calendar days or within a time as approved by NHES. If remediation cannot be completed within the stated timeframe and the Vendor and NHES are unable to reach an agreement, the Vendor must submit a written remediation plan to NHES for approval within 24 hours of the disagreement. NHES reserves the right to require immediate mitigation measures, restrict access, or suspend services if risk to State systems or data is deemed unacceptable. Required Gates Every code change destined for production must pass four gates before delivery. SymbioSys bears the burden of demonstrating completion. ▪ Gate 1: Static Application Security Testing (SAST) SymbioSys must run the State of New Hampshire's SAST tool against all code before each build. All Critical and High findings must be remediated before the build proceeds to UAT. SymbioSys must provide			
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Contractor Initials AR
Date Aug 6, 2026

		NHES the full SAST report for every production build. Gate 2: Peer Code Review Every change must be reviewed by at least one SymbioSys developer who did not author it, before merge to main. The reviewer must incorporate the findings of the cloud based secure coding tools made available by DoIT. Records of who reviewed and when must be maintained. The review must evaluate at minimum: input validation, output encoding, authentication and session management, access control, error handling (no sensitive data in logs), cryptographic implementation (no custom crypto), dependency security, injection attack surface, and any GCP-specific misconfigurations introduced by the change. Gate 3: Software Composition Analysis (SCA) SymbioSys must run the State of New Hampshire's SCA tool against all dependencies before each production build. No build may proceed with a Critical or High CVE in the dependency chain			
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Contractor Initials AR
Date Aug 6, 2026

		without a written exception approved by NHES. The full SCA report must be provided to NHES for every production build. ▪ Gate 4: Pre-Delivery Attestation Before each production deployment, the SymbioSys Project Manager must provide NHES and DoIT a signed written attestation to be incorporated into the documentation made available by DoIT as part of the ICR process confirming that Gates 1 through 3 were completed, all Critical and High findings were remediated or have an approved exception, and no security controls were disabled to complete the build. ○ Actively participate in defining GCP Org policies ○ Maintain compliance on GCP pursuant to periodic compliance assessments and audit reports provided by NHES. ○ Support the transmission of relevant platform data into external (outside of GCP) third-party tools such as the SIEM, CrowdStrike Falcon, etc. that are implemented during GCP migration. ○ Support DoIT in configuring tasks that need setup and network connectivity between on-prem and GCP, post-migration. DoIT will be			
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Contractor Initials AR
Date Aug 6, 2026

		responsible for on-prem-related setup while SymbioSys will be responsible for GCP-related setup of such tasks that include but are not limited to the following: ▪ Cloud CDN ▪ Cloud VPN ▪ Cloud Interconnect ▪ Cloud DNS ○ Perform the networking tasks identified below on GCP: ▪ VPC Network Creation ▪ Subnet Management ▪ IP Addressing (Managing static IPs) ▪ Firewall Rules ▪ Cloud NAT ▪ Identity-Aware Proxy (IAP) ▪ Cloud Load Balancing ▪ Peering within GCP Networks ▪ Cloud Armor, if applicable ▪ Network Intelligence Center ▪ VPC Flow logs (enabling/disabling) DoIT will be available on a consulting basis when requested by NHES/SymbioSys in the performance of the above networking tasks. Consultation shall not create operational responsibility for DoIT within GCP. ○ Ensure that the NHES GCP environment and applications are in compliance with standards defined by NHES including but not limited to,			
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Contractor Initials AR
Date Aug 6, 2026

		FedRAMP Moderate, IRS Publication 1075 ○ SymbioSys shall design, develop, deliver, and maintain all application code, configuration components, and supporting infrastructure in a secure manner consistent with established and published State of New Hampshire cybersecurity requirements, including the security requirements incorporated by reference in this Agreement. All delivered code and infrastructure shall conform to the State of New Hampshire's published secure coding standards, be free of known Critical or High vulnerabilities at the time of delivery, and be accompanied by complete documentation. SymbioSys shall ensure that all environments supporting the solution—including development, testing, staging, and production—are provisioned, secured, and maintained by SymbioSys in accordance with established and published DoIT security policies and architecture standards. ○ Perform DBA-related tasks related to the support of the databases, if any, used by the AI Agents. ○ No GCP security function shall default to DoIT unless expressly accepted by DoIT in writing. Out of Scope Activities SymbioSys will not be responsible for the following out of scope activities:			
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Contractor Initials AR
Date Aug 6, 2026

		○ Defining and managing users and groups on MS Entra, synchronizing authorized users and groups with Google's Cloud Identity, and ongoing authentication of such users to GCP. ○ Monitoring and preventing unauthorized access to the GCP platform via synchronization with MS Entra. ○ Tasks related to budgeting and GCP Billing. These tasks shall be owned by NHES and operationally supported by SymbioSys (to the extent of the default/out-of-box functionality provided by GCP), including budget alerts, cost anomaly detection, cost reporting, tagging/labeling standards, and cost optimization recommendations. DoIT shall not be responsible for GCP billing, budget controls, or cost management. ○ Procuring, and renewing all required GCP-hosted certificates, software licenses and domain registrations. These include but are not limited to: ▪ Licensing for all state-procured software and tools that support the applications on GCP. ▪ Ensuring that all certificates are renewed timely and provided to GCP Platform team to keep them up to date. ▪ Responsibility for configuring the on-prem			
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Contractor Initials AR
Date Aug 6, 2026

		tools that support all applications on GCP and troubleshooting related issues. ▪ Identifying all necessary upgrades/patches to any state-procured software and tools. ▪ Pushing upgrades and patches to any agents to on-prem software (where mutually agreed) that are installed on GCP. If upgrades and patches cannot be pushed for any specific software, DoIT will identify all necessary upgrades/patches and make these available to SymbioSys in a timely manner. ○ Performing all DBA-related tasks in support of the NHUIS application suite, and the Wages database ○ Managing on-prem or data center side Infrastructure, networking (including Interconnect and VPN connectivity to the GCP edge), and security. ○ The administration, configuration, deployment validation, agent health, data forwarding, and operational coordination of third-party tools used in the GCP environment, including CrowdStrike, Tenable, AppViewX, Tripwire, SIEM integrations, and related tooling that are state-owned and used/leveraged by NHES on GCP. DoIT-procured tooling shall not create DoIT operational responsibility for			
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Contractor Initials AR
Date Aug 6, 2026

		the NHES GCP environment. ○ All security-related services (other than those specifically identified as being in-scope) are considered out-of-scope and not the responsibility of SymbioSys. Security related services shall remain the responsibility of NHES and shall not be the responsibility of DoIT. These out-of-scope items that remain the responsibility of NHES include but are not limited to: ▪ Monitoring and scanning of GCP logs ingested into SIEM. ▪ Initial triage, analysis, and escalation of security alerts. ▪ Assuming primary responsibility for incident response and management/containment. These services will be performed in collaboration with the security team that will assume primary responsibility for security assessment and analysis. ▪ Conducting proactive threat hunting across SIEM logs, IAM activity, ▪ Performing first-level forensic investigations (log analysis, anomaly validation, suspicious event correlation). ▪ Generating incident reports, root cause analysis (RCA), and lessons learned. ▪ Generating vulnerability scan reports.			
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Contractor Initials AR
Date Aug 6, 2026

		○ Compliance Auditing and Risk related items such as but not limited to: ▪ Defining compliance requirements (FedRAMP, ISO 27001, HIPAA, CIS, NIST, etc.) applicable to GCP ▪ Conducting continuous compliance monitoring and reporting. ▪ Owning and driving preparation for external audits and regulatory assessments. DoIT will be responsible for the following (both during migration and post-migration): ⊖ Database administration and related tasks; ○ Maintaining adequate connectivity from the state's network and on-premise environment to NHES GCP environment; ○ Continuing to make available to NHES for use on GCP, up-to-date versions of certain DoIT procured enterprise-wide logging, monitoring, assessment and cybersecurity tools including but not limited to: ▪ CrowdStrike ▪ Tenable Security Plus ▪ Tripwire ▪ CrowdStrike Falcon ▪ AppViewX ▪ Akamai ○ Continuing to make available to NHES for use on GCP, up-to-date versions of the following tools/services that are not security-related:			
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Contractor Initials AR
Date Aug 6, 2026

		▪ WebSphere and other IBM software and services used by NHES applications ▪ Ping AM, Ping DS, and other Ping software and services used by NHES ▪ ACUCOBOL, FIS Metavante, \$Universe, Crystal Report, iText (Apyrse product) and TimeshiftX software and services used by NHES ▪ Azure and related ADO software and services used by NHES ▪ GitHub and other code repository and release management software and services used by NHES. ▪ SAST, SCA and any other standard SoNH tools that SymbioSys is mandated to use as referenced in this document. ▪ Grand Relay Email Server or Azure Communication Services, as recommended by DoIT ▪ *HAProxy Enterprise Additionally, DoIT shall be responsible for the following (both during migration and post-migration): ○ DoIT shall serve as the State's provider of record and service broker for the connectivity services supporting the NHES GCP environment. DoIT shall be responsible for procuring, managing, and maintaining the contractual relationships associated with the			
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Contractor Initials AR
Date Aug 6, 2026

		connectivity services used to establish communication between the State network and the GCP service boundary. ○ DoIT shall be responsible for continuous monitoring of the connectivity service, detection of connectivity outages, or operational monitoring of the connectivity path up to the GCP service boundary. Upon notification of a connectivity-related issue between the state network and the GCP service boundary, DoIT shall engage the applicable carrier, connectivity provider, or aggregation provider and coordinate support activities associated with the services under DoIT management. ○ Where technically and contractually feasible, DoIT will identify existing enterprise-wide tools that NHES may choose to leverage for GCP. Availability of a DoIT-procured tool does not assign DoIT responsibility for deployment, configuration, operation, monitoring, alert triage, remediation, or lifecycle management within GCP unless separately agreed in writing. ○ DoIT will continue to make available to NHES for use on GCP tools in the following areas: ▪ Endpoint Detection and Response (EDR) (e.g. CrowdStrike)			
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Contractor Initials AR
Date Aug 6, 2026

		▪ Vulnerability Assessment (.e.g., Tenable Security Plus) ▪ Security Configuration Management (SCM)/File Integrity Monitoring (FIM) (e.g., Tripwire) ▪ Managed Detection and Response (MDR) (e.g., CrowdStrike Falcon) ▪ Certificate Management (e.g. AppViewX) ▪ Web Application Firewall (WAF) and Distributed Denial of Service (DDoS) protection (e.g., Akamai) Assumptions The execution of the above-mentioned SymbioSys's in-scope services is based on the following assumptions: ○ SymbioSys will not be responsible for procuring any licenses and services necessary for the secure and smooth operation of NHUIS, the three AI agents, and the Wages database on GCP. NHES will be responsible for purchasing all such licenses and services. ○ There will be no change in the Maintenance support hours. SymbioSys will continue to provide these services during normal business hours, while addressing any exceptional batch-related support needs, when needed, on weeknights. Out-of-hours support may be extended depending on the nature of the activity, determined on a case-by-case basis and subject to mutual agreement by both parties.			
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Contractor Initials AR
Date Aug 6, 2026

		○ SymbioSys shall be granted only the least-privilege GCP roles necessary to perform approved in-scope services and activities. Assignment of Owner, Organization Administrator, or equivalent tenant-wide privileges to SymbioSys shall be determined by NHES based upon the in-scope activities detailed herein. ○ SymbioSys team shall be granted read-only access to Google's Cloud Identity to gain visibility to the groups to which individual users are assigned. ○ NHES shall maintain Premium level (or equivalent) of GCP support with Google to ensure timely escalation and resolution of platform issues. ○ NHES shall maintain an adequate level of support for the Autonomous Database and Base Database implementations on GCP with Oracle to ensure timely escalation and resolution of database-related issues. ○ NHES and SymbioSys will work collaboratively to attain Cost Optimization on GCP. ○ NHES will identify the entities (DoIT or external vendors) who will carry out the out-of-scope tasks/services identified herein, and such entities will coordinate with SymbioSys, as needed. ○ NHES, DOIT (and other external vendor, if any, identified by NHES) shall			
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Contractor Initials AR
Date Aug 6, 2026

		provide timely input to issues that are raised by SymbioSys. ○ NHES shall provide timely input for policy changes on GCP. ○ DoIT shall provide timely input for configuration enhancements on the security agents installed on GCP. ○ All necessary upgrades/patches to any state-procured software and tools that are used on GCP shall be made available by DoIT to SymbioSys in a timely manner. ○ DoIT shall provide knowledge transfer for all on-premise system administration responsibility currently performed by DoIT as well as current State data center components or State-side connectivity items under DoIT control. DoIT shall not provide knowledge transfer for GCP services it does not operate. ○ SymbioSys will become the point of technical contact for partner agencies and other entities (such as ICON, Citizen's Bank, NH SFTP, USDOL, etc.). ○ SymbioSys will have direct access to all software portals provided by vendors (IBM, Ping, Metavante, \$Universe, etc.) of the software and services that the NHUIS application suite is reliant on. Additionally, SymbioSys will be the technical point of contact for such vendors. ○ To the extent it is within the control of NHES, knowledge Transfer from all			
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Contractor Initials AR
Date Aug 6, 2026

		vendors/partners will be comprehensive and cover all aspects related to maintenance and support of on-going operations of the applications and GCP services used. ○ NHES will work to ensure the Migration and Development Partner vendors and the Google Cloud team will provide technical design documents, playbooks and run books for ongoing support activities as a part of Knowledge Transfer. The SymbioSys Platform team will continue to maintain the playbooks/runbooks provided. ○ SymbioSys will assume ownership of platform support on GCP upon sign-off and certification by all relevant stakeholders (including SymbioSys) that the migration is complete in all respects, including the conclusion of the hyper care period following the migration, the completion of comprehensive knowledge transfer to SymbioSys, and the availability of technical design documents, playbooks and runbooks for ongoing operations on GCP. ○ DoIT will be available for prioritized consultation and support during the three (3) months following migration to GCP on all tasks currently provided by DoIT related to NHUIS system administration in the on-premise data center and further DoIT availability shall be limited to current State data center systems being migrated out and State-			
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Contractor Initials AR
Date Aug 6, 2026

		side connectivity under DoIT control. However, such prioritized consultation and support shall not include DoIT performing any tasks on GCP. Following the conclusion of the three (3) months of prioritized consultation and support, DoIT shall then be available for general consulting as requested by NHES and/or SymbioSys on the tasks described herein. ○ DoIT will provide single sign-on (SSO) connectivity from GCP to Microsoft Entra. ○ MS Entra account security shall remain the responsibility of DoIT. ○ The SymbioSys GCP platform support team will not include any security specialists but NHES shall assume full responsibility for all security related tasks. DoIT shall not fill this gap. ○ The proposed platform team will need to be augmented: (a) if the number of systems/services provisioned on GCP increases significantly, and/or (b) to accomplish large projects such as setting up new Disaster Recovery environments, automating the provisioning of services in GCP, etc. ○ SymbioSys will also perform as a key advisor to the NHES leadership in: (a) establishing policies and procedures for managing cloud resources effectively; and (b) developing cloud strategies that align with business goals,			
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Contractor Initials AR
Date Aug 6, 2026

		ensuring that NHES's cloud adoption takes advantage of GCP capabilities and accelerates digital transformation while managing costs effectively. ○ NHES shall be responsible for monitoring and scanning of GCP logs ingested into SIEM which shall be assigned to NHES, SymbioSys, Google, a contracted MSSP, or another designated security provider. DoIT shall not be responsible for monitoring, scanning, triage, analysis, escalation, or response for NHES GCP logs unless separately agreed in writing; ○ NHES shall be responsible for initial triage, analysis, escalation, and ownership tracking, produced by any monitoring, logging, or assessment tools used by NHES in GCP which shall be assigned to NHES, SymbioSys, Google, a contracted MSSP, or another designated provider. DoIT-provided tooling does not create DoIT responsibility for vulnerability triage or remediation within GCP			
	2.	Ongoing maintenance, support, and modifications for the new Adjudication Agent application, and the three (3) new AI Agents on the GCP platform The maintenance and support of the abovementioned AI related applications will be transitioned to SymbioSys upon successful completion and conclusion of (a) sign-off and certification by all relevant stakeholders (including SymbioSys), (b) the hyper care period following the rollout of each of these	Software Services	Twelve months following the approval of this amendment with the option to extend through end of the contract period, by an amendment to this contract, based on mutual	

Contractor Initials AR
Date Aug 6, 2026

		applications, and (c) knowledge transfer to SymbioSys. Once transitioned, SymbioSys will be responsible for the following tasks related to the maintenance and support of these applications: • Troubleshoot and address issues and maintain optimal performance. • Work with end users to define and implement minor enhancements including continued training and refinement of the AI Agents. • Coordinate with and support end-users in performing user acceptance and other testing. The AI application support team that will support the abovementioned applications will need to be augmented when NHES implements additional AI applications.		agreement by both parties on team size, composition, and price subject to review and approval by the Governor and Executive Council.	
	3.	Extend maintenance and support related to ForgeRock. SymbioSys will provide maintenance and support related to the implementation of and integration with ForgeRock (now Ping Identity).	Software Services	Twelve months following the approval of this amendment with the option to extend through end of the contract period, by an amendment to this contract, based on mutual agreement by both parties on team size, composition, and price subject to review and approval by the Governor and Executive Council.	

Contractor Initials AR
Date Aug 6, 2026

	4. Enhance RESEA to maximize program participation for eligible claimants. Implement the following enhancements in order to enable NHES to serve as many eligible RESEA claimants as possible: a. Update the smart scheduler to be based on appointments statewide instead of being tied to individual office capacity. This would work in a similar fashion to the originally designed smart scheduler but would be tied to all RESEA staff statewide and their appointment capability. b. Remove the requirement that initial appointments be held in person (for both self-scheduling and auto-scheduling.) c. Modify auto scheduling for 1-on-1 Appointments Statewide to: • Auto-schedule, after the 3-day self-scheduling window has closed, based on preference, attempting in-person first (if selected) and then virtual based on statewide availability • Use statewide availability for virtual preferences. • Use availability with assigned office for in-person preferences. If no such timely appointments are available, auto-schedule based on virtual appointment availability. • If a claimant has indicated US mail as a preference for communications, appointments must be auto scheduled no sooner than 10 days from the next business day. d. Update the question on initial claim to ask claimants their preference for attending meetings either virtually or in-person. The current group meetings preference can be removed.	Software	3/31/2027	
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Contractor Initials AR
Date Aug 6, 2026

		This new preference would be utilized by the enhanced smart scheduler. e. Include a symbol in the RESEA module to show each claimant's meeting preference – i.e., whether it is in-person or virtual so staff can see this quickly. f. Allow staff to look up pre-RESEA claimants who have completed their RESEA orientation. Include functionality for staff to schedule a selected claimant when the customer seeks or needs assistance with scheduling their initial one-on-one RESEA appointment. g. Refine some validation rules on the appointment details page to ensure accurate mapping for the Participant Individual Record Layout (PIRL). h. Display the initial claim filing date (exact date) on the case summary page in the RESEA module and on the page related to the claimant snapshot. This will aid managers in conducting internal audits. i. Ensure that these enhancements do not negatively impact the federal ETA 9128 report.			
	4.	Enhance Identity Verification Services modules of NHUIS to integrate with USDOL's enhanced ID verification services offering Program integrity and safeguarding the privacy of our clients are of utmost importance to New Hampshire Employment Security. NH's initial implementation of Login.gov greatly enhanced both the quality and timeliness of identity verification, as well as our ability to safeguard our claimants. This effort will include the following activities:	Software	12/31/2028	

Contractor Initials AR
Date Aug 6, 2026

		a. Work with USDOL to fully understand the nuances of the enhanced offering to: ▪ identify the timeline and plan for the transition to the enhanced Id Verification system. ▪ Create functional and technical design for implementation and integration with the enhanced Id Verification system. b. Implement changes for integrating with the enhanced offering and leveraging its features. c. Include enhancements such as the following to the impacted systems/modules: ▪ A more robust crossmatch with the ID information received from the ID verification services. ▪ Enhance the current internal ID Verification process and tools to handle the increased number of claimants who may choose the non-digital option (especially because the in-person USPS verification will include a digital verification upfront.) ▪ Include communication, both generic and context-sensitive, to educate claimants on both the digital and non-digital methods offered by the NHES and the steps required to complete each process.			
	5.	Special AI application option SymbioSys is developing an AI solution that improves the quality of claims intake by introducing conversational intake, where viable and beneficial, primarily focusing on comprehensive fact finding. This solution will also include more effective, data-driven, and insightful	Software	Through 6/30/2029	

Contractor Initials AR
Date Aug 6, 2026

		decision-making for Adjudicators. SymbioSys is prepared to implement this solution for NHES at no cost. Such efforts are intended to result in a marketable solution for SymbioSys and a no-cost product for use by the State of New Hampshire. This is an optional initiative, and neither NHES nor SymbioSys is obligated to pursue or implement this effort.			
Exhibit C; Section 10.1.1: Activities / Deliverables / Milestones Pricing and Section 10.1.2: Future Contractor Rates Worksheet	Add the items identified as Ref#1, Ref#2, and Ref#3 below to the Maintenance and Support Pricing sub-section of section 10.1.1. Incorporate the item identified as Ref#4 and Ref#5 as an addition to the Development Work (SBR) Item Pricing sub-section of section 10.1.1. Incorporate the table identified as ‘Reduction in Development Work (SBR) Item Pricing table in section 10.1.1’ below in the Development Work (SBR) Item Pricing sub-section of section 10.1.1. Add the tables identified as ‘SymbioSys Rates & Utilization for GCP resources’ and ‘SymbioSys Rates & Utilization for AI Application support resources’ to section to the table labeled as ‘Rates for additional NHUIS Maintenance, Support, and Modifications’ in section 10.1.2 (Future Contractor Rates Worksheet).				
Amendment #1	MODIFICATIONS				
	Ref. #	Activity, Deliverable, and Milestone	Due Date	Price/Payment	
	1.	GCP migration support followed by ongoing Infrastructure Support for NHES’s GCP platform	Twelve months from Approval	\$828,000.00	
	2.	Maintenance, support and modifications for the new Adjudication Assistant application, and the three (3) new AI Web Agents on the GCP platform	Twelve months from Approval	\$308,000.00	
	3.	Extend utilization of ForgeRock resources	Twelve months from Approval	\$64,667.00	
	4.	RESEA	3/31/2027	\$190,374.00	
	5.	Enhance Identity Verification Services modules of NHUIS to integrate with USDOL’s enhanced ID verification services offering	12/31/2028	\$399,980.16	

Contractor Initials AR
Date Aug 6, 2026

	6.	Removal of funds withdrawn by USDOL	NA	\$10,542,886.42																										
	TOTAL MODIFICATIONS			(\$8,751,865.26)																										
	Payment Schedule:																													
	For Items Ref#1, Ref#2, and Ref#3		Total: \$1,200,667.00																											
	<table><tr><th>Month/Year</th><th>Amount</th></tr><tr><td>September 2026</td><td>\$143,385</td></tr><tr><td>October 2026</td><td>\$150,056</td></tr><tr><td>November 2026</td><td>\$100,056</td></tr><tr><td>December 2026</td><td>\$100,056</td></tr><tr><td>January 2027</td><td>\$100,056</td></tr><tr><td>February 2027</td><td>\$100,056</td></tr><tr><td>March 2027</td><td>\$100,056</td></tr><tr><td>April 2027</td><td>\$100,056</td></tr><tr><td>May 2027</td><td>\$100,056</td></tr><tr><td>June 2027</td><td>\$100,056</td></tr><tr><td>July 2027</td><td>\$50,056</td></tr><tr><td>August 2027</td><td>\$56,722</td></tr></table>				Month/Year	Amount	September 2026	\$143,385	October 2026	\$150,056	November 2026	\$100,056	December 2026	\$100,056	January 2027	\$100,056	February 2027	\$100,056	March 2027	\$100,056	April 2027	\$100,056	May 2027	\$100,056	June 2027	\$100,056	July 2027	\$50,056	August 2027	\$56,722
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July 2027	\$50,056																													
August 2027	\$56,722																													
For Items Ref#4 and Ref#5																														
Per the payment schedule for Development Work (SBR) identified in section 10.1 of the contract																														
SymbioSys Rates & Utilization for GCP resources:																														
<table><tr><th>Position Title</th><th>SFY 2027</th><th>Utilization</th></tr><tr><td>GCP Architect</td><td>\$200</td><td>75%</td></tr><tr><td>GCP Site Reliability Engineer</td><td>\$168</td><td>80%</td></tr><tr><td>GCP Engineer - Infrastructure</td><td>\$144</td><td>80%</td></tr><tr><td>GCP DevOps Engineer</td><td>\$144</td><td>10%</td></tr><tr><td>Google Cloud Digital Leader</td><td>\$204</td><td>0%</td></tr></table>				Position Title	SFY 2027	Utilization	GCP Architect	\$200	75%	GCP Site Reliability Engineer	\$168	80%	GCP Engineer - Infrastructure	\$144	80%	GCP DevOps Engineer	\$144	10%	Google Cloud Digital Leader	\$204	0%									
Position Title	SFY 2027	Utilization																												
GCP Architect	\$200	75%																												
GCP Site Reliability Engineer	\$168	80%																												
GCP Engineer - Infrastructure	\$144	80%																												
GCP DevOps Engineer	\$144	10%																												
Google Cloud Digital Leader	\$204	0%																												
SymbioSys Rates & Utilization for AI Application support resources:																														
<table><tr><th>Position Title</th><th>SFY 2027</th><th>Utilization</th></tr><tr><td>AI Engineer</td><td>\$154</td><td>100%</td></tr><tr><td>AI Software Engineer</td><td>\$144</td><td>0%</td></tr></table>				Position Title	SFY 2027	Utilization	AI Engineer	\$154	100%	AI Software Engineer	\$144	0%																		
Position Title	SFY 2027	Utilization																												
AI Engineer	\$154	100%																												
AI Software Engineer	\$144	0%																												
Extend Utilization of ForgeRock resources:																														
<table><tr><th>Position Title</th><th>Utilization</th></tr><tr><td>Forge Rock Support Architect</td><td>5%</td></tr><tr><td>Forge Rock Support Engineer</td><td>15%</td></tr></table>				Position Title	Utilization	Forge Rock Support Architect	5%	Forge Rock Support Engineer	15%																					
Position Title	Utilization																													
Forge Rock Support Architect	5%																													
Forge Rock Support Engineer	15%																													
Estimates to enhance RESEA to maximize program participation:																														
<table><tr><th>Position Title</th><th>Hours</th><th>Rate</th><th>Value</th></tr><tr><td>Project Manager/Solutions Architect</td><td>176.00</td><td>\$ 204.00</td><td>\$ 35,904.00</td></tr><tr><td>Lead: Release Management & Batch</td><td>132.00</td><td>\$ 144.00</td><td>\$ 19,008.00</td></tr></table>				Position Title	Hours	Rate	Value	Project Manager/Solutions Architect	176.00	\$ 204.00	\$ 35,904.00	Lead: Release Management & Batch	132.00	\$ 144.00	\$ 19,008.00															
Position Title	Hours	Rate	Value																											
Project Manager/Solutions Architect	176.00	\$ 204.00	\$ 35,904.00																											
Lead: Release Management & Batch	132.00	\$ 144.00	\$ 19,008.00																											

Contractor Initials AR
Date Aug 6, 2026

	Senior Developer: Batch	158.00	\$ 144.00	\$ 22,752.00
	Developer: Batch	106.00	\$ 118.00	\$ 12,508.00
	Lead: Release Management & Online	64.00	\$ 144.00	\$ 9,216.00
	Senior Developer: Online - Full stack	256.00	\$ 144.00	\$ 36,864.00
	Developer: Online - React	190.00	\$ 124.00	\$ 23,560.00
	Quality Assurance	156.00	\$ 120.00	\$ 18,720.00
	GCP Architect	24.00	\$ 200.00	\$ 4,800.00
	GCP Engineer - Infrastructure	24.00	\$ 144.00	\$ 3,456.00
	GCP DevOps Engineer	25.00	\$ 144.00	\$ 3,600.00
	Total	1311		\$190,374.00
Enhance Identity Verification Services modules of NHUIS to integrate with USDOL's enhanced ID verification services offering				
	Position Title	Hours	Rate	Value
	Project Management	312.00	\$204.00	\$ 63,648.00
	Business Analyst	173.60	\$120.00	\$ 20,832.00
	Senior Batch Developers	67.04	\$144.00	\$ 9,653.76
	Lead Online Developer	288.00	\$144.00	\$ 41,472.00
	Senior Online Developers	748.00	\$144.00	\$ 107,712.00
	Full Stack Online Developers	624.00	\$124.00	\$ 77,376.00
	React Online Developers	84.00	\$124.00	\$ 10,416.00
	Quality Assurance	156.00	\$120.00	\$ 18,720.00
	Release Management	29.60	\$144.00	\$ 4,262.40
	Dev Ops Engineer	67.20	\$144.00	\$ 9,676.80
	GCP Architect	67.20	\$200.00	\$ 13,440.00
	GCP Infrastructure Engineer	115.20	\$144.00	\$ 16,588.80
	GCP Site Reliability Engineer	36.80	\$168.00	\$ 6,182.40
	Total	2,768.64		\$ 399,980.16
Reduction in Development Work (SBR) Item Pricing table in section 10.1.1				
Item#	Short Description	Reduction Amount		
1	Improve Data Management and Analytic Capabilities	\$ 105,408.00		
4	Enhance efficiencies and effectiveness of fraud investigations	\$ 637,960.00		
8	Status Tracker for Claimants and Staff	\$ 784,736.00		
9	Implement Plain Language Notices and related interfaces	\$ 591,090.00		
11	Adjudicator Dashboard and Case Management	\$ 258,688.00		
12	Customize Work Search Requirements and Prevent fraud	\$ 278,856.00		
13	Integrate with SIDES: Monetary and Potential Charges	\$ 167,680.00		
14	Integrate with SIDES: Determinations and Decisions	\$ 155,712.00		
15	Redesign Claimant View User Interface for Responsiveness on Multiple Devices	\$ 70,268.00		
17	Client and Claim Profiles Phase-1	\$ 1,618,712.42		
18	Management Reports Overhaul and integrate w/Business Intelligence	\$ 280,360.00		
19	Appeals Dashboard and Case Management; Intake Phase-2	\$ 874,176.00		
20	Bundled Determination Notices	\$ 415,440.00		
21	Multi-claimant Claims (Mass layoff; Work Share)	\$ 1,482,400.00		
22	Client and Claim Profile Phase-2	\$ 1,995,960.00		
23	Modernize InvestiCase	\$ 825,440.00		
	TOTAL	\$10,542,886.42		

Contractor Initials AR
Date Aug 6, 2026

Contract History

CONTRACT AND AMENDMENT NUMBER	AMENDMENT TYPE	CONTRACT EXPIRATION DATE	G & C APPROVAL DATE	CONTRACT AMOUNT
2024-05	Original Contract	June 30, 2029	June 12, 2024	\$38,218,012.00
2024-05-1	Amendment #1	June 30, 2029		\$8,751,865.26
	CONTRACT TOTAL			\$29,466,146.74

Except as provided herein, all other provisions of the Agreement shall remain in full force and effect.
This modification shall take effect upon the approval date of the Governor and the Executive Council.

Contractor Initials AR
Date Aug 6, 2026

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

SymbioSys Solutions, Inc.

Arvind Ranade

Arvind Ranade
SymbioSys Solutions, Inc.

Date: Aug 6, 2026

State of New Hampshire

Richard Lavers

Richard J. Lavers, Commissioner
State of New Hampshire
Department of Employment Security

Date: Aug 6, 2026

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



State of New Hampshire, Department of Justice

Date: August 18, 2026

Approved by the Governor and Executive Council

State of New Hampshire

Date: _____

Signature: Rich Lavers
Rich Lavers (Aug 6, 2026 17:42:11 EDT)

Email: richard.j.lavers@nhes.nh.gov

Signature: Arvind Ranade
Arvind Ranade (Aug 6, 2026 17:50:19 EDT)

Email: arvind@symbiosysinc.com

Contractor Initials AR
Date Aug 6, 2026

State of New Hampshire

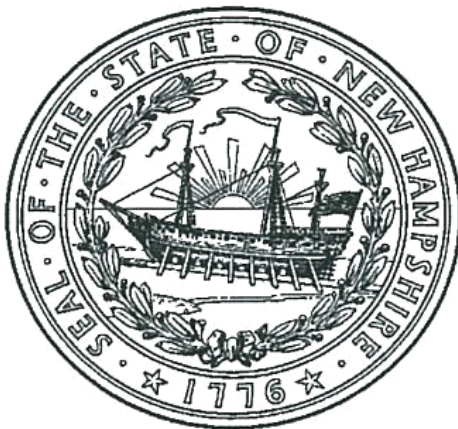
Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that SYMBIOSYS SOLUTIONS, INC. is a New Hampshire Profit Corporation registered to transact business in New Hampshire on October 08, 2002. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **416652**

Certificate Number: **0007991000**



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 1st day of August A.D. 2026.

A handwritten signature in black ink, appearing to read "David M. Scanlan", written over a horizontal line.

David M. Scanlan
Secretary of State

CERTIFICATE OF VOTE
(Corporation Without Seal)

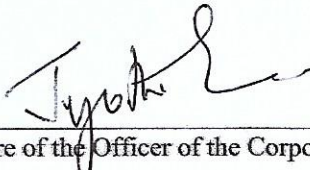
I, JYOTHI SHANKER, do hereby certify that:
(Name of the Officer of the Corporation; cannot be contract signatory)

1. I am the duly elected Officer/President of SYMBIOSYS SOLUTIONS, INC.,
(Corporation Name)
2. The following are true copies of two resolutions duly adopted by the Board of Directors of the Corporation duly held on July 20th, 2026:
(Date)

RESOLVED: That this Corporation enter into Amendment #1 of the contract with the State of New Hampshire, acting through its Department of Employment Security, for the provision of Consulting Services as specified in Amendment 1 of NH NHUIS and NHACTS Maintenance, Support, and Modifications Contract 2024-05.

RESOLVED: That the Chief Operating Officer
(Title of Contract Signatory)
is hereby authorized on behalf of this Corporation to enter into the said contract with the State and to execute any and all documents, agreements and other instruments, and any amendments, revisions or modifications thereto as he may deem necessary, desirable or appropriate.

3. The foregoing resolutions have not been amended or revoked, and remain in full force and effect as of the - 5th day of August, 2026. This authority shall remain in effect for thirty (30) days.
4. ARVIND RANADE is the duly elected Chief Operating Officer
(Name of Contract Signatory) (Title of Contract Signatory)


(Signature of the Officer of the Corporation)



SYMBOLS-01

BBREEN

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

8/3/2026

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 World Insurance Associates, LLC 64 Portsmouth Ave Exeter, NH 03833	CONTACT NAME: Your Service Team (OLNWA1)	
	PHONE (A/C, No, Ext): (603) 641-8111 3706	FAX (A/C, No): (603) 641-0222
	E-MAIL ADDRESS: yourserviceteam@worldinsurance.com	
	INSURER(S) AFFORDING COVERAGE	
	INSURER A : Hartford Casualty Insurance Company	NAIC # 29424
INSURED Symbiosys Solutions, Inc. Attn: Arvind R. Ranade 46 South Main St Concord, NH 03301	INSURER B : Green Mountain Insurance Company, Inc.	20680
	INSURER C : Hartford Fire Insurance Company	19682
	INSURER D : Mount Vernon Specialty Insurance Company	14420
	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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY			04SBAPK9402	11/1/2025	11/1/2026	EACH OCCURRENCE \$ 2,000,000
	☐ CLAIMS-MADE ☒ OCCUR		DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000				
	☒ SS0008		MED EXP (Any one person) \$ 10,000				
	GEN'L AGGREGATE LIMIT APPLIES PER: ☒ POLICY ☐ PROJECT ☐ LOC		PERSONAL & ADV INJURY \$ 2,000,000				
	OTHER:						GENERAL AGGREGATE \$ 4,000,000
							PRODUCTS - COMP/OP AGG \$ 4,000,000
							\$
B	☐ AUTOMOBILE LIABILITY			20003448	12/11/2025	12/11/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
	☐ ANY AUTO OWNED AUTOS ONLY ☒ SCHEDULED AUTOS		BODILY INJURY (Per person) \$				
	☒ HIRED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY		BODILY INJURY (Per accident) \$				
			PROPERTY DAMAGE (Per accident) \$				
							\$
	☐ UMBRELLA LIAB ☐ EXCESS LIAB						EACH OCCURRENCE \$
		☐ OCCUR ☐ CLAIMS-MADE					AGGREGATE \$
	DED ☐ RETENTION \$						\$
C	☐ WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			04WECKJ0881	11/1/2025	11/1/2026	☒ PER STATUTE ☐ OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	☐ Y ☒ N					E.L. EACH ACCIDENT \$ 100,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$ 100,000
							E.L. DISEASE - POLICY LIMIT \$ 500,000
D	EPLI 25			EPL2556696H	11/1/2025	11/1/2026	Limit 1,000,000
D	EPLI			EPL2556696H	11/1/2025	11/1/2026	per Claim Ded 5,000

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

Operations usual & customary for Computer Programmer & Software Design: Certificate holder is additional insured with respects to General Liability as required by written contract subject to the terms and conditions of the policy.

Workers Compensation: 3A State: NH / Excluded Officers: Arvind Ranade, Jyothi Shanker

CERTIFICATE HOLDER

CANCELLATION

New Hampshire Department of Employment Security Fiscal Management Section 45 South Fruit Street Concord, NH 03301	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 