

Department of Health and Human Services

**Automated Hospital Emergency Department Data
(AHEDD) Support And
Enhanced Surveillance Processing**

RFP 2017-026

RFP ISSUED.....11/28/2017

OPTIONAL VENDOR CONFERENCE..... 12/07/2017 1:00 PM ET

Optional Vendor Conference/Webinar located at:

129 Pleasant Street, Concord, NH 03301

(See section 4.3, Vendor Conference)

STATE POINT of CONTACT..... Marsha Lamarre

Marsha.Lamarre@dhhs.nh.gov

(603) 271-9780

CONTRACT TYPE..... Firm Fixed Price

PROPOSALS DUE.....12/29/2017, 2:00 PM

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
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1. INTRODUCTION

The State of New Hampshire, acting through the Department of Health and Human Services (DHHS) is releasing this Request for Proposals (RFP) seeking a vendor or vendors to provide support for the Automated Hospital Emergency Department Data (AHEDD) system and/or procure and set-up an open source, Commercial Off-the-Shelf (COTS) enhanced syndromic surveillance software system.

The Department is seeking proposals for Information Technology (IT) support to develop and maintain the AHEDD database, Java system code and system reporting, as well as set-up of a separate enhanced electronic early detection surveillance system using AHEDD data.

DHHS has identified the support for AHEDD and the procurement of a COTS system as potentially separate scopes of work. Accordingly, DHHS may choose to award the separate scopes of work to different vendors or to the same vendor pursuant to the terms of this RFP.

The AHEDD system database will be uploaded multiple times per day for syndrome classification, analysis, and reporting.

Working with the Department of Information Technology (DoIT), the enhanced surveillance system must be installed according to NH DHHS specifications. Specifically, the enhanced system would include enhanced syndrome and sub-syndrome classifying of chief complaint texts and diagnosis codes, analysis including "on-the-fly" querying critical to public health emergency response.

Syndromic surveillance is early event detection, which allows the Department of Health and Human Services (DHHS), Division of Public Health Services (DPHS), to respond proactively with appropriate interventions before the threshold of wide-spread disease occurs. The Automated Hospital Emergency Department Data (AHEDD) state-wide surveillance system collects real-time data from all twenty-six (26) New Hampshire acute care hospital emergency departments to detect clusters or monitor potential health threats in the population such as respiratory illness during influenza season, injuries during snow storms, and drug overdoses during the current opioid crisis.

This enhanced surveillance system is expected to result in a more comprehensive, integrated, cost-effective and sustainable system for infectious disease and other public health threat surveillance. During the system validation stage, system classification, analysis, and reporting would be compared to similar processing in AHEDD. Eventually, the enhanced surveillance system would replace existing AHEDD production classification, analysis and reporting not easily supported by DoIT staff; eliminate limitations in processing large amounts of data; and broaden surveillance functionality.

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1.1 Project Overview

This project includes Information Technology (IT) support to develop and maintain database and Java system code and Cognos reporting including the installation, set-up, configuration and ongoing technical support of an enhanced syndromic surveillance system to be integrated with data from the AHEDD Oracle database.

All acute-care hospital emergency departments send their data to the State of New Hampshire via Rhapsody Integration Engine software. The type of service to be performed is technical development support mentioned above, and to stand-up an open source, COTS syndromic surveillance system that provides substantial classification (currently use Real-Time Outbreak Disease Surveillance system Coco default in classification for eight syndromes but would like to classify by additional syndromes and sub-syndromes), analysis (should include qualitative, quantitative, percent change, population incidence and prevalence rates), and reporting to include trend charts, custom on-the-fly querying, and temporal, statistical, and geo-spatial representations.

To maximize cost effectiveness, the vendor is expected to work remotely via Virtual Private Network Remote Desktop Access to set-up and support the new integrated surveillance system. This is required to keep costs at or under the allotted contractual cost. The vendor will work closely with the NH Department of Information Technology (DoIT) staff during the set-up process. Virtual Private Network (VPN) Remote Desktop access is expected to be set up within two (2) business weeks of a request. This request requires that the Department complete a DoIT Remote Access Request Form with appropriate information indicating that VPN Remote Desktop Access is requested for the project. The Department will work with DoIT partners to complete the request (working with Network Operations, Desktop Services, etc.), allowing the vendor to work remotely but access State equipment to perform necessary contract work.

1.2 Contract Award

The State plans to execute a Firm Fixed Price (FFP) contract(s) as a result of this RFP. If awards are made, they shall be made based upon evaluation of the submitted proposals in accordance with the review process outlined in Section 5, Proposal Evaluation Process, below. The award(s) will be based upon criteria, standards and weighting identified in this RFP.

1.1.1 Non-Exclusive Contract

Contract(s) resulting from this RFP will be non-exclusive. The State reserves the right, at its discretion, to retain other vendors to provide any of the Services or Deliverables identified in this procurement or make an award by item, part or portion of an item, group of items, or total Proposal.

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Due to the specific expertise required for the AHEDD system support and for the enhanced syndromic surveillance system integration, two (2) separate vendors may be awarded contracts. Therefore, proposals submitted may be for one or both services.

If Contract(s) are awarded, the vendor(s) must obtain written consent from the State before any public announcement or news release is issued pertaining to any Contract award. Such permission, at a minimum, is dependent upon approval of the Contract by Governor and Executive Council of the State of New Hampshire. A Contract award is contingent on approval by the Governor and Executive Council.

1.3 Contract Term

Time is of the essence in the performance of a vendor's obligations under the Contract.

The selected vendor(s) shall be fully prepared to commence work upon full execution of the Contract(s) by the parties, and the receipt of required governmental approvals, including but not limited to, the Governor and Executive Council of the State of New Hampshire approval ("Effective Date").

The initial term will begin on the Effective Date and extend through 8/31/2018. The term may be extended up to two (2) years ("Extended Term") at the sole option of the State, subject to the parties' prior written agreement on applicable fees for the extended term, up to but not beyond 08/31/2020.

The selected vendor(s) shall commence work upon issuance of a Notice to Proceed by the State.

The State does not require the vendor(s) to commence work prior to the Effective Date. However, if the vendor commences work prior to the Effective Date and a Notice to Proceed, such work shall be performed at the sole risk of the vendor. In the event that the Contract does not become effective, the State shall be under no obligation to pay the vendor for any costs incurred or Services performed. However, if the Contract becomes effective, all costs incurred prior to the Effective Date shall be paid under the terms of the Contract.

1.3.1 Contract Negotiations and Unsuccessful Bidder Notice

If vendors are selected, the State will notify the selected vendors in writing of their selection and the State's desire to enter into contract discussions. Until the State successfully completes discussions with the selected vendor(s), all submitted proposals remain eligible for selection by the State. In the event

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contract discussions are unsuccessful with the selected vendor(s), the evaluation team may recommend another vendor.

In accordance with New Hampshire Statute 21-G:37, all responses to this RFP shall be considered confidential until the award of a contract. At the time of receipt of proposals, the Department will post the number of responses received with no further information. No later than five (5) business days prior to submission of a contract to Governor and Executive Council pursuant to this RFP, DHHS will post the name, rank or score of each proposer. In the event that the contract does not require Governor and Executive Council approval, the Agency shall disclose the rank or score of the Proposals at least five (5) business days before final approval of the contract.

No information can be provided to non-selected vendors until contracts are awarded, at which time non-selected applicants may submit a written request for more information about the reasons for not being selected and recommendations that may make future applications more effective. Such requests are not considered appeals. Once an applicant has submitted a letter, the State will attempt to accommodate such requests within a reasonable time.

1.4 Subcontractors

The vendor(s) shall identify all Subcontractors to be provided to deliver required Services subject to the terms and conditions of this RFP, including but not limited to, in Appendix H Section H-25: *General Contract Requirements* and Appendix H: *State of New Hampshire Terms and Conditions* of this RFP.

The vendor(s) shall remain wholly responsible for performance of the entire Contract regardless of whether a Subcontractor is used. The State will consider the vendor(s) to be the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from any Contract(s).

2. SCHEDULE OF EVENTS

The following table provides the Schedule of Events for this RFP through Governor and Council approval and Notice to Proceed.

EVENT	DATE	TIME
RFP Release Date	11/28/2017	
Optional Vendor Conference/Webinar (See section 4.3, Vendor Conference)	12/07/2017	1:00 PM
Vendor Questions Submission Deadline	12/08/2017	

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Department Responses to Vendor Questions Publish Date	12/13/2017	
Proposal Submission Deadline	12/29/2017	2:00 PM

3. SOFTWARE, REQUIREMENTS AND DELIVERABLES

3.1 Software

Each Proposal must present Software that can fully support the required functionality listed in Appendix C: *System Requirements and Deliverables*.

3.2 Requirements

3.2.1 Appendix B: *Minimum standards for Proposal Consideration*, compliance with System requirements, use of proposed COTS Software, Vendor Implementation experience, and proposed Project Team.

3.2.2 Appendix C: *System Requirements and Deliverables*

3.2.3 Appendix D: *Topics for Mandatory Narrative Responses* for Software, technical, Services and Project Management topics.

3.2.4 Appendix E: *Standards for Describing Vendor Qualifications* including vendor corporate qualifications, team organization and key staff, Project Manager, and other key staff candidates' qualifications.

3.3 Deliverables

The State classifies Deliverables into three (3) categories: Written Deliverables, Software Deliverables, and Non-Software Deliverables. Pricing and scheduling information requirements for these deliverables are provided in Appendix F: *Pricing Worksheets*. A set of required Deliverables as well as a list of Requirements for these Deliverables is detailed in Appendix C: *System Requirements and Deliverables*. Appendix D: *Topics for Mandatory Narrative Responses* solicits responses, which will expound on the vendors' understanding of the Implementation process, the manner of Service delivery and experience with similar projects related to the Software, technical Services, and Project Management topics.

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4. INSTRUCTIONS

4.1 Technical & Cost Proposals Submission, Deadline, and Location Instructions

Technical and Cost Proposals submitted in response to this RFP must be received by the Department of Health and Human Services no later than the time and date specified in Section 2: *Schedule of Events*. Proposals must be addressed to:

State of New Hampshire
Department of Health and Human Services
Marsha Lamarre
Bureau of Contracts & Procurement
129 Pleasant Street
Concord, New Hampshire 03301

Cartons containing proposals must be clearly marked as follows:

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Department of Health and Human Services
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Late submissions will not be accepted and will remain unopened. Delivery of the proposals shall be at the vendors' expense. The time of receipt shall be considered when a Proposal has been officially documented by the Department of Health and Human Services, in accordance with its established policies, as having been received at the location designated above. The State accepts no responsibility for mislabeled mail. Any damage that may occur due to shipping shall be the vendor's responsibility.

Vendors are permitted to submit **up to two (2) Technical Proposal** (1 for each Scope of Work, and **up to two (2) Cost Proposals** (1 for each Scope of Work) in response to this RFP.

The State reserves the right to reject any and all proposals and to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal or all items bid if deemed in the best interest of the Secretary to do so.

All Technical and Cost Proposals submitted in response to this RFP must consist of:

- a. One (1) original and five (5) clearly identified copies including all required attachments.
- b. One (1) copy of the *Proposal Transmittal Form Letter* (described in Section 4.18.2: *Transmittal Form Letter*, herein) shall be signed by an

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official authorized to legally bind the vendor and shall be marked
"ORIGINAL."

- c. One (1) electronic copy on a flash drive in MS WORD format.

The original Technical and Cost Proposals and all copies shall be bound separately, delivered in sealed containers and permanently marked as indicated above. A vendor's disclosure or distribution of its proposals other than to the State will be grounds for disqualification.

4.2 Proposal Inquiries

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be emailed, citing the RFP title, RFP number, page, section, and paragraph and submitted to the following RFP State Point of Contact:

Marsha Lamarre, Contracts Specialist
Department of Health and Human Services
Bureau of Contracts & Procurement
129 Pleasant Street
Concord, New Hampshire 03301
Telephone: (603) 271-9780
Email: Marsha.Lamarre@dhhs.nh.gov

Vendors are encouraged to submit questions via email. However, the State assumes no liability for assuring accurate/complete email transmission/receipt and is not responsible to acknowledge receipt.

Inquiries must be received by the RFP State Point of Contact (see above) no later than the conclusion of the Vendor Inquiry Period (see Section 2: *Schedule of Events*). Inquiries received later than the conclusion of the Vendor Inquiry Period shall not be considered properly submitted and may not be considered.

The State intends to issue official responses to properly submitted inquiries on or before the date specified in Section 2: *Schedule of Events*; however, this date may be subject to change at the State's discretion. The State may consolidate and/or paraphrase questions for sufficiency and clarity. The State may, at its discretion, amend this RFP on its own initiative or in response to issues raised by inquiries, as it deems appropriate. Oral statements, representations, clarifications, or modifications concerning the RFP shall not be binding upon the State. Official responses will be made in writing.

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4.2.1 Restriction of Contact With State Employees

From the date of release of this RFP until an award is made and announced regarding the selection of a vendor, all communication with personnel employed by or under contract with the State regarding this RFP is forbidden. State employees have been directed not to hold conferences and/or discussions concerning this RFP with any vendor during the selection process.

4.3 Vendor Conference

An optional Vendor Conference will be held at the following location on the date and time identified in Section 2: *Schedule of Events*:

Department of Health and Services
129 Pleasant Street
Concord, New Hampshire 03301

Vendors who intend to submit proposals may attend the Vendor Conference. Attendance by teleconference is permitted. The teleconference call-in number will be emailed to vendors upon request. Vendors are requested to RSVP via email by the date identified in Section 2: *Schedule of Events*, indicating the number of individuals who will attend the Vendor Conference.

Vendors will have an opportunity to ask questions about the RFP and the State will make a reasonable attempt to answer questions it deems appropriate. Questions may include, without limitation, a request for clarification of the RFP; a request for changes to the RFP; suggestions or changes to the RFP that could improve the RFP competition or lower the offered price; and to review any applicable Documentation.

Vendors are encouraged to email inquiries at least twenty four (24) hours prior to the Vendors' Conference. No responses will be given prior to the Vendors' Conference. Oral answers are not binding on the State. The State's final response to vendor inquiries and any requested changes to terms and conditions raised during the Vendor Inquiry Period will be emailed by the date specified as the final State responses to vendor inquiries as specified in Section 2: *Schedule of Events*. Vendors are responsible for any costs associated with attending the Vendors' Conference.

4.4 Alteration of RFP

Vendors are provided an electronic version of the RFP. Any alteration to this RFP or any file associated with this RFP is prohibited. Any such changes may result in a proposal being rejected.

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4.5 RFP Addendum

The State reserves the right to amend this RFP at its discretion, prior to the Proposal Submission deadline. In the event of an Addendum to this RFP, the State, at its sole discretion, may extend the Proposal submission deadline, as it deems appropriate.

4.6 Non-Collusion

The vendor's signature on a Proposal submitted in response to this RFP guarantees that the prices, terms and conditions, and Services quoted have been established without collusion with other vendors and without effort to preclude the State from obtaining the best possible competitive Proposal.

4.7 Validity of Proposal

Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of proposals in Section 2: *Schedule of Events*, or until the Effective Date of any resulting Contract.

4.8 Property of the State

All material received in response to this RFP shall become the property of the State and will not be returned to the vendor. Upon Contract award, the State reserves the right to use any information presented in any Proposal.

4.9 Confidentiality of a Proposal

A Proposal must remain confidential until the Effective Date of any resulting Contract as a result of this RFP. A vendor's disclosure or distribution of proposals other than to the State will be grounds for disqualification.

4.10 Public Disclosure

Subject to applicable law or regulations, the content of each vendor's Proposal shall become public information upon the Effective Date of any resulting Contract. Any information submitted as part of a response to this request for proposal (RFP) may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFP will be made accessible to the public online via the website Transparent NH (<http://www.nh.gov/transparentnh/>). Accordingly, business financial information and proprietary information such as trade secrets, business and financials models and forecasts, and proprietary formulas may be exempt from public disclosure under RSA 91-A:5, IV. If you believe any information being submitted in response to a request for proposal, bid or information should be kept confidential as financial or proprietary information; you must specifically identify that information in a letter to the agency, and should mark/stamp the materials as such. Marking of the entire Proposal or entire sections of the Proposal (e.g. pricing) as confidential will neither be accepted nor honored. Notwithstanding any provision

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of this RFP to the contrary, vendor pricing will be subject to disclosure upon approval of the contract by Governor and Council.

Generally, each Proposal shall become public information upon the approval of Governor and Council of the resulting contract, as determined by the State, including but not limited to, RSA Chapter 91-A (Right to Know Law). The State will endeavor to maintain the confidentiality of portions of the Proposal that are clearly and properly marked confidential. If a request is made to the State to view portions of a Proposal that the vendor has properly and clearly marked confidential, the State will notify the vendor of the request and of the date and the State plans to release the records. A designation by the vendor of information it believes exempt does not have the effect of making such information exempt. The State will determine the information it believes is properly exempted from disclosure. By submitting a Proposal, vendors agree that unless the vendor obtains a court order, at its sole expense, enjoining the release of the requested information, the State may release the requested information on the date specified in the State's notice without any liability to the vendors.

4.11 Security

The State must ensure that appropriate levels of security are implemented and maintained in order to protect the integrity and reliability of its information technology resources, information, and services. State resources, information, and services must be available on an ongoing basis, with the appropriate infrastructure and security controls to ensure business continuity and safeguard State networks, Systems and data.

The State will evaluate the degree to which the proposed System is designed and architected to ensure the confidentiality and integrity of its valued asset, Data.

4.12 Non-Commitment

Notwithstanding any other provision of this RFP, this RFP does not commit the State to award a Contract. The State reserves the right, at its sole discretion, to reject any and all proposals, or any portions thereof, at any time; to cancel this RFP; and to solicit new proposals under a new acquisition process.

4.13 Proposal Preparation Cost

By submitting a Proposal, a vendor agrees that in no event shall the State be either responsible for or held liable for any costs incurred by a vendor in the preparation of or in connection with the Proposal, or for work performed prior to the Effective Date of a resulting Contract.

4.14 Oral Presentations/Interviews and Discussion

The State reserves the right to require vendors to make oral presentations of their proposals and/or to make available for oral presentations/interviews the IT

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consultants proposed to implement the COTS application. All costs associated with oral presentations/interviews shall be borne entirely by the vendor. Vendors may be requested to provide demonstrations of their proposed Systems as part of their presentations.

4.15 Required Contract Terms and Conditions

By submitting a Proposal, the vendor agrees that the State of New Hampshire terms and conditions, contained in Appendix H: *State of New Hampshire Terms and Conditions* herein, shall form the basis of any Contract resulting from this RFP. In the event of any conflict between the State's terms and conditions and any portion of the vendor's Proposal, the State's terms and conditions shall take precedence and supersede any and all such conflicting terms and conditions contained in the vendor's Proposal.

4.16 Proposal Format

Proposals should follow the following format:

- Proposals should be provided in a three-ring binder.
- Proposals should be printed on white paper with dimensions of 8.5 by 11 inches with right and left margins of one (1) inch.
- Proposals should use Times New Roman font with a size no smaller than eleven (11).
- Each page of the proposals should include a page number and the number of total pages and identification of the vendor in the page footer.
- Tabs should separate each section of the proposals.

Exceptions for paper and font sizes are permissible for: graphical exhibits, which may be printed on white paper with dimensions of 11 by 17 inches; and material in appendices.

4.17 Proposal Organization

4.17.1 The Technical Proposal should adhere to the following outline and should not include items not identified in the outline.

- **Cover Page**
- **Transmittal Form Letter**
- **Table of Contents**
- **Section I:** Executive Summary
- **Section II:** Glossary of Terms and Abbreviations
- **Section III:** Responses to Requirements and Deliverables
- **Section IV:** Narrative Responses
- **Section V:** Corporate Qualifications
- **Section VI:** Qualifications of key vendor staff

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- **Section VII:** Copy of the RFP and any signed Addendum (a) - ***required in original Proposal only***
- **Section VIII:** Appendix

4.17.2 Technical Proposal Content

4.17.2.1 Cover Page

The first page of the vendor's Proposal should be a cover page containing the following text:

STATE OF NEW HAMPSHIRE
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RESPONSE TO DHHS RFP 2017-026
(Include the title of the specific scope of work)

The cover page should also include the vendor's name, contact person, contact telephone number, address, city, state, zip code, fax number, and email address.

4.17.2.2 Transmittal Form Letter

The vendor must submit a signed Transmittal Form Letter with their response using the Transmittal Form Letter Template provided herewith. Any electronic alteration to this Transmittal Form Letter is prohibited. Any such changes may result in a Proposal being rejected.

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State of New Hampshire Proposal Transmittal Form Letter

Company Name _____
Address _____

To: NH Department of Health & Human Services
State Point of Contact: Marsha Lamarre
Telephone: (603)271-9780
Email: Marsha.Lamarre@dhhs.nh.gov

RE: Proposal Invitation Name: Automated Hospital Emergency Department Data (AHEDD) Support **and/or** Enhanced Surveillance System Processing
Proposal Number: RFP 2017-026
Proposal Due Date and Time: 12/29/2017 by 2:00 pm

Dear Sir: Company Name: _____ hereby offers to sell to the State of New Hampshire the Services indicated in RFP NH DHHS 2017-026 AHEDD Enhanced Surveillance System Integration at the price(s) quoted in Vendor Response Section VII: *Cost Proposal*, and Appendix F: *Pricing Worksheets*, in complete accordance with all conditions of this RFP and all Specifications set forth in the RFP and in the State of New Hampshire Terms and Conditions outlined in RFP Appendix H: *State of New Hampshire Terms and Conditions*.

Company Signor: _____ is authorized to legally obligate
Company Name: _____.

We attest to the fact that:

The company has reviewed and agreed to be bound by all RFP terms and conditions including but not limited to the *State of New Hampshire Terms and Conditions* in Appendix H, which shall form the basis of any Contract resulting from this RFP; No new terms and conditions have been added and no existing terms and conditions have been deleted in this RFP Proposal.

The Proposal is effective for a period of 180 days or until the Effective Date of any resulting Contract.

The prices quoted in the Proposal were established without collusion with other eligible vendors and without effort to preclude the State of New Hampshire from obtaining the best possible competitive price; and

The vendor has read and included a copy of RFP 2017-026 and any subsequent signed Addendum (a).

Our official point of contact is _____
Title _____
Telephone _____ Email _____
Authorized Signature Printed _____
Authorized Signature _____

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4.17.2.3 Table of Contents

The vendor must provide a table of contents with corresponding page numbers relating to its Proposal. The table of contents must conform to the outline provided in Section 4.17: *Proposal Organization*, but should provide detail, e.g., numbering, level of detail.

4.17.2.4 Section I: Executive Summary

The executive summary, which must not exceed five (5) pages, must identify how the vendor satisfies the minimum standards for consideration, which are described in Appendix B: *Minimum Standards for Proposal Consideration*, to this Request for Proposals. The executive summary will also provide an overview of the vendor's proposed Solution and Services. Vendors are encouraged to highlight those factors that they believe distinguish their Proposal.

4.17.2.5 Section II: Glossary of Terms and Abbreviations

The vendor must provide a glossary of all terms, acronyms, and abbreviations used in its Proposal.

4.17.2.6 Section III: Responses to System Requirements and Deliverables

System requirements are provided in Appendix C: *System Requirements and Deliverables*.

Using the response tables in Appendix C, the vendor must document the ability to meet the Requirements and Deliverables of this RFP.

4.17.2.7 Section IV: Narrative Responses

Section IV solicits narrative responses describing the Software, Technical, Services and Project Management topics defined for this RFP Project. Appendix D: *Topics for Mandatory Narrative Responses* is organized into sections, which correspond to the different deliverables or aspects of the scoring process of the Proposal. Discussion of each topic must begin on a new page.

4.17.2.8 Section V: Corporate Qualifications

Section V should provide corporate qualifications of all firms proposed to participate in the Project. Specific information to be provided is described in Section E-1: *Required Information on Corporate Qualifications* of Appendix E: *Standards for Describing Vendor Qualifications*.

4.17.2.9 Section VI: Qualifications of Key Vendor Staff

This Proposal section must be used to provide required information on key vendor staff. Specific information to be provided is described in Sections: E-

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2: Team Organization and Designation of Key Vendor Staff; E-3: Candidates for Project Manager; and E-4: Candidates for Key Vendor Staff Roles, of Appendix E: Standards for Describing Vendor Qualifications.

4.17.2.10 Section VII: Copy of the RFP and any signed Addendum (a) - required in original Proposal only

4.17.2.11 Section VIII: Appendix - This section provided for extra materials as referenced in Appendix D such as Product Literature, Ad Hoc/Federal Reporting, Interface Standards, Testing (For UAT Plan) and Status Meetings and Reports.

4.17.3 Cost Proposal

4.17.3.1 Cost Proposal Content

The Cost Proposal must describe the proposed cost of the vendor proposal based on and reflected by the inclusion of the completed tables listed in Appendix F: Pricing Worksheets.

NOTE: SECTION 4.17.3 COST PROPOSAL, MUST BECOME PUBLIC INFORMATION AND AS SUCH SHALL NOT BE MADE CONFIDENTIAL OR PROPRIETARY. PROPOSALS SUBMITTED WITH ALL OR PART OF SECTION VII LABELED CONFIDENTIAL OR PROPRIETARY SHALL NOT BE CONSIDERED RESPONSIVE AND SHALL NOT BE ACCEPTED.

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5. PROPOSAL EVALUATION PROCESS

5.1 Scoring the Technical and Cost Proposals

Each vendor will provide a Technical Proposal and a Cost Proposal for each scope of work being responded to. The Technical Proposal will be evaluated and considered with regard to the Solution and Services proposed; qualifications of the vendor and any Subcontractors, experience and qualifications of proposed candidates. The Cost Proposal will be evaluated and considered with regard to rates, pricing and financial reports.

If the State determines to make an award, the State will issue intent to award notice to a vendor based on these evaluations. Should the State be unable to reach agreement with the selected vendor during Contract discussions, the State may then undertake Contract discussions with the second preferred vendor, and so on. Such discussions may continue at the sole option of the State, until an agreement is reached, or all proposals are rejected.

The State will use a scoring scale of **180 points** (for each Scope of Work). A maximum of **100 points** may be applied to Technical Proposals. A maximum of **80 points** may be applied to Cost Proposals (Rates and Pricing). Points will be distributed as follows:

Technical Proposal:

40 points – **Proposed Software Solution**

30 points – **Vendor's Technical, Service and Project Management Experience**

30 points – **Staffing Qualifications**

100 points – Maximum Technical Proposal Score

Cost Proposal:

80 points – Maximum Cost Proposal Score

180 points – Maximum Overall Score

5.2 Rights of the State in Evaluating Proposals

The State reserves the right to:

- a. Consider any source of information including but not limited to: State employees, Internet research and rating agencies, in evaluating proposals;
- b. Omit any planned evaluation step if, in the State's view, the step is not needed;
- c. At its sole discretion, reject any and all proposals at any time; and

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- d. Open Contract discussions with the second highest scoring vendor, if the State is unable to reach an agreement on Contract terms with the highest scoring vendor.

5.3 Technical and Cost Proposal Planned Evaluations

The State plans to use the following process:

- Evaluation; and
- Oral interviews and product demonstrations (at the request of the Department if needed)

5.3.1 Initial Screening

The State will conduct an evaluation step to verify vendor compliance with submission requirements and to confirm that the Proposal satisfies the conditions defined in Appendix B: *Minimum Standards for Proposal Consideration*. A Proposal that fails to satisfy either submission requirements or minimum standards may be rejected without further consideration.

5.3.2 Oral Interviews and Product Demonstrations (at the request of the Department if needed)

Evaluation scores from the evaluation of the proposals may be used to select vendors to invite to oral interviews and product demonstrations if needed.

The purpose of oral interviews and product demonstrations is to clarify and expound upon information provided in the written proposals. Vendors are prohibited from altering the basic substance of their proposals during the oral interviews and product demonstrations.

For each invited vendor, the oral interview and product demonstrations will be between 1 and 2 hours in length. A structured agenda will be used for oral interviews and product demonstrations to ensure standard coverage of each invited vendor.

5.3.3 Best and Final Offer

Upon completion of the scoring process outlined in Section 5 Proposal and Evaluation Process, the Department may, at its sole option, invite vendors to submit a "Best and Final Offer" (BAFO) for the Department's consideration. The Department reserves the right to select the vendors based solely on the initial proposals and is under no obligation to solicit or accept a BAFO from any vendors. As the Department may not request a Best and Final Offer, vendors are encouraged to provide their most competitive prices in their initial proposals.

The BAFO is a one-time invitation only process for a vendor to submit its lowest priced offer for the Department's consideration. In its invitation to submit a

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BAFO, the Department will provide a deadline submission date for the BAFO. The Department may communicate in writing any price/cost targets that the Department is seeking in the BAFO. If such target(s) is provided, the Department will do so uniformly to all vendors selected to participate in the BAFO. All restrictions on contact with State employees outlined in Section 4.2.1, Restriction of Contact with State Employees, shall remain in effect for the BAFO period.

Each invited vendor may only make one BAFO. The BAFO may not alter the substance of the vendor's Proposal. The BAFO may only amend the vendor's initial price proposal.

To the extent the Department solicits and receives a BAFO pursuant to this Section, the Department will re-score the BAFO participants' cost proposal after review of the BAFO in accordance with 5.1, Scoring the Technical and Cost Proposals. The Department will not select a vendor based on the lowest priced BAFO proposal. A final selection, if any, shall be based on the combined score of the Proposal Evaluation in Section 5 and the BAFO rate proposed. Only those vendors who were invited to submit a BAFO will be considered for an award.

5.3.4 Final Evaluation

The State will conduct final evaluations as a culmination of the entire process of reviewing vendor proposals and information gathering. Reference and background checks will be made for finalist or finalists as appropriate. After making a preliminary determination of award, the State reserves the right to conduct site visits to a vendor location and/or government site(s) that utilizes the vendor Software.

5.4 Scoring Detail

The State will select vendor(s) based upon the criteria and standards contained in this RFP.

5.4.1 Scoring the Technical Proposal:

5.4.1.1 Proposed Software Solution

The vendor's Proposed Software Solution for each scope of work will be allocated a maximum score of 40 points. The main purpose of this section is to measure how well the solution meets the business needs of the Department. The contribution of scoring team members representing all stakeholders will be critical in this section.

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Factors include but are not limited to:

Product and Software Architecture - Scoring this aspect of the proposals will include: how well the solution will adapt to the Department (or does the Department have to adapt to it), How does it fit with the Department's other products and business strategies? The enhanced syndromic Surveillance of this product is unlike other State of NH IT systems as it is specific to the needs of the Infectious Disease Surveillance Section (need for near real-time data, need for early event detection, can it adapt to future Departmental changes? Does it support Department technical strategies? Can it easily accommodate any planned or possible growth?).

Product Application – Is there a user group for the application? How long has it been in operation? What is its market share? Is cost of upgrade shared by user groups or the sole responsibility of the Department? Is this included with the cost of Software Maintenance? How are future upgrades determined? These and other factors will help the Department to understand the costs and opportunities of using this software in the future.

Product Features - How well does the solution perform the functions the System needs to do?

Compatibility with State Systems - The degree to which the System uses technologies and its ease of System modification, integration and data storage compared to other State systems.

User Friendliness/Usability and Efficiency - How quickly can a user perform a needed task? How easy is it to learn? Is it intuitive? Is its navigation and interface similar to other software used? How steep is the learning curve?

Criteria for these scores will be found in but are not limited to:

Proposal Section III: Responses to Requirements and Deliverables Attachment C-2: Requirements, particularly business requirements

Proposal Section IV: Narrative Responses

Vendor Presentation and Demonstration (at the Department's request only)

5.4.1.2 Scoring of Vendor Technical, Service, and Project Management Proposal

Vendor proposed Services will be allocated a maximum score of 30 points. In this section the State will score the technical merits of how the vendor proposes to carry out the implementation and maintain the solution. The implementation of the Solution will require the vendor to customize or configure the application to meet the requirements of the Department, monitor and ensure its operation throughout the warranty period and, if

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maintenance is to be provided, to be a partner in the solution's operation throughout its useful life. Technical details of the System, administrative procedures, how the vendor manages its team, the project and the technical environment will be critical. How compatible the Vendor's procedures and technologies are with the Department's contribute to an assessment of risk both in the short and long term.

Factors include but are not limited to:

System Security, Protection of Data, and business continuity – The degree to which continuous operations are insured against unexpected problems.

Compatibility with State IT Expertise and Training Approach - What is the degree to which the System uses technologies that may be supported by State personnel?

Project Execution - Do company procedures facilitate: communication with the State, the early discovery and resolution of problems, efficient and effective operation through Implementation and an effective support structure of the System?

Project Management Competence - Administrative, management quality control and oversight

Ongoing Operations – Post warranty operation and support

Criteria for these scores will be found in but are not limited to:

Proposal Section IV: Narrative Responses

Proposal Section III: Responses to Requirements and Deliverables

Attachment C-2 – Technical Requirements

Proposed Work Plan

References

5.4.1.3 Scoring of Vendor Staffing Qualifications

Vendor Staff must have the training and experience to support the vendor company's plans to implement and support the System. Vendor Company qualifications will be allocated a maximum score of 30.

Factors include but are not limited to:

Staff Expertise and Training – Staff must have relevant experience and training to carry out the Scope of Work(s) included in Appendix C: System Requirements and Deliverables, of this RFP.

Staff Experience – Training and certification is important but experience with similar projects will be a major contributor to a smooth Implementation.

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Staff Certifications – Staff may require specific certification to support and configure needed equipment and software.

Size and composition of Vendor Team – Are there sufficient staff resources and sufficient qualifications and experience within the vendor team to carry out the project?

Criteria for these scores will be found in but are not limited to:
Proposal Section VI: Qualifications of Key Staff
Vendor Presentations
References

5.4.2 Scoring Cost Proposals:

5.4.2.1 Each Vendor's score will be calculated as follows (for each Cost Proposal submitted):

Vendor Score = Lowest Cost / Vendor Cost x 80 (maximum # of points)

The State will score each Vendor's proposed cost (Table F-1: Activities/Deliverables/Milestones Pricing Worksheet).

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APPENDIX A: BACKGROUND INFORMATION

A-1 Department of Health and Human Services (DHHS)

The DHHS is responsible for the health, safety and well-being of the citizens of New Hampshire. The Department works to prevent disease and to protect and improve the health and safety of all citizens through regulatory and health promotion efforts.

The mission of the DHHS is to join communities and families in providing opportunities for citizens to achieve health and independence; to protect and care for New Hampshire's most vulnerable citizens. The Department has a special responsibility to support those who, due to age, disability or circumstance, are at risk and in need of protection.

Project Overview/Justification

This RFP is seeking vendors for:

SCOPE A: The integration of an enhanced syndromic surveillance system with the Department's automated hospital emergency department data (AHEDD) system. The vendor will set up the system according to the Department's specifications. During the validation stage, enhanced syndromic surveillance classification, analysis, and reporting will be compared to similar processing in AHEDD. Eventually, this processing will replace existing AHEDD production classification, analysis and reporting, which are not easily supported by DoIT staff, as well as eliminate limitations in processing large amounts of data and broaden surveillance functionality.

SCOPE B: Provide Information Technology support to develop and maintain the AHEDD database, Java system code and Cognos reporting.

A-2 Department of Information Technology

Goals and Objectives for DHHS AHEDD ENHANCED SURVEILLANCE SYSTEM INTEGRATION:

- Improve syndromic surveillance efficiency and timeliness by enhancing surveillance functionality with broader detection, analysis and reporting capacity; by providing the ability to deal with "big data" and syndromic surveillance system sustainability; and by eliminating unsupported IT system tools;

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- Improve data quality and broaden representativeness of surveillance data by working with hospital partners to improve data content reporting and the elimination of missing data;
- Meet the need for greater New Hampshire and regional situational awareness, data sharing and the accessibility of information available to surveillance staff and Department managers by migrating to enhanced surveillance tools that make it easier to share data;
- Improve the syndromic surveillance knowledge and practice by the use of modern technologies that can migrate to the technologies of tomorrow.

The integration will be conducted in cooperation with the New Hampshire Department of Information Technology (DoIT). DoIT coordinates the statewide Information Technology activities.

A-2.1 Technical Architecture

Components of the State's technical architecture include:

- **State Network Environment:** The State operates multiple wide-area networks using various technologies including frame relay, fiber, dedicated lines and wireless Voice over IP (VOIP) and VPN technologies. Networks have varying levels of integration and connectivity to the statewide core for resource sharing and centralized administration by the Department of Information Technology (DoIT). Direct support is provided for twenty-one partner agencies. Other State agencies support their own networks, out-source the support or use the resources of another agency.
- **Internet Access:** All State agencies are connected to the State's intranet which is being redesigned to function as the statewide core network in addition to facilitating access to e-mail, the Internet, and the State's financial applications. Some agencies additionally have their own Internet service providers. PCI Compliance is also an element in this effort.
- **The State uses VMWare for Windows server virtualization** and virtual hosts are deployed at two separate State campus sites. VMWare provides a highly scalable and high availability environment for the State's many Agencies. If a virtual host fails, VMWare automatically fails over all of the virtual servers on that host to another host. The EMC Networker product is used to manage backups for this environment utilizing Data Domain as the disk to disk repository.

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- For the State's Oracle enterprise systems, an Oracle/Linux solution (OVM) is used for the virtual environment. Similar to the windows environment, this solution provides a highly scalable and high availability environment and also utilizes the EMC Networker and Data Domain backup solution. Data Domain is also employed to meet the backup requirements within OVM

A-2.2 Future Systems Environment

Future design and development efforts should conform to the emerging environment as defined by current information technology initiatives, the New Hampshire Statewide Strategic Information Technology Plan and the State's e-Government Architecture Plan. This environment is end user centric, utilizing the Internet and Web whenever possible, promoting electronic transactions and centralized common services (security, e-payment, content search), where possible.

A-3 Related Documents Required

Vendors are **NOT** required to submit these certificates with their proposals. Vendors may be required to be a registered company in New Hampshire. The certificates will be requested from the selected vendor prior to Contract approval.

- a. Certificate of Good Standing/Authority (Appendix G-2–item A) dated after April of the current year and available from the Department of State by calling (603)271-3244 or (603)271-3246. Forms are also available at: www.sos.nh.gov/corporate/Forms.html.
- b. Certificate of Vote (Appendix G-2 Item B)
- c. Proof of Insurance compliant with Appendix H: *State of New Hampshire Terms and Conditions*.

A-4 State Project Team

State high-level staffing for the Project will include:

David Swenson (AHEDD Project Manager), responsible for the management of the project from the State's perspective.

Theresa Laderbush (DoIT Lead Developer), responsible for assisting the vendor with database, code and server upgrades and issue resolution.

Bharathi Mandali (DoIT Developer), responsible for assisting the vendor with database upgrades, Rhapsody data processing and issue resolution.

A-4.1 Project Sponsor

The Project Sponsor will be responsible for securing financing and resources, addressing issues brought to her attention by the State Project Manager and assisting the State Project Manager in promoting the Project throughout the

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State. The Project Sponsor is responsible for the Project's success and will be available to resolve issues on a timely basis.

A-4.2 State Project Manager

The State Project Manager will be responsible for Project Management, providing preliminary vendor business requirements for the intended scope of work, works with internal NH DHHS/DoIT staff to ensure server setup is according to vendor and NH DHHS specifications.

Major duties for the State Project Manager include:

- Leading the Project;
- Promoting the Project statewide;
- Developing Project strategy and approach;
- Engaging and managing all vendors;
- Managing significant issues and risks; and
- Managing stakeholders' concerns.

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**APPENDIX B: MINIMUM STANDARDS FOR PROPOSAL
CONSIDERATION**

A Proposal that fails to satisfy the requirements in this section may be rejected without further consideration.

B-1 Submission requirements

- The proposals are date and time stamped before the deadline as defined in Section 2: *Schedule of Events*.
- The vendor has sent the proper number of copies with the original Technical and Cost Proposals marked "ORIGINAL" and the copies marked "COPY" as defined in Section 4.1: *Proposal Submission, Deadline and Location Instructions*.
- The original Technical Proposal(s) includes a signed Transmittal Letter accepting all terms and conditions of the RFP without exception.
- The proposed escrow agreement shall be submitted with the vendor's Cost Proposal for review by the State.

B-2 Compliance with System Requirements

System requirements and Deliverables are listed in Appendix C: *System Requirements and Deliverables* in this RFP. The proposed Vendor's Solution must be able to satisfy all mandatory requirements listed.

B-3 Current Use of Vendor Proposed Software – Current Implemented Sites of Vendor proposed software

Components that constitute the vendor's proposed Software suite must be fully implemented and operational in at least one (1) government entity comparable in size and complexity to the State of New Hampshire.

B-4 Vendor Implementation Service Experience

The Implementation vendor must have completed the vendor proposed Software Implementation for at least ten (10) government clients comparable in size and complexity to the State of New Hampshire within the last ten (10) years. The specific vendor proposed Software version and functionality must be described.

B-5 Proposed Project Team

The proposed Project Team must include individuals with substantial experience in:

- Syndromic Surveillance classification, analysis and reporting;
- Database management, HL7 formatting and data mapping, system program coding (includes Java coding and Oracle and possible SQL Server database experience) and system architecture set-up;
- Good understanding of health issues, knowledge of ICD-10-CM codes; and
- Project management and public health system support.

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For the purpose of evaluating compliance with this requirement, the vendor team is permitted to include Subcontractors. In addition, one (1) team member may be identified to fulfill the experience requirement in multiple areas.

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APPENDIX C: SYSTEM REQUIREMENTS AND DELIVERABLES

C-1 SCOPE OF WORK

SCOPE A - Set-up and support of the enhanced syndromic surveillance integration:

With respect to the integration of a new enhanced syndromic surveillance system, the vendor will install, set-up, configure and provide ongoing technical support for the enhanced syndromic surveillance system with data from the AHEDD Oracle database. The type of service to be performed is technical support to stand-up an open source customized off-the-shelf (COTS) syndromic surveillance system that provides substantial classification (currently use Real-Time Outbreak Disease Surveillance System Coco default classifier with eight syndromes but would like to classify by additional syndromes and sub-syndromes), analysis (should include qualitative, quantitative, percent change, population incidence and prevalence rates), and reporting (should include trend charts, custom on-the-fly querying, and temporal, statistical, and geo-spatial representations). Existing AHEDD production analysis and reporting are not easily supported by DoIT staff, limitations exist in processing large amounts of data with existing tools, and new health challenges and big data require greater surveillance and technical expertise to meet the need. Due to project and grant funding contract time constraints, contract completion date is 8/31/2018 with an option to renew through 8/31/2019).

Specifically, the vendor must set-up the following functionalities:

- 1) Syndrome and sub-system classification;
- 2) Query by syndrome or sub-syndrome with ability to break out by gender and age;
- 3) Query by adhoc free-text, on-the-fly with ability to break out by gender and age;
- 4) Query by chief complaints, triage notes, ICD codes with ability to break out by gender and age;
- 5) Query by chief complaint validation;
- 6) Query using cluster analysis techniques with ability to break out by gender and age;
- 7) Dashboards (to quickly view key detections);
- 8) Drill-down detail from count or map views;
- 9) Integrated GIS mapping from query results;
- 10) Time series graphing (including facility volume counts);
- 11) Data quality analysis (i.e. missing fields, invalid field values, rates of with ICD codes);
- 12) Provide counts by location (hospital, county, political town, state, public health region, and hospital service area);

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- 13) Query by surround town (includes patient resident town plus towns surrounding NH resident town) with ability to break out by gender and age;
- 14) Alert by syndrome and sub-syndrome and ICD reportable disease or other health risk code and more specifically to:
 - a. Report and alert based on patterns of interested events (for example, a reportable disease identified in certain demographics and location over a certain period of time);
 - b. Report and alert based on trends in interested events (for example, determining the phase at which a reportable disease is being spread over a period of time);
 - c. Report and alert based on direction of spread of interested events (for example, how a reportable disease identified is spreading across the state from county to county); and
 - d. Report and alert on patterns in reportable diseases occurring in certain location and demographics based on historical occurrence data);
- 15) Ability to email alerts to specified staff in item 14 above;
- 16) Ability to restrict user access (by hospital location, aggregate versus detail data thus allowing us to share data with more internal public health partners and management);
- 17) Ability to view patient history update data;
- 18) Ability to integrate and analyze other data sources to compare with ED data (EMS and vital records death data) for correlation and
- 19) Ability to match a patient in different data sources (using probabilistic linkage via Master Patient Index techniques – requires the development of an matching algorithm);
- 20) Ability to share data within platform with other jurisdiction or state entities; and
- 21) Ability to compare Emergency Department (ED) and weather data to track temperature spikes using ED, Weather.Gov and air quality data overlays on (capability will be developed in **2018**);
- 22) Ability to email hospital Infection Control Practitioner regarding a particular hospital encounter from an ESSENCE application query result set to confirm/rule-out detection (capability will be developed in **2018**);
- 23) Ability to report encounter history updates by type of update, when viewing specific encounter (capability will be developed in **2018**).
- 24) Ability to analyze, report , and map Super Utilizer hospital patient visits (to identify greatest burden of chronic patient ED care, which could be targeted for more holistic treatment to make these patients healthier and reduce the financial burden for jurisdictional medical care; capability will be developed in **2018**).

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SCOPE B - System Support:

This project includes the IT support to develop and maintain database and Java system code and Cognos reporting for more efficient processing and data quality improvements. This includes adding the ability to map and process Admission/Visit Notification (A01) transactions; offload and store historic data from the AHEDD database; automate handling of misspelled NH patient town names to use an existing table of misspelled town names to link to the correct political town name for complete processing; process additional Meaningful Use (MU) Stage 3 fields according to federal guidance and 8 Nssp required HL7 fields in the database (not currently processed); add the ability to accept and process EP clinical practice encounters (keeping them separate from hospital encounters); and purchase an automated registration application to automate future registering of EP providers or urgent care facilities for Meaningful Use onboarding.

Goals and Objectives for DHHS AHEDD Enhanced Surveillance System Integration:

- Improve syndromic surveillance efficiency and timeliness by enhancing surveillance functionality with broader detection, analysis, and reporting; by being able to deal with "big data" and support ongoing syndromic surveillance sustainability; while eliminating unsupported IT system tools. With this level of performance, NH DPHS will be able to meet its broader public health goals to:
- Improve data quality and broaden representativeness of surveillance data, by working with hospital partners to improve data content reporting, and the elimination of missing data;
- Meet the need for greater New Hampshire and regional situational awareness, data sharing, and the accessibility of information available to surveillance staff and State managers by migrating to enhanced surveillance tools that make it easier to share data; and
- Improve the syndromic surveillance knowledge and practice by the use of modern technologies that can migrate to the technologies of tomorrow.

C-2 REQUIREMENTS

Vendors shall complete the requirements checklists: General Requirements Vendor Response Checklists. Mandatory requirement is represented by "M", and Optional is represented by "O".

*****Please Note the separate checklists for each scope of work:**

TABLE C-2, SCOPE A – Set-up and support of the enhanced syndromic surveillance integration; and

TABLE C-2, SCOPE B – System support work

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If submitting for (1) one Scope of Work, complete the checklist for the appropriate scope. If submitting for both Scopes of Work, complete the checklists for both Scope A and Scope B.

Table C-2, SCOPE A - General Requirements Vendor Requirements Checklist
(Set-up and support of the enhanced syndromic surveillance integration)

	BUSINESS REQUIREMENTS	M/O	Y/M/N	VENDOR COMMENTS
B-2	The Contractor shall assist NH DoIT staff in configuring the database and web application servers for maximum efficiency. Reference deliverable F-1.d.	M		
B-3	The Contractor shall deliver and set-up the open source enhanced syndromic surveillance system according to NH DHHS specifications. NH DPHS will provide all necessary information to the vendor for this requirement. Reference deliverable F-1.e.	M		
B-3a	The Contractor shall set-up the ability to integrate two separate data feeds (EMS and Vital Records Death Data) for relation reporting with ED data. NH DPHS will provide all necessary information and work with Department of Safety (DOS) and Vital Records to provide the feeds to the vendor for this requirement. Reference deliverable F-1.e.b.	M		
B-3b	The Contractor shall provide documentation on the enhanced system set-up. Reference deliverable F-1.f.b.	M		
B-3c	The Contractor shall provide a knowledge transfer training on the enhanced system set-up. Reference deliverable F-1.f.c.	M		
B-4	The Contractor shall develop or implement the following functions as part of the initial set-up. Reference C-1 Scope of Work (page 33).	M		
B-4a	The Contractor shall integrate National Oceanic and Atmospheric Administration (NOAA) data (specifically weather and air quality data) to enable correlation with related ED encounter data for respiratory spike data. Reference deliverable F-1.g.	M		
B-4b	The Contractor shall integrate the ability to email hospital Infection Control Practitioner regarding a particular hospital encounter to confirm/rule-out detection. Reference	O		

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	deliverable F-1.g.b.			
B-4c	The Contractor shall develop the ability to query encounter history for specific types of updates (chief complaint, diagnosis codes, gender, age, or location) while reviewing encounter detail. Reference deliverable F-1.g.d.	O		
B-4d	The Contractor shall provide support during the acceptance testing of the enhanced system support development. Reference deliverable F-1.g.f.	M		
B-4e	The Contractor shall provide documentation on the 2018 enhanced system support. Reference deliverable F-1.g.h.	M		
B-4f	The Contractor shall provide a knowledge transfer training on the 2018 enhanced system support. Reference deliverable F-1.g.i.	M		
B-4g	The Contractor shall implement and provide support during the implementation of the enhanced system support development. Reference deliverable F-1.g.j.	M		
	GENERAL REQUIREMENTS			
G-1	The Contract shall begin on the Initial Project Start Date and extend through 08/31/2018.	M		
G-2	Contractor shall participate in an initial kick-off meeting to initiate the Project. Reference deliverable F-1.a.	M		
G-3	Contractor shall provide Project Staff as specified in the RFQ.	M		
G-4	Contractor shall submit a finalized Work Plan within ten (10) days after Contract award and approval by Governor and Council. The Work Plan shall include, without limitation, a detailed description of the Schedule, tasks, Deliverables, critical events, task dependencies, and payment Schedule. The plan shall be updated no less than every week. Reference deliverable F-1.c.	M		
G-5	Contractor shall provide detailed weekly status reports on the progress of the Project, which will include expenses incurred year to date. Reference deliverable F-1.b.	M		

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G-6	All user, technical, and system documentation as well as project schedules, plans, status reports, and correspondence must be maintained as project documentation (formatted in Word and located in a common location as agreed upon with agency).	M		
	TECHNICAL REQUIREMENTS			
T-1	The Solution must comply with Open Standards as specified in RSA 21-R:10 and 21-R:13, including but not limited to Open Data Formats	M		
T-2	The Contractor shall assist NH DoIT staff to set-up the architecture to accommodate a 3 Virtual Machine set-up to support syndromic surveillance databases and web application components (Reference requirement B-2, deliverable F-1.d)	M		
T-3	The Contractor shall develop syndrome and sub-syndrome chief complaint and ICD-10 code reportable disease and emergency condition alerts (Reference requirement B-3 and deliverable F-1.e)	M		
T-4	The Contractor shall develop a master index algorithm to link emergency department data with the two separate data feeds (EMS and Vital Records Death Data). NH DPHS will provide all necessary information to the vendor for this requirement (Reference requirement B-3a, deliverable F-1.e.b)	M		
T-5	Set-up external data (EMS and Vital Records Death Data) for overlay comparison during set-up phase (Reference requirement B-3a, deliverable F-1.e.b)	M		
T-6	The Contractor shall develop or implement the following technical functions after the initial set-up (These functions will be developed in 2018)	M		
T-6a	Add ability to perform correlation external NOAA weather and air pollution data over lays with ED data (Reference requirement B-4a, deliverable F-1.g)	M		
T-6b	Add new functionality regarding emailing hospital Infection Control Practitioner regarding a particular hospital encounter that integrates with the Outlook email tool	O		

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	(Reference requirement B-4b, deliverable F-1.g.b)			
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Table C-2, SCOPE B - General Requirements Vendor Requirements Checklist
(System support work)

	BUSINESS REQUIREMENTS	M/O	Y/M/N	VENDOR COMMENTS
B-5	The Contractor shall develop A01 transaction mapping to the AHEDD database and processing (similar to A04 registration transactions). Reference deliverable F-1.i.	M		
B-6	The Contractor shall offload and store historical data, retaining 5 complete years of data and the current processing year. Reference deliverable F-1.i.b.	M		
B-7	The Contractor shall automate processing of misspelled patient town names to complete assignment to a political town/county/Public Health Region using an existing table with misspelled town names linked to correct political towns, which NH DPHS will complete. Reference deliverable F-1.i.d.	M		
B-8	The Contractor shall add Meaningful Use (MU) Stage 3 fields (https://www.dhhs.nh.gov/dphs/bphsi/documents/muquickref-py2018.pdf) and 8 additional fields to the AHEDD database (Message Event Date/Time – EVN field 2, Admission Type – PV1 field 4, Patient Hospital Unit – OBX field 5; Clinical Impression – OBX field 5, Pregnancy Status – OBX field 5, Initial Temperature – OBX field 5, Initial Acuity – OBX 5, and Travel History – OBX field 5). Reference deliverable F-1.i.f.	M		
B-9	The Contractor shall build EP database infrastructure to accept encounters but identify these separately from hospital encounters. Reference deliverable F-1.i.h.	M		
B-10	The Contractor shall build the capability to report triage notes, and report by Hospital Service Areas, and surround towns (using an existing table that NH DPHS to complete). Reference deliverable F-1.i.j.	M		
B-11	Purchase COTS, open source automated	O		

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	registration and onboarding tracking application to register future EP providers and urgent care facilities. Reference deliverable F-1.i.i.			
	GENERAL REQUIREMENTS			
G-1	The Contract shall begin on the Initial Project Start Date and extend through 08/31/2018.	M		
G-2	Contractor shall participate in an initial kick-off meeting to initiate the Project. Reference deliverable F-1.a.	M		
G-3	Contractor shall provide Project Staff as specified in the RFQ.	M		
G-4	Contractor shall submit a finalized Work Plan within ten (10) days after Contract award and approval by Governor and Council. The Work Plan shall include, without limitation, a detailed description of the Schedule, tasks, Deliverables, critical events, task dependencies, and payment Schedule. The plan shall be updated no less than every week. Reference deliverable F-1.c.	M		
G-5	Contractor shall provide detailed weekly status reports on the progress of the Project, which will include expenses incurred year to date. Reference deliverable F-1.b.	M		
G-6	All user, technical, and system documentation as well as project schedules, plans, status reports, and correspondence must be maintained as project documentation (formatted in Word and located in a common location as agreed upon with agency).	M		
	TECHNICAL REQUIREMENTS			
T-1	The Solution must comply with Open Standards as specified in RSA 21-R:10 and 21-R:13, including but not limited to Open Data Formats	M		

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C-3 DELIVERABLES

Vendors shall complete the response checklist, Tables C-3 Deliverables Vendor Response Checklist.

*****Please Note the separate checklists for each scope of work:**

SCOPE A – Set-up and support of the enhanced syndromic surveillance integration; and **SCOPE B** – System support work

SCOPE A - DELIVERABLES

(Set-up and support of the enhanced syndromic surveillance integration)

ACTIVITY, DELIVERABLE OR MILESTONE	DELIVERABLE TYPE	PROPOSED SCHEDULE	PRICE %
F-1.a Conduct Project Kickoff Meeting	Non-Software	Must be completed 10 days after initial project start date	0%
F-1.b Status Meetings	Email or Phone Conference	Weekly	0%
F-1.c Delivery of Work Plan (reference G-4)	Written	Must be completed within 10 days after initial project start date	0%
F-1.c.a Invoice for Work Plan	Non-Software	Must be submitted on or about 10 days after initial project start date	10%
F-1.d Delivery of completed enhanced system architecture assistance to NH DoIT staff and configuring the DB (outlined in B-2 and T-2).	Software	Must be completed in 10 days from initial Project Start Date	0%
F-1.e Delivery of completed enhanced surveillance system set-up to NH DPHS specifications (outlined in B-3 and T-3).	Software	Must be submitted between 60 to 120 days from initial Project Start Date	0%
F-1.e.b Delivery of EMS and Vital Record Death data feeds to enhanced surveillance system (outlined in B-3a, T-4, and T-5)	Software	Must be submitted between 60 to 120 days from initial Project Start Date	0%
F-1.e.c Invoice for completed EMS and Death data feeds	Non-Software	Must be submitted before 120 days after the initial Project Start Date	10%
F-1.f Enhanced System Set-up Acceptance Testing	Software	Must be completed on or about 120 days after the initial Project Start Date	0%

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F-1.f.a Invoice for the Enhanced System Set-up Acceptance	Non-Software, Written	Must be completed on or about 120 days after the initial Project Start Date	10%
F-1.f.b Enhanced System Set-up Associated documentation	Written	Must be completed on or about 120 days after the initial Project Start Date	0%
F-1.f.c Enhanced System Knowledge transfer training	Non-Software, Written	Must be completed on or about 120 days after the initial Project Start Date	0%
F-1.f.d Enhanced System Set-up Production implementation	Software	Must be completed on or about 120 days after the initial Project Start Date	0%
F-1.f.e Invoice for Production implementation of Enhanced System Set-up	Non-Software	Must be completed on or about 120 days after the initial Project Start Date	10%
F-1.f.f Invoice for Enhanced System Set-up Holdback	Non-Software	Must be submitted upon successful completion of "Warranty Period" (on or before 90 days after F-1.f.3 invoice date)	10%
F-1.g Delivery of weather and air quality data external data feed to enhanced surveillance system (outlined in B-4a and T6a)	Software	Must be completed by Project End Date (08/31/2018)	0%
F-1.g.a Invoice for completed weather and air quality data external data fee	Non-Software	Must be completed by Project End Date (08/31/2018)	10%
F-1.g.b Delivery of hospital Infection Control Practitioner email capability	Software	Must be completed by Project End Date (08/31/2018)	0%
F-1.g.c Invoice for completed hospital Infection Control Practitioner email capability	Non-Software	Must be completed by Project End Date (08/31/2018)	10%
F-1.g.d Delivery of encounter history query capability (outlined in B-4c).	Software	Must be completed by Project End Date (08/31/2018)	0%
F-1.g.e Invoice for completed encounter history query capability	Non-Software	Must be completed by Project End Date (08/31/2018)	10%

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F-1.g.f 2018 Scope A - Enhanced System Support Acceptance Testing	Software	Must be completed on or about 30 days prior to end of Project End Date (08/31/2018)	0%
F-1.g.g 2018 Scope A - Enhanced System Support Acceptance Testing Invoice	Non-Software, Written	Must be completed on or about 30 days prior to end of Project End Date	10%
F-1.g.h Associated documentation	Written	Must be completed 8 days prior to end of Project End Date	0%
F-1.g.i Knowledge transfer training	Non-Software, Written	Must be completed on or before end of Project End Date	0%
F-1.g.j Production implementation	Software	Must be completed on or before end of Project End Date	0%
F-1.g.k Invoice for Holdback	Non-Software	Must be submitted upon successful completion of "Warranty Period" (on or before 90 days after Project End Date)	10%
TOTALS			100%

SCOPE B - DELIVERABLES

(System support work)

ACTIVITY, DELIVERABLE OR MILESTONE	DELIVERABLE TYPE	PROPOSED SCHEDULE	PRICE %
F-1.a Conduct Project Kickoff Meeting (reference G-2)	Non-Software	Must be completed 10 days after initial project start date	0%
F-1.b Status Meetings	Email or Phone Conference	Weekly	0%
F-1.c Delivery of Work Plan (reference G-4)	Written	Must be completed within 10 days after initial project start date	0%
F-1.c.a Invoice for Work Plan	Non-Software	Must be submitted on or about 10 days after initial project start date	10%
F-1.i Delivery of the completion of the A01 to A04 transaction	Software	Must be completed by Project End Date (08/31/2018)	0%

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mapping to the AHEDD database and processing (similar to A04 registration transactions) – Reference requirement B-5			
F-1.i.a Invoice for the completion of the A01 to A04 transaction mapping to the AHEDD database and processing (similar to A04 registration transactions)	Software	Must be completed by Project End Date (08/31/2018)	10%
F-1.i.b Delivery of the completion of the offload of historic data on AHEDD - Reference requirement B-6	Software	Must be completed by Project End Date (08/31/2018)	0%
F-1.i.c Invoice for the completion of the offload of historic data on AHEDD	Software	Must be completed by Project End Date (08/31/2018)	10%
F-1.i.d Delivery of the completion of the automate assignment of misspelled patient town names to related political town/county/Public Health Region – Reference the requirement B-7	Software	Must be completed by Project End Date (08/31/2018)	0%
F-1.i.e Invoice for the completion of the automate assignment of misspelled patient town names to related political town/county/Public Health Region	Software	Must be completed by Project End Date (08/31/2018)	10%
F-1.i.f Delivery of the completion of the addition of MU Stage 3 fields and 8 HL7 fields	Software	Must be completed by Project End Date (08/31/2018)	0%

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to the AHEDD DB – Reference the requirement B-8			
F-1.i.g Invoice for the completion of the addition of MU Stage 3 fields and 8 HL7 fields to the AHEDD DB	Software	Must be completed by Project End Date (08/31/2018)	10%
F-1.i.h Delivery of the completion of the EP database infrastructure to store EP encounters – Reference the requirement B-9	Software	Must be completed by Project End Date (08/31/2018)	0%
F-1.i.i Invoice for the completion of the EP database infrastructure to store EP encounters	Software	Must be completed by Project End Date (08/31/2018)	10%
F-1.i.j Delivery of the completion of AHEDD Triage Notes reporting, and Hospital Service Area and Surround Town reporting – Reference the requirement B-10	Software	Must be completed by Project End Date (08/31/2018)	0%
F-1.i.k Invoice for the completion of AHEDD Triage Notes reporting, and Hospital Service Area and Surround Town reporting	Software	Must be completed by Project End Date (08/31/2018)	10%
F-1.i.l Delivery of the implementation of COTS registration /onboarding tracking application - Reference the requirement B-11	Software	Must be completed by Project End Date (08/31/2018)	0%
F-1.i.m Invoice for the implementation of COTS registration /onboarding tracking application	Software	Must be completed by Project End Date (08/31/2018)	10%

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F-1.h.n 2018 Scope B - Enhanced System Support Acceptance Testing	Software	Must be completed on or about 30 days prior to end of Project End Date (08/31/2018)	0%
F-1.i.o 2018 Scope B - Enhanced System Support Acceptance Testing Invoice	Non-Software, Written	Must be completed on or about 30 days prior to end of Project End Date	10%
F-1.i.p Associated documentation	Written	Must be completed 8 days prior to end of Project End Date	0%
F-1.i.q Knowledge transfer training	Non-Software, Written	Must be completed on or before end of Project End Date	0%
F-1.i.r Production implementation	Software	Must be completed on or before end of Project End Date	0%
F-1.i.s Invoice for Holdback	Non-Software	Must be submitted upon successful completion of "Warranty Period" (on or before 90 days after Project End Date)	10%
TOTALS			100%

Table C-3 Deliverables Vendor Response Checklist

SCOPE A - DELIVERABLES

(Set-up and support of the enhanced syndromic surveillance integration)

ACTIVITY, DELIVERABLE OR MILESTONE	DELIVERABLE TYPE	DELIVERY DATE
F-1.a Conduct Project Kickoff Meeting	Non-Software	
F-1.b Status Meetings	Email or Phone Conference	
F-1.c Delivery of Work Plan (reference G-4)	Written	
F-1.c.a Invoice for Work Plan	Non-Software	
F-1.d Delivery of completed enhanced system architecture assistance to NH DoIT staff and configuring the	Software	

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DB (outlined in B-2 and T-2).		
F-1.e Delivery of completed enhanced surveillance system set-up to NH DPHS specifications (outlined in B-3 and T-3).	Software	
F-1.e.b Delivery of EMS and Vital Record Death data feeds to enhanced surveillance system (outlined in B-3a, T-4, and T-5)	Software	
F-1.e.c Invoice for completed EMS and Vital Record Death data feeds	Non-Software	
F-1.f Enhanced System Set-up Acceptance Testing	Software	
F-1.f.a Invoice for the Enhanced System Set-up Acceptance	Non-Software, Written	
F-1.f.b Enhanced System Set-up Associated documentation	Written	
F-1.f.c Enhanced System Knowledge transfer training	Non-Software, Written	
F-1.f.d Enhanced System Set-up Production implementation	Software	
F-1.f.e Invoice for Production implementation of Enhanced System Set-up	Non-Software	
F-1.f.f Invoice for Enhanced System Set-up Holdback	Non-Software	
F-1.g Delivery of weather and air quality data external data feed to enhanced surveillance system (outlined in B-4a and T6a)	Software	

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F-1.g.a Invoice for completed weather and air quality data external data fee	Non-Software	
F-1.g.b Delivery of hospital Infection Control Practitioner email capability	Software	
F-1.g.c Invoice for completed hospital Infection Control Practitioner email capability	Non-Software	
F-1.g.d Delivery of encounter history query capability (outlined in B-4c).	Software	
F-1.g.e Invoice for completed encounter history query capability	Non-Software	
F-1.g.f 2018 SCOPE A - Enhanced System Support Acceptance Testing	Software	
F-1.g.g 2018 SCOPE A - Enhanced System Support Acceptance Testing Invoice	Non-Software, Written	
F-1.g.h Associated documentation	Written	
F-1.g.i Knowledge transfer training	Non-Software, Written	
F-1.g.j Production implementation	Software	
F-1.g.k Invoice for Holdback	Non-Software	
TOTALS		

SCOPE B - DELIVERABLES

(System support work)

ACTIVITY, DELIVERABLE OR MILESTONE	DELIVERABLE TYPE	DELIVERY DATE
F-1.a Conduct Project Kickoff Meeting (reference G-2)	Non-Software	
F-1.b Status Meetings	Email or Phone	

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	Conference	
F-1.c Delivery of Work Plan (reference G-4)	Written	
F-1.c.a Invoice for Work Plan	Non-Software	
F-1.i Delivery of the completion of the A01 to A04 transaction mapping to the AHEDD database and processing (similar to A04 registration transactions) – Reference requirement B-5	Software	
F-1.i.a Invoice for the completion of the A01 to A04 transaction mapping to the AHEDD database and processing (similar to A04 registration transactions)	Software	
F-1.i.b Delivery of the completion of the offload of historic data on AHEDD - Reference requirement B-6	Software	
F-1.i.c Invoice for the completion of the offload of historic data on AHEDD	Software	
F-1.i.d Delivery of the completion of the automate assignment of misspelled patient town names to related political town/county/Public Health Region – Reference the requirement B-7	Software	
F-1.i.e Invoice for the completion of the automate assignment of misspelled patient town names to related	Software	

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political town/county/Public Health Region		
F-1.i.f Delivery of the completion of the addition of MU Stage 3 fields and 8 HL7 fields to the AHEDD DB – Reference the requirement B-8	Software	
F-1.i.g Invoice for the completion of the addition of MU Stage 3 fields and 8 HL7 fields to the AHEDD DB	Software	
F-1.i.h Delivery of the completion of the EP database infrastructure to store EP encounters – Reference the requirement B-9	Software	
F-1.i.i Invoice for the completion of the EP database infrastructure to store EP encounters	Software	
F-1.i.j Delivery of the completion of AHEDD Triage Notes reporting, and Hospital Service Area and Surround Town reporting – Reference the requirement B-10	Software	
F-1.i.k Invoice for the completion of AHEDD Triage Notes reporting, and Hospital Service Area and Surround Town reporting	Software	
F-1.i.l Delivery of the implementation of COTS registration /onboarding tracking	Software	

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application - Reference the requirement B-11		
F-1.i.m Invoice for the implementation of COTS registration /onboarding tracking application	Software	
F-1.h.n 2018 SCOPE B - Enhanced System Support Acceptance Testing	Software	
F-1.i.o 2018 SCOPE B - Enhanced System Support Acceptance Testing Invoice	Non-Software, Written	
F-1.i.p Associated documentation	Written	
F-1.i.q Knowledge transfer training	Non-Software, Written	
F-1.i.r Production implementation	Software	
F-1.i.s Invoice for Holdback	Non-Software	
TOTALS		

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APPENDIX D: TOPICS FOR MANDATORY NARRATIVE RESPONSES

Vendors must limit narrative responses describing the Software, Technical, Services and Project Management topics defined for the scope(s) of work being responded to. The following table identifies specific topics for narratives. A page limit is identified for each topic. If a response to a topic exceeds the page limit, the State will limit its consideration to the prescribed page limit.

Vendors may respond to only one (1) scope of work or both scopes of work. If responding to only one (1) scope, complete the mandatory responses for either SCOPE A, Enhanced Integrated Syndromic Surveillance System Set-up and Support, or SCOPE B, AHEDD Coding, Database, Analysis, and Reporting IT Support. If responding to both scopes of work, complete the mandatory responses for both scopes A and B.

SCOPE A: Enhanced Integrated Syndromic Surveillance System Set-up and Support If responding to Scope A only, please submit the mandatory responses for Scope A <u>ONLY</u>.		
D-1 Proposed Software Solution (Maximum of 40 Points)		
TOPIC		PAGE LIMIT
Topic 1 –Product Architecture		3
Topic 2 –Application Software		3
Topic 3 –Product Solution (Regarding SCOPE A -- Enhanced Integrated System Syndrome & Sub- Syndrome Classification/Analytical Capabilities/ Surveillance Querying & Reporting		10
Topic 4 –User friendliness and usability		4
Topic 5 – Compatibility with State IT & Interface Standards		4

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**D-2 Technical, Services and Project Management Experience
(Maximum of 30 Points)**

D-2.1 Security and Protection of Data		Page Limit
Topic 6 - System Security		6
Topic 7- Backup and Recovery		2
Topic 8 - Assurance of Business Continuity and Archiving		3
D-2.2 Compatibility with State Personnel and Training		
Topic 9 - Preparation of State Staff		3
Topic 10 - User Training Approach		6
Topic 11 - Technical Knowledge Transfer		5
D-2.3 Project Execution		
Topic 12 - Implementation Approach		6
Topic 13 - Testing		5
D-2.4 Project Management Competence		
Topic 14 - Status Meetings and Reports		3
Topic 15 - Risk and Issue Management		3
Topic 16 - Work Plan		No Limit
D-3 Staffing Qualifications (Maximum of 30 points)		
Topic 17 – Regarding SCOPE A - Expertise with Public Health Syndromic Surveillance Classification, Analysis (Mathematical Statistics), Reporting, Knowledge of HL7 and Database Mapping		5
Topic 18 – Staff Experience Implementing and Supporting Public Health Surveillance Systems		5
Topic 19 – Specialized Vendor Expertise with External Data Source Integration and Correlation with Emergency Department Data		3
Topic 20 – Size and composition of vendor Team		2

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SCOPE B:

AHEDD Coding, Database, Analysis, and Reporting IT Support

(If responding to Scope B only, please submit mandatory responses for Scope B ONLY.)

D-1 Proposed Software Solution (Maximum of 40 points)

TOPIC		PAGE LIMIT
Topic 1 –Product Architecture		3
Topic 2 –Application Software		3
Topic 3 –Product Solution (Regarding SCOPE B –Support and Limited Enhancement of the AHEDD System Java Coding, Web Maintenance, Oracle Database, Analysis, and Reporting)		10
Topic 4 –User friendliness and usability		4
Topic 5 – Compatibility with State IT & Interface Standards		4

D-2 Technical, Services and Project Management Experience (Maximum of 30 points)

D-2.1 Security and Protection of Data

Topic 6 - System Security		6
Topic 7- Backup and Recovery		2
Topic 8 - Assurance of Business Continuity and Archiving		3

D-2.2 Compatibility with State Personnel and Training

Topic 9 - Preparation of State Staff		3
Topic 10 - User Training Approach		6
Topic 11 - Technical Knowledge Transfer		5

D-2.3 Project Execution

Topic 12 - Implementation Approach		6
Topic 13 - Testing		5

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D-2.4 Project Management Competence		Page Limit
Topic 14 - Status Meetings and Reports		3
Topic 15 - Risk and Issue Management		3
Topic 16 - Work Plan		No Limit
D-3 Staffing Qualifications (Maximum of 30 points)		
Topic 17 - Regarding SCOPE B – Expertise with Public Health Syndromic Surveillance Classification, Analysis (Mathematical Statistics), Reporting, Knowledge of HL7 and Database Mapping		5
Topic 18 – Staff Experience Implementing and Supporting Public Health Surveillance Systems (Including Java Coding)		5
Topic 19 – Specialized Vendor Expertise with System Support for Java Coding, Web Maintenance, Oracle Database, Analysis, and Reporting		3
Topic 20 – Size and Composition of Vendor Team		2

*****If responding to both Scopes A and B, submit the mandatory responses for both Scopes of Work.**

Technical Proposals - Total Possible Points

Scope A: 100

Scope B: 100

D-1 PROPOSED SOFTWARE SOLUTION

This section provides a series of topics related to the proposed Service Solution described in RFP.

Topic 1 – Product Architecture

Response Page Limit: 3

Provide a detailed description of the database architecture components, including its set-up the vendor is proposing to the State.

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The response must include a description of the following:

- **Describe the software platform that your system operates on** (code base, database, etc.). If any of the platform components are third party, or proprietary, please note. Indicate if the State will need to purchase licenses.
- **Describe the Database Management system**, the system architecture set-up, and proposed approach to developing any custom-built software components.
- **Discuss plans for anticipated future release of System software.** Address any impact on System users or interfaces.

Topic 2 – Application Software

Response Page Limit: 3

Provide a detailed description of software needed to support the product solution by the vendor.

The response must include a description of the following:

- **Proposed Software Solution** (provide recommended software needed to support the proposed product to the State);

Topic 3 – Product Solution

Response Page Limit: 10

Provide a detailed description of specific components of the solution offered, including the deliverables and services the vendor is proposing to offer the State.

The response must include a description of the following:

- **Proposed Software Solution** (provide recommended solution, a detailed summary of the system features, specific support deliverables, and proposed method of presenting the deliverables to the State);
- **For SCOPE A: Syndrome and Sub-Syndrome Classification, Analytical Capabilities, and Surveillance Querying and Reporting** (provide a detailed summary of these system components.
- **For SCOPE B: AHEDD Coding, Database, Analysis, and Reporting IT Support** (provide a detailed summary of these system components.

Topic 4 – User Friendliness and usability

Response Page Limit: 4

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Provide a detailed description of how the proposed system helps the State to realize user friendliness and usability.

- What type of interface, mechanisms, and tools are proposed for the State to process data with the vendor tool? Explain the process.
- What form of data is being returned (counts, rates or percentages, or line-level-data)?

Topic 5– Compatibility with State IT and Interface Standards

Response Page Limit: 4

Provide details of how the proposed system supports State IT and Interface Standards.

- Describe and provide samples of the available documentation supporting the System and the asset verification Service.
- Will it contain technical specifications, troubleshooting tips, and technical contact information?

D-2 TECHNICAL, SERVICES AND PROJECT MANAGEMENT EXPERIENCE

This subsection provides a series of technical topics related to management of the Project that the State of New Hampshire will consider in selecting a vendor to perform the work described in this RFP. A maximum length of response for each topic is defined.

D-2.1 Security and Protection of Data

Topic 6 - System Security

Response Page limit: 6

Provide a detailed description of the security design and architectural features incorporated into the proposed System. At a minimum, discuss the following:

- Describe the practices employed to ensure that your system and staff comply with HIPAA regulations.
- Validate that your firm is in compliance with the Centers for Medicare and Medicaid Services Medicaid Information Technology Architecture and supports Health Level Seven and Health Insurance Portability and Accountability Act (HIPAA) Standards.
- Describe the System assurance provisions incorporated into the proposed System, specifically:
 - a. What process or methodology is employed within the proposed System to ensure Data integrity?

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- b. To what degree does the approach rely on System assurance capabilities of the relational database management system (RDMS)?
 - c. If multiple databases are employed, what extra procedures are employed to ensure synchronization among databases?
- Discuss your company's practices pertaining to the following security testing:
 - a. The identification and authentication methods used to ensure that users from interfacing applications are identified and properly verified.
 - b. The authorization methods used to ensure that users only access Data and services for which they have been properly authorized.
 - c. The immunity methods used to ensure that unauthorized malicious programs (e.g., viruses, worms and Trojan horses) do not infect the application.
 - d. The methods used to ensure that communications and Data integrity are not intentionally corrupted via unauthorized creation, modification or deletion.
 - e. The methods used to ensure that the parties to interactions with the application cannot later repudiate or rebut those interactions.
 - f. The intrusion detection methods used to ensure the detection, recording and review of attempted access or modification by unauthorized individuals.
 - g. The privacy methods used to ensure that confidential Data and sensitive communications are kept private.
 - h. The System maintenance methods used to ensure that unauthorized System maintenance does not unintentionally disrupt the security mechanisms of the application or supporting hardware.
 - i. The testing methods conducted to load and stress test your System to determine its ability to withstand Denial of Service (DoS) attacks.
 - j. Your software patch schedule employed to protect the Software from new security vulnerabilities as they arise.
 - k. The ability of your System's software to be installed in a "locked-down" fashion so as to turn off unnecessary features (user accounts, operating System services, etc.) thereby reducing the software's security vulnerabilities and attack surfaces available to System hackers and attackers.

Topic 7 – Backup and Recovery

Response Page Limit: 2

Provide a detailed description of the backup and recovery processes used to protect mission-critical Data.

- The State seeks a sound backup and recovery provision as part of the Solution. Describe the tools used for backup and recovery of applications and data.

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Describe the impact of the proposed backup process on the operation of the System. Also, address the following:

- a. Use of and method for logging and journalizing;
- b. Single points of failure and recommended approaches for their elimination; and
- c. Approach to redundancy.

Topic 8– Assurance of Business Continuity (Includes Archiving)

Response Page Limit: 3

Provide a detailed description of the business continuity plan that mitigates risk to the State.

- The State believes that additional Software license fees solely related to redundancy for assurance of business continuity would be inappropriate. If the Proposal differs from this standard, describe and provide rationale for the difference.
- Discuss the use of archiving to ensure software release integrity.
- What is the recovery time objective and how will your company continue to meet federally required response metrics?
- The State believes that additional Software license fees solely related to redundancy for assurance of business continuity would be inappropriate. If the Proposal differs from this standard, describe and provide rationale for the difference.

D2.2 Coordination with State Personnel and Training

Topic 9–Preparation of State Staff on the Project Team

Response Page Limit: 3

Provide a detailed description of how the vendor staff will interact with the State project manager during all phases of the project.

- Describe the roles and responsibilities of vendor staff and State staff during pre-implementation, Implementation, and operational phases of the engagement. Include the amount of time required of each staff member and when their time is needed during the implementation and operational phases of the project.

Topic 10– User Training Approach

Response Page Limit: 6

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The State will evaluate whether the training approach is likely to prepare users adequately to use the new System from the day of deployment, including maximum knowledge transfer to allow the State to conduct its own training in the future.

Provide a detailed summary of proposed Training Approach to include:

- The State seeks a detailed discussion of the recommended training approach.
- Describe the process for an assessment of needs, developing a curriculum; and conducting, evaluating, and refining training.
- Questions to address include, but are not limited to, the following:
 - What type of training will be used and why?
 - What methods will be employed to evaluate training activities?
 - How will training be coordinated?
 - Will manuals be adequate to enable trained users to research answers to their own questions?
 - If the perception is that they are not adequate, can those manuals be quickly revised?
 - How will the State be prepared to conduct ongoing training after Implementation is completed?
 - Are training manuals on-line and maintained as part of a maintenance agreement?

Topic 11– Technical Knowledge Transfer

Response Page Limit: 5

The State will evaluate whether the technical knowledge transfer in described the Proposal will prepare State staff to accept full responsibility for maintaining the vendor proposed System at the conclusion of Implementation.

Provide a detailed summary of the Proposed Technical Knowledge Transfer which includes:

- The transfer of technical knowledge is important for operations, configuration/development, workflow, business setup, maintenance, and management. Address training curriculum, training priorities and prerequisites, specific commercial and custom course, and one-on-one learning opportunities for State staff.
- Identify whether recommended training will be provided on site. Use specific examples from past system implementations to explain how its approach to technical training and knowledge transfer would allow the State to operate independently when the Implementation ends.

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D2.3 Project Execution

Topic 12– Implementation Approach

Response Page Limit: 6

Provide one or more feasible implementation plans and user readiness. For each plan provided:

- Identify timeframes for major milestones;
- Discuss cost implications of the plan, including impact on maintenance fees; and
- Address the level of risk associated with the plan.

Topic 13 – Testing

Response Page Limit: 5

Provide a detailed description of the support the vendor will supply to assist State during user acceptance testing of the configured System for New Hampshire.

State staff will conduct Acceptance Testing, but support from the selected vendor is required. To define the type of support that will be provided, address the following questions:

- Describe your testing methodology and include a proposed test plan.
- How much time should the State allow to complete User Acceptance Testing of a component?
- What support will be provided to prepare State staff during Acceptance testing?
- How will members of the testing team be prepared to test the configured Software?
- What Documentation of configured Software will be available to the testing team?
- Based on experience in similar projects, how many and what types of Defects are likely to be encountered in Acceptance Testing? (Include metrics from other projects to support this response.)
- How quickly will a suspected Defect be investigated, and what classifications are planned for suspected Defects?
- How quickly will Software Defects be corrected?
- Provide a sample User Acceptance Test Plan from a completed project as an appendix.

D2.4 PROJECT MANAGEMENT COMPETENCE

Topic 14 – Status Meetings and Project Management Reports

Response Page Limit: 3

Provide a detailed description of project management reporting.

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The State believes that effective communication and reporting are essential to Project success. Describe the planned project management activities as they pertain to the three phases, planning, Implementation, and operations.

Describe how the following will be managed:

- Introductory Meeting;
- Kickoff Meeting;
- Status Meetings;
- Status Reports;
- The Work Plan;
- Letter of Acceptance; and
- Change Order Process.

As an appendix, provide an example of status reports prepared for another similar project. Names of the project and of any individuals involved may be removed.

Topic 15 – Risk and Issue Management (Includes Scope Control and Quality Assurance)

Response Page Limit: 3

Provide a detailed description of the proposed approach to timely identification and effective action on issues and risks.

- Describe the proposed approach to managing risks (includes scope control and quality assurance) and issues. Include a sample tracking document.
- Highlight the methodology to ensure that the State staff is involved in the process.
- Provide a description of known risks and proposed steps to mitigate them.

Topic 16 - Work Plan

Response Page Limit: None

The State requires vendors to present a thorough Project Work Plan in the Proposal addressing all work offered in their Proposal. The State will evaluate the proposed Project Work Plan contained in the Proposal to determine how well it will serve the needs of State Project leaders. The State sees a Work Plan as essential to reaching a comprehensive agreement with a vendor. Consequently, the State will seek to refine the proposed Work Plan during Contract finalization with the selected vendor and to incorporate the refined Work Plan by reference into a Contract. In addition, the State will require the selected vendor to update the Work Plan in consultation with the State during the term of the Project.

Provide a detailed summary of the following:

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- Provide a preliminary Work Plan for the Planning and Implementation Phases of the engagement. Vendor's preliminary proposed Work Plan includes a description of the Schedule, tasks, Deliverables, major milestones, task dependencies, and a payment schedule. The Work Plan shall also address resource allocations (both State and vendor team members). Include sufficient detail that the State will be able to identify departures from the Plan in sufficient time to seek corrective action. In particular provide information about staffing. Identify and discuss the following.
 - a. All assumptions upon which the Work Plan is based;
 - b. Descriptions of recommended roles by activity and time required for both State and vendor members of the Project Team;
 - c. Assignments of members of the vendor's team identified by role to specific tasks; and
 - d. Critical success factors for the Project.
- Discuss how this Work Plan will be used and State access to Plan details including resource allocation. Also, discuss frequency for updating the Plan weekly and for every status meeting. Explain how the State will know whether the Project is on Schedule and within budget.

D-3 STAFFING QUALIFICATIONS

This section provides a series of topics related to Staffing Qualifications described in RFP.

Topic 17

Response Page Limit: 5

Expertise with Public Health Surveillance

Provide a detailed description of the vendor's expertise with Public Health Syndromic Surveillance with respect to classification, analysis, reporting, Health Level Seven formatting, and database mapping.

The response must include a description of the teams' expertise with:

- Public health surveillance, analysis (mathematical statistics), reporting, public health informatics, Health Level Seven (HL7), and syndromic surveillance.

Topic 18 – Provide a detailed description of the vendor's expertise implementing and supporting Public Health Syndromic Surveillance Systems.

Response Page Limit: 5

For Scope A, the response must include a description of the team's expertise with:

- Developing syndromic surveillance systems to meet the needs of public health (via the development of custom querying,

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developing dashboards, and surveillance alerts, as noted in C-1 Scope A requirements on page 29 and 30).

- Providing data queries results by data detail, counts, charts, and maps.

For Scope B, the response must include a description of the team's expertise with:

- Implementing and supporting similar Public Health Syndromic Surveillance System to the NH state-wide syndromic surveillance system;
- Providing database structured query language and Java system coding support similar to that of the AHEDD syndromic system;
- Supporting database structured query language;
- Health Level Seven (HL7) formatting and database mapping; and
- Supporting Java system coding similar to that of the AHEDD syndromic system.

Topic 19 – Specialized Vendor Expertise

Response Page Limit: 3

For Scope A, provide a detailed description of the vendor's expertise integrating external data sources for improved Syndromic Surveillance Integration.

The response must include a description of the teams' expertise with:

- Integrating External Data Source with Emergency Department Data
- Linking External Data Source with Emergency Department Data
- Correlating External Data Source with Emergency Department Data

For Scope B, provide a detailed description of the vendor's expertise supporting Java code, Web maintenance, oracle database, analysis, and reporting.

The response must include a description of the teams' expertise with:

- Experience with system support for Java coding, Web maintenance, oracle database, analysis, and reporting.

Topic 20 – Size and Composition of vendor Team

Response Page Limit: 2

Provide a detailed description of the vendor's staffing plan to support the development of the AHEDD surveillance system.

The response must include a description of the vendors plan detailing:

- The size and composition of the vendor team needed to support the NH state-wide syndromic surveillance system.

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APPENDIX A: STANDARDS FOR DESCRIBING VENDOR QUALIFICATIONS

Vendor qualifications are important factors in selecting AHEDD ENHANCED SURVEILLANCE SYSTEM INTEGRATION Software and accompanying Implementation and follow on support Services. To facilitate evaluation of vendor qualifications, the State seeks information about:

- (1) corporate qualifications of each vendor proposed to participate in the Project,
- (2) proposed team organization and designation of key staff,
- (3) individual qualifications of candidates for the role of Project Manager, and
- (4) individual qualifications of candidates for other key staff roles.

This appendix identifies specific information that must be submitted.

E-1 Required Information on Corporate Qualifications

Information is required on all vendors who will participate in the Project. Vendors submitting proposals must identify any Subcontractor(s) to be used.

E-1.1 Vendor and Subcontractors

The vendor submitting proposals to this Project must provide the following information:

E-1.1.1 Corporate Overview (2 page limit)

Identify the proposed role of the firm on the Project. Describe the major business areas of the firm. Provide a high-level description of the firm's organization and staff size. Discuss the firm's commitment to the public sector, experience with this type of Project Implementation and experience in New Hampshire.

E-1.1.2 Financial Strength

Provide at least one of the following:

1. The current Dunn & Bradstreet report on the firm; or
2. The firm's two most recent audited financial statements; and the firm's most recent un-audited, quarterly financial statement; or
3. The firm's most recent income tax return

E-1.1.3 Litigation

Identify and describe any claims made by clients during the last ten (10) years. Discuss merits, current status and, if available, outcome of each matter.

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E-1.1.4 Prior Project Descriptions (3 limited to 3 pages each)

Provide descriptions of no more than three (3) similar projects completed in the last five (5) years. Each project description should include:

1. An overview of the project covering type of client, objective, project scope, role of the firm and outcome;
2. Project measures including proposed cost, actual project cost, proposed project schedule and actual project schedule;
3. Names and contact information (name, title, address and current telephone number) for one or two references from the client; and
4. Names and project roles of individuals on the proposed team for the New Hampshire Project that participated in the project described

E-1.1.5 Subcontractor Information

Vendors must provide information on any Subcontractors proposed to work on this Project. Required information shall include but not be limited to:

1. Identification of the proposed Subcontractor and a description of the major business areas of the firm and their proposed role on the Project.
2. A high-level description of the Subcontractor's organization and staff size.
3. Discussion of the Subcontractor's experience with this type of Project;
4. Resumes of key personnel proposed to work on the Project; and
5. Two references from companies or organizations where they performed similar services (if requested by the State).

E-2 Team Organization and Designation of key vendor staff

Provide resumes of key personnel proposed to work on the Project and an organizational chart depicting the vendor Project Team. This chart should identify key staff required from the vendor, any Subcontractors and the State.

Define the responsibilities and length of assignment for each of the roles depicted in the organizational chart. Identify the positions that should be designated key staff. Ensure that designation of key vendor staff includes subject matter experts in the following areas:

- Public Health Syndromic Surveillance
- Health Level Seven (HL7) Standardized Formatting

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- Project Management
- Mathematical Statistics (Bayesian Inference, Regression Analysis, etc.)

A single team member may be identified to fulfill the experience requirement in multiple areas.

E-2.1 State Staff Resource Worksheet

Append a completed State Staff Resource Worksheet to indicate resources expected of organization. Expected resources must not exceed those outlined in Section A 4.2. The required format follows.

Table E-2: Proposed State Staff Resource Hours Worksheet

State Role	Initiation	Configuration	Implementation	Close Out	Total
Project Manager					
Position 1					
Position 2					
Position 3					
Position 4					
Position 5					
State Total					

E-3 Candidates for Project Manager

Although the State recognizes that staff availability is somewhat uncertain, qualifications of the Project Manager are particularly critical. Therefore, the State requires that the Project Manager be identified with some degree of certainty.

For the Project Manager candidate, provide a resume not to exceed five (5) pages in length addressing the following:

- The candidate's educational background;
- An overview of the candidate's work history;
- The candidate's project experience, including project type, project role and duration of the assignment;
- Any significant certifications held by or honors awarded to the candidate; and
- At least three (3) references, with contact information, that can address the candidate's performance on past projects.

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E-4 Candidates for key vendor staff Roles

Provide a resume not to exceed four (4) pages for each key vendor staff position on the Project Team. Each resume should address the following:

- The individual's educational background;
- An overview of the individual's work history;
- The individual's project experience, including project type, project role and duration of the assignment;
- Any significant certifications held by or honors awarded to the candidate; and
- At least three (3) references, with contact information, that can address the individual's performance on past projects.

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APPENDIX F: PRICING WORKSHEETS

A vendor's Cost Proposal must be based on the worksheets formatted as described in this appendix.

F-1 Activities/Deliverables/Milestones Pricing Worksheet – Deliverables List

The vendor must include, within the Firm Fixed Price for IT service activities, tasks and preparation of required Deliverables, pricing for the Deliverables required based on the proposed approach, and methodology and tools. The following format must be used to provide this information.

There are two (2) Scopes of Work in the Agency Requirements: Enhanced system Set-up Requirements and Deliverables (SCOPE A), and Support Requirements and Deliverables (SCOPE B).

Table F-1: Activities/Deliverables/Milestones Pricing Worksheet

SCOPE A: Set-up and Support of the Enhanced Syndromic Surveillance Integration

ACTIVITY, DELIVERABLE OR MILESTONE	DELIVERABLE TYPE	PROPOSED SCHEDULE	PRICE
F-1.a Conduct Project Kickoff Meeting	Non-Software	Must be completed 10 days after initial project start date	
F-1.b Status Meetings	Email or Phone Conference	Weekly	
F-1.c Delivery of Work Plan (reference G-4)	Written	Must be completed within 10 days after initial project start date	
F-1.c.a Invoice for Work Plan	Non-Software	Must be submitted on or about 10 days after initial project start date	
F-1.d Delivery of completed enhanced system architecture assistance to NH DoIT staff and configuring the DB (outlined in B-2 and T-2).	Software	Must be completed in 10 days from initial Project Start Date	
F-1.e Delivery of completed enhanced surveillance system set-up to NH DPHS specifications (outlined in B-3 and T-3).	Software	Must be submitted between 60 to 120 days from initial Project Start Date	
F-1.e.b Delivery of EMS and Vital Record Death data feeds to enhanced	Software	Must be submitted between 60 to 120 days from initial	

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surveillance system (outlined in B-3a, T-4, and T-5)		Project Start Date	
F-1.e.c Invoice for completed EMS and Vital Record Death data feeds	Non-Software	Must be submitted before 120 days after the initial Project Start Date	
F-1.f Enhanced System Set-up Acceptance Testing	Software	Must be completed on or about 120 days after the initial Project Start Date	
F-1.f.a Invoice for the Enhanced System Set-up Acceptance	Non-Software, Written	Must be completed on or about 120 days after the initial Project Start Date	
F-1.f.b Enhanced System Set-up Associated documentation	Written	Must be completed on or about 120 days after the initial Project Start Date	
F-1.f.c Enhanced System Knowledge transfer training	Non-Software, Written	Must be completed on or about 120 days after the initial Project Start Date	
F-1.f.d Enhanced System Set-up Production implementation	Software	Must be completed on or about 120 days after the initial Project Start Date	
F-1.f.e Invoice for Production implementation of Enhanced System Set-up	Non-Software	Must be completed on or about 120 days after the initial Project Start Date	
F-1.f.f Invoice for Enhanced System Set-up Holdback	Non-Software	Must be submitted upon successful completion of "Warranty Period" (on or before 90 days after F-1.f.3 invoice date)	
F-1.g Delivery of weather and air quality data external data feed to enhanced surveillance system (outlined in B-4a and T6a)	Software	Must be completed by Project End Date (08/31/2018)	
F-1.g.a Invoice for completed weather and air quality data external data fee	Non-Software	Must be completed by Project End Date (08/31/2018)	
F-1.g.b Delivery of hospital Infection Control Practitioner email capability	Software	Must be completed by Project End Date (08/31/2018)	
F-1.g.c Invoice for completed	Non-Software	Must be completed by	

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hospital Infection Control Practitioner email capability		Project End Date (08/31/2018)	
F-1.g.d Delivery of encounter history query capability (outlined in B-4c).	Software	Must be completed by Project End Date (08/31/2018)	
F-1.g.e Invoice for completed encounter history query capability	Non-Software	Must be completed by Project End Date (08/31/2018)	
F-1.g.f 2018 SCOPE A - Enhanced System Support Acceptance Testing	Software	Must be completed on or about 30 days prior to end of Project End Date (08/31/2018)	
F-1.g.g 2018 SCOPE A - Enhanced System Support Acceptance Testing Invoice	Non-Software, Written	Must be completed on or about 30 days prior to end of Project End Date	
F-1.g.h Associated documentation	Written	Must be completed 8 days prior to end of Project End Date	
F-1.g.i Knowledge transfer training	Non-Software, Written	Must be completed on or before end of Project End Date	
F-1.g.j Production implementation	Software	Must be completed on or before end of Project End Date	
F-1.g.k Invoice for Holdback	Non-Software	Must be submitted upon successful completion of "Warranty Period" (on or before 90 days after Project End Date)	
TOTALS			

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Table F-1: Activities/Deliverables/Milestones Pricing Worksheet

SCOPE B: System support work

ACTIVITY, DELIVERABLE OR MILESTONE	DELIVERABLE TYPE	PROPOSED SCHEDULE	PRICE
F-1.a Conduct Project Kickoff Meeting (reference G-2)	Non-Software	Must be completed 10 days after initial project start date	
F-1.b Status Meetings	Email or Phone Conference	Weekly	
F-1.c Delivery of Work Plan (reference G-4)	Written	Must be completed within 10 days after initial project start date	
F-1.c.a Invoice for Work Plan	Non-Software	Must be submitted on or about 10 days after initial project start date	
F-1.i Delivery of the completion of the A01 to A04 transaction mapping to the AHEDD database and processing (similar to A04 registration transactions) – Reference requirement B-5	Software	Must be completed by Project End Date (08/31/2018)	
F-1.i.a Invoice for the completion of the A01 to A04 transaction mapping to the AHEDD database and processing (similar to A04 registration transactions)	Software	Must be completed by Project End Date (08/31/2018)	
F-1.i.b Delivery of the completion of the offload of historic data on AHEDD - Reference requirement B-6	Software	Must be completed by Project End Date (08/31/2018)	
F-1.i.c Invoice for the completion of the offload of historic data on AHEDD	Software	Must be completed by Project End Date (08/31/2018)	
F-1.i.d Delivery of the	Software	Must be completed by	

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completion of the automate assignment of misspelled patient town names to related political town/county/Public Health Region – Reference the requirement B-7		Project End Date (08/31/2018)	
F-1.i.e Invoice for the completion of the automate assignment of misspelled patient town names to related political town/county/Public Health Region	Software	Must be completed by Project End Date (08/31/2018)	
F-1.i.f Delivery of the completion of the addition of MU Stage 3 fields and 8 HL7 fields to the AHEDD DB – Reference the requirement B-8	Software	Must be completed by Project End Date (08/31/2018)	
F-1.i.g Invoice for the completion of the addition of MU Stage 3 fields and 8 HL7 fields to the AHEDD DB	Software	Must be completed by Project End Date (08/31/2018)	
F-1.i.h Delivery of the completion of the EP database infrastructure to store EP encounters – Reference the requirement B-9	Software	Must be completed by Project End Date (08/31/2018)	
F-1.i.i Invoice for the completion of the EP database infrastructure to store EP encounters	Software	Must be completed by Project End Date (08/31/2018)	
F-1.i.j Delivery of the completion of AHEDD Triage Notes reporting, and Hospital Service Area and Surround	Software	Must be completed by Project End Date (08/31/2018)	

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Town reporting – Reference the requirement B-10			
F-1.i.k Invoice for the completion of AHEDD Triage Notes reporting, and Hospital Service Area and Surround Town reporting	Software	Must be completed by Project End Date (08/31/2018)	
F-1.i.l Delivery of the implementation of COTS registration /onboarding tracking application - Reference the requirement B-11	Software	Must be completed by Project End Date (08/31/2018)	
F-1.i.m Invoice for the implementation of COTS registration /onboarding tracking application	Software	Must be completed by Project End Date (08/31/2018)	
F-1.h.n 2018 Scope B - Enhanced System Support Acceptance Testing	Software	Must be completed on or about 30 days prior to end of Project End Date (08/31/2018)	
F-1.i.o 2018 Scope B - Enhanced System Support Acceptance Testing Invoice	Non-Software, Written	Must be completed on or about 30 days prior to end of Project End Date	
F-1.i.p Associated documentation	Written	Must be completed 8 days prior to end of Project End Date	
F-1.i.q Knowledge transfer training	Non-Software, Written	Must be completed on or before end of Project End Date	
F-1.i.r Production implementation	Software	Must be completed on or before end of Project End Date	
F-1.i.s Invoice for Holdback	Non-Software	Must be submitted upon successful completion of "Warranty Period" (on or before 90 days after Project End Date)	
TOTALS			

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F-2 Proposed Vendor Staff, Resource Hours and Rates Worksheet

Use the Proposed Vendor Staff Position, Resource Hours and Rates Worksheet to indicate the individuals that will be assigned to the Project, hours and applicable rates. Names must be provided for individuals designated for key roles, but titles are sufficient for others. Information is required by phase.

Table F-2: Proposed Vendor Staff, Resource Hours and Rates Worksheet

Title	Name	Initiation	Implementation	Project Close out	Hourly Rate	Hours X Rate
Project Manager						
Senior Developer #1						
Senior Developer #2						
Position #3						
TOTALS						

F-3 Future Vendor Rates Worksheet

The State may request additional Services from the selected vendor and requires rates in the event that additional Service is required. The following format must be used to provide this information. "FFY" refers to Federal Fiscal Year. The Federal Fiscal Year runs from September 1 through August 31 of the following calendar year. Positions not identified in the Proposed Position Worksheet may be included in the Future Vendor Rates Worksheet.

Table F-3: Future Vendor Rates Worksheet

Position Title	FFY 2019	FFY 2020
Project Manager		
Position #1		
Position #2		
Position #3		

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F-4 Software Licensing, Maintenance, and Support Pricing Worksheet

Table F-4: Software Licensing, Maintenance, and Support Pricing Worksheet

Software Name	Initial Cost	Maintenance Support and Upgrades	
		Year 1	Year 2

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APPENDIX G-1 SECURITY

Application Security

IT Security involves all functions pertaining to the securing of State Data and systems through the creation and definition of security policies, procedures and controls covering such areas as identification, authentication and non-repudiation.

This shall include but is not limited to

- Develop software applications based on industry best practices and incorporating information security throughout the software development life cycle.
- Perform a Code review prior to release of the application to the State to move it into production. The code review may be done in a manner mutually agreeable to the <VENDOR> and the State. Copies of the final, remediated results shall be provided to the State for review and audit purposes.
- Follow change control process and procedures relative to release of code.
- Develop applications following security-coding guidelines as set forth by organizations such as, but not limited to Open Web Application Security Project (OWASP) Top 10, SANS Common Weakness Enumeration (CWE) Top 25 or CERT Secure Coding.
- Make available to the for review and audit purposes all software development processes and require training for application developers on secure coding techniques.

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PCI DSS Payment Application Data Security Standard (PA DSS)

Whereas the vendor provides a Commercial Off-The-Shelf (COTS) product used by the Department of Health and Human Services (DHHS), which transmits, processes or stores cardholder data and therefore must meet PA-DSS validation requirements

Whereas the vendor access the production environment which transmits, processes or stores cardholder data and therefore is considered a "service provider" under Requirement 12.8 of the PCI DSS

The vendor agrees to the following provisions:

1. PCI DSS Payment Application Data Security Standard (PA DSS) - As the vendor's product is part of the processing, transmission, and/or storage of cardholder data it is hereby agreed that:
 - a. Vendor agrees to participate in the Payment Card Security Standards Council (PCI) Payment Application Data Security Standards program (PA DSS)
 - b. Vendor agrees to provide evidence of compliance with PA DSS prior to Contract approval.
 - c. Vendor will immediately notify the NH DHHS if it learns its application is no longer PA DSS compliant and will immediately provide the DHHS of the steps being taken to remediate the non-compliance status. In no event should vendor's notification to the DHHS be later than seven (7) calendar days after vendor learns it is no longer PA DSS compliant.
2. PCI DSS Requirement 12.8, Service Provider – If the vendor provides services on the production environment used in the processing, transmission and/or storage of cardholder data, it is hereby agreed that
 - a. Vendor agrees that it is responsible for the security of all cardholder data that it obtains or possesses, including but not limited to the functions relating to storing, processing, and transmitting the cardholder data.
 - b. Vendor attests that, as of the effective date of this Amendment, it has complied with all applicable requirements to be considered PCI DSS compliant, and has performed the necessary steps to validate its compliance with the PCI DSS.
 - c. Vendor agrees to supply the current status of vendor's PCI DSS compliance, and evidence of its most recent validation of compliance upon execution of this addendum to Agency. Vendor must supply to Agency an attestation of compliance at least annually.
 - d. Vendor will immediately notify Agency if it learns that it is no longer PCI DSS compliant and will immediately provide Agency the steps being taken to remediate the non-compliance status. In no event shall vendor's notification

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Automated Hospital Emergency Department Data (AHEDD) Support
and Enhanced Surveillance System Processing
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to Agency be later than seven (7) calendar days after vendor learns it is no longer PCI DSS compliant.

- e. Vendor acknowledges that any indemnification provided for under the Contract referenced above applies to the failure of the vendor to be and to remain PCI DSS compliant.

APPENDIX G-2 TESTING REQUIREMENTS

All testing and acceptance addressed herein shall apply to testing the System. This shall include planning, test scenario development, Data, and System preparation for testing, and execution of unit testing, System integration testing, conversion/migration testing, installation testing, performance, and stress testing, Security review and testing, and support of the State during user Acceptance Testing (UAT).

G-1.1 Test Planning and Preparation

The overall Test Plan will guide all testing. The vendor provided, State approved, Test Plan will include, at a minimum, identification, preparation, and Documentation of planned testing, a requirements traceability matrix, test variants, test scenarios, test cases, test scripts, test Data, test phases, unit tests, expected results, and a tracking method for reporting actual versus expected results as well as all errors and problems identified during test execution.

It is crucial that client training and testing activities not be abbreviated in order to meet Project Implementation Schedules. Therefore, the State requires that the testing activities be represented both in terms of effort and duration.

Vendors must disclose in their proposals the scheduling assumptions used in regard to the Client resource efforts during testing.

State testing will commence upon the vendor Project Manager's certification, in writing, that the vendor's own staff has successfully executed all prerequisite vendor testing, along with reporting the actual testing results, prior to the start of any testing executed by State staff.

The State will commence its testing within five (5) business days of receiving Certification from the vendor that the State's personnel have been trained and the System is installed, configured, complete, and ready for State testing. The testing will be conducted by the State in an environment independent from the Vendor's development environment. The vendor must assist the State with testing in accordance with the Test Plan and the Work Plan, utilizing test and live Data to validate reports, and conduct stress and performance testing, at no additional cost.

G-1.2 Testing

Testing begins upon completion of the Software configuration as required and user training according to the Work Plan. Testing ends upon issuance of a letter of UAT Acceptance by the State.

Vendor must demonstrate that their testing methodology can be integrated with the State standard methodology.

Unit Testing	<p>Application components are tested on an individual basis to verify that the inputs, outputs and processing logic of each application component functions without errors. Unit Testing is performed in either the development environment or a testing environment.</p> <p>The goal is to find errors in the smallest unit of Software. If successful, subsequent integration testing should only reveal errors related to the integration between application components.</p>
System Integration Testing	<p>a.) Validates the integration between the individual unit application components and verifies that the new System meets defined requirements and supports execution of interfaces and business processes. The Systems Integration Test is performed in a test environment.</p> <p>b.) Emphasizes end-to-end business processes and the flow of information across applications. It includes all key business processes and interfaces' being implemented, confirms data transfers with external parties, and includes the transmission or printing of all electronic and paper documents.</p> <p>c.) The State will conduct System Integration Testing, utilizing scripts developed, as identified in the Test Plan, to validate the functionality of the System and its interfaces. The State will also use System Integration Testing to validate modifications, fixes and other System interactions with the vendor supplied Software Solution.</p>
Conversion /Migration Validation Testing	<p>The Conversion/Migration Validation Testing should replicate the entire flow of the converted data through the Software Solution. As the Software Solution is interfaced to legacy or third-party applications, the testing verifies that the resulting converted legacy data performs correctly.</p>
Installation Testing	<p>Application components are installed in the System test environment to test the installation routines and are refined for the eventual production environment. This activity serves as a dry run of the installation steps in preparation for configuring the production System.</p>
User Acceptance Testing (UAT)	<p>The User Acceptance Test (UAT) is a verification process performed in a copy of the production environment. The User Acceptance Test verifies System functionality against predefined Acceptance criteria that support the successful execution of approved business processes.</p> <p>a.) The vendor's Project Manager must certify in writing, that the vendor's own staff has successfully executed all prerequisite vendor testing, along with reporting the actual testing results prior to the start of any testing executed by State staff.</p> <p>b.) The State will be presented with a State approved Test Plan, test scenarios, test cases, test scripts, test data, and expected results, as well as written Certification of the vendor's having completed the prerequisite tests, prior to the State staff involvement in any testing activities</p> <p>c.) UAT will also serve as a performance and stress test of the System. It may cover any aspect of the new System, including administrative procedures such as backup and recovery. The results of the UAT provide evidence that the new System meets the User Acceptance criteria as defined in the Work Plan.</p>

	<p>d.) Upon successful conclusion of UAT and successful System deployment, the State will issue a letter of UAT Acceptance and the respective Warranty Period shall commence as described in Section H-25.10.1: Warranty Period.</p>
Performance Tuning and Stress Testing	<p>Vendor shall develop and document hardware and software configuration and tuning of System infrastructure as well as assist and direct the State's System Administrators and Database Administrators in configuring and tuning the infrastructure to support the software throughout the project</p> <p>Performance Tuning and Stress Testing</p> <p><u>Scope</u></p> <p>The scope of performance testing shall measure the system level metrics critical for the development of the applications infrastructure and operation of the applications in the production environment. It will include the measurement of response rates of the application for end-user transactions and resource utilization (of various servers and network) under various load conditions. These response rates shall become the basis for changes and retesting until optimum system performance is achieved.</p> <p>The application transactions shall be identified with specific roles and selected transactions shall be recorded for the performance measurements. These will be compared to baselines to determine if object and/or system performance increases as changes are made.</p> <p>Performance testing shall consider the full scope of the application infrastructure with emphasis on the most heavily used or shared transactions. Performance testing of the application will profile the identified user transactions and assist in the identifying performance gaps to improve the most critical parts of the applications.</p> <p>Performance testing and tuning shall occur in the final production environment and shall use a copy of the final production database to provide the best results.</p> <p>Vendor must lead this effort. Responsibilities include identifying appropriate tunable parameters and their default and recommended settings, developing scripts, which accurately reflect business load and coordinating reporting of results.</p> <p><u>Test types</u></p> <p>Performance testing shall use two different types of tests to determine the stability of the application. They are baseline tests and load tests</p> <p><u>Baseline Tests</u></p> <p>Baseline tests shall collect performance data and load analysis by running scripts where the output is broken down into business transactions or functions. The test is like a single user executing a defined business</p>

transaction. During baseline testing, each individual script is run to establish a baseline for transaction response time, throughput and other user-based metrics. Usually each business transaction is executed multiple times during a single test run to obtain an average for the user-based metrics required for the performance testing evaluations. It must be noted that changes made to the code after baseline testing is completed will skew the results collected to date. All effort will be made to provide a code test base that is tested in the environment for problems prior to the establishment of the baseline, which are used in future testing and tuning efforts. Any changes introduced into the environment after performance testing has started can compromise the accuracy of the results and will force a decision to be made whether baseline results need to be recreated.

Load Tests

Load testing will determine if the behavior of a system can be sustained over a long period of time while running under expected conditions. Load tests helps to verify the ability of the application environment under different load conditions based on workload distribution. System response time and utilization is measured and recorded.

Tuning

Tuning will occur during both the development of the application and load testing. Tuning is the process whereby the application performance is maximized. This can be the result of making code more efficient during development as well as making tuning parameter changes to the environment.

For infrastructure tuning, parameters will be identified for all components prior to undertaking the load testing efforts. This should include a list of the variables, their definitions, the default settings, range of acceptable settings and the settings as testing begins. This will permit the team to identify the areas of most potential gain and a starting point. Tuning is a process which is repeated until the team feels that the systems are running at or near optimum performance.

Implementing Performance and Stress Test

Performance and Stress test Tools must be provided by the vendor for this effort. Consideration must be give to licensing with respect to continued use for regression testing. If the vendor is familiar with open source low/no cost tools for this purpose those tools should be identified in your response.

Scheduling Performance and Stress Testing

Vendor shall perform test planning. The steps for planning include identification of application functionality as well as what percentage of normal daily use is represented by each function. This information will become the foundation for scripting so that tests closely represent what loads in production will look like.

Vendor shall provide definition and expectations from testing. This definition should include who is in charge of testing and coordinating results, anticipated run times, logs required for tracking, their locations and which technician is responsible to track and provide them following each test to the team.

Initial test runs shall be completed to establish that the tests and data sets can be run to completion without errors. The ratio of types of transactions which makeup the test shall be reviewed prior to the beginning of testing and then again once testing has begun to make sure that testing accurately reflects the system performing in production.

Initial tests shall be used to establish a baseline from which all subsequent tests will be compared. Tests will be considered for baseline status once two of them have been run within 2% of each other in key and overall performance areas. No changes to the test scripts or data sets (with the exception of restores after each test) can be done to the test environment once tuning has begun so as to not damage the comparison to baseline results. The systems must be restarted prior to each test run to assure all cache is cleaned out. All effort will be made to run these tests at a time when system and network infrastructure utilization doesn't impact the results. Tests will be run in close proximity to our infrastructure to eliminate the public network from our environment.

Post test reporting and result assessment will be scheduled following each test. The team will compare these results to the baseline and a determination must be made to make additional changes to the parameter being tuned or return to the prior configuration and select another parameter to tune while keeping in mind that significant changes to any one parameter may require the retesting of some others. Careful work on identifying dependencies up front should minimize this impact.

If defects are identified in the application during testing, they will be recorded; however, changes to the application code should be avoided if possible so as not to affect baseline comparisons. If a change to the application is required new baselines will be established (and possibly the execution of prior tests to validate changes with the new application) before testing can continue.

When performing capacity testing against a GUI the focus will be on the ability of the interface to respond to user input.

During stress/load testing the tester will attempt to stress or load an aspect of the system to the point of failure. The goal being to determine weak points in the system architecture. The tester will identify peak load conditions at which the program will fail to handle required processing loads within required time spans.

	<p>During Performance testing the tester will design test case scenarios to determine if the system meets the stated performance criteria (i.e. A Login request shall be responded to in 1 second or less under a typical daily load of 1000 requests per minute.). In both cases, the tester will determine the capacity of the system under a known set of conditions.</p>
Regression Testing	<p>As a result, of the user testing activities, problems will be identified that require correction. The State will notify the vendor of the nature of the testing failures in writing. The vendor will be required to perform additional testing activities in response to State and/or user problems identified from the testing results.</p> <p>Regression testing means selective re-testing to detect faults introduced during the modification effort, both to verify that the modifications have not caused unintended adverse effects, and to verify that the modified and related (possibly affected) System components still meet their specified requirements.</p> <p>a.) For each minor failure of an Acceptance Test, the Acceptance Period shall be extended by corresponding time defined in the Test Plan.</p> <p>b.) The vendor shall notify the State no later than five (5) business days from the vendor's receipt of written notice of the test failure when the vendor expects the corrections to be completed and ready for retesting by the State. The vendor will have up to five (5) business days to make corrections to the problem unless specifically extended in writing by the State.</p> <p>c.) When a programming change is made in response to a problem identified during user testing, a regression Test Plan should be developed by the vendor based on the understanding of the program and the change being made to the program. The Test Plan has two objectives:</p> <ol style="list-style-type: none"> 1. Validate that the change/update has been properly incorporated into the program; and 2. Validate that there has been no unintended change to the other portions of the program. <p>d.) The vendor will be expected to:</p> <ol style="list-style-type: none"> 1. Create a set of test conditions, test cases, and test data that will validate that the change has been incorporated correctly; 2. Create a set of test conditions, test cases, and test data that will validate that the unchanged portions of the program still operate correctly; and 3. Manage the entire cyclic process. <p>e.) The vendor will be expected to execute the regression test, provide actual testing results, and certify its completion in writing to the State prior to passing the modified Software application to the users for retesting.</p>

	<p>In designing and conducting such regression testing, the vendor will be required to assess the risks inherent to the modification being implemented and weigh those risks against the time and effort required for conducting the regression tests. In other words, the vendor will be expected to design and conduct regression tests that will identify any unintended consequences of the modification while taking into account Schedule and economic considerations.</p> <p>In their proposals, vendors must acknowledge their responsibilities for regression testing as described in this section.</p>																						
Security Review and Testing	<p>IT Security involves all functions pertaining to the securing of State Data and Systems through the creation and definition of security policies, procedures and controls covering such areas as identification, authentication and non-repudiation.</p> <p>All components of the Software shall be reviewed and tested to ensure they protect the State's hardware and software and its related Data assets.</p> <table border="1"> <thead> <tr> <th>Service Component</th><th>Defines the set of capabilities that:</th></tr> </thead> <tbody> <tr> <td>Identification and Authentication</td><td>Supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users</td></tr> <tr> <td>Access Control</td><td>Supports the management of permissions for logging onto a computer or network</td></tr> <tr> <td>Encryption</td><td>Supports the encoding of data for security purposes</td></tr> <tr> <td>Intrusion Detection</td><td>Supports the detection of illegal entrance into a computer system</td></tr> <tr> <td>Verification</td><td>Supports the confirmation of authority to enter a computer system, application or network</td></tr> <tr> <td>Digital Signature</td><td>Guarantees the unaltered state of a file</td></tr> <tr> <td>User Management</td><td>Supports the administration of computer, application and network accounts within an organization.</td></tr> <tr> <td>Role/Privilege Management</td><td>Supports the granting of abilities to users or groups of users of a computer, application or network</td></tr> <tr> <td>Audit Trail Capture and Analysis</td><td>Supports the identification and monitoring of activities within an application or system</td></tr> <tr> <td>Input Validation</td><td>Ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server.</td></tr> </tbody> </table>	Service Component	Defines the set of capabilities that:	Identification and Authentication	Supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users	Access Control	Supports the management of permissions for logging onto a computer or network	Encryption	Supports the encoding of data for security purposes	Intrusion Detection	Supports the detection of illegal entrance into a computer system	Verification	Supports the confirmation of authority to enter a computer system, application or network	Digital Signature	Guarantees the unaltered state of a file	User Management	Supports the administration of computer, application and network accounts within an organization.	Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network	Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system	Input Validation	Ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server.
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	<p>In their proposal, the vendors must acknowledge their responsibilities for security testing. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability. Tests shall, at a minimum, cover each of the service components. Test procedures shall include 3rd party Penetration Tests (pen test) or code analysis and review.</p> <p>Prior to the System being moved into production, the vendor shall provide results of all security testing to the Department of Information Technology for review and acceptance. All Software and hardware shall be free of malicious code (malware).</p>
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	<p>Penetration Testing shall include: (delete requirements that are specific to PCI testing)</p> <p>11.3 Implement a methodology for penetration testing that includes the following:</p> <ul style="list-style-type: none"> · Is based on industry-accepted penetration testing approaches (for example, NIST SP800-115) · Includes coverage for the entire CDE perimeter and critical systems · Includes testing from both inside and outside the network · Includes testing to validate any segmentation and scope-reduction controls · Defines application-layer penetration tests to include, at a minimum, the vulnerabilities listed in Requirement 6.5 · Defines network-layer penetration tests to include components that support network functions as well as operating systems · Includes review and consideration of threats and vulnerabilities experienced in the last 12 months · Specifies retention of penetration testing results and remediation activities results. <p>Note: <i>This update to Requirement 11.3 is a best practice until June 30, 2015, after which it becomes a requirement. PCI DSS v2.0 requirements for penetration testing must be followed until v3.0 is in place.</i></p> <p>11.3.1 Perform <i>external</i> penetration testing at least annually and after any significant infrastructure or application upgrade or modification (such as an operating system upgrade, a sub-network added to the environment, or a web server added to the environment).</p> <p>11.3.2 Perform <i>internal</i> penetration testing at least annually and after any significant infrastructure or application upgrade or modification (such as an operating system upgrade, a sub-network added to the environment, or a web server added to the environment).</p> <p>11.3.3 Exploitable vulnerabilities found during penetration testing are corrected and testing is repeated to verify the corrections.</p> <p>11.3.4 If segmentation is used to isolate the CDE from other networks, perform penetration tests at least annually and after any changes to segmentation controls/methods to verify that the segmentation methods are operational and effective, and isolate all out-of-scope systems from in-scope systems.</p>
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APPENDIX G-2: CERTIFICATES**A. Certificate of Good Standing**

As a condition of Contract award, the vendor, if required by law, must furnish a Certificate of Authority/Good Standing dated after April 1, 2017, from the Office of the Secretary of State of New Hampshire. If your company is not registered, an application form may be obtained from:

Secretary of State
State House Annex
25 Capitol Street
Concord, New Hampshire 03301
603-271-3244

If your company is registered, a Certification thereof may be obtained from the Secretary of State.

Note: Sovereign states or their agencies may be required to submit suitable substitute documentation concerning their existence and authority to enter into a Contract

B. Certificate of Authority/Vote

The Certificate of Authority/Vote authorizes, by position, a representative(s) of your corporation to enter into an agreement or amendment with the State of New Hampshire. This ensures that the person signing the agreement is authorized as of the date he or she is signing it to enter into agreements for that organization with the State of New Hampshire.

The officer's signature must be either notarized or include a corporate seal that confirms the title of the person authorized to sign the agreement. The date the Board officer signs must be on or after the date the amendment is signed. The date the notary signs must match the date the Board officer signs.

You may use your own format for the Certificate of Authority/Vote as long as it contains the necessary language to authorize the agreement signatory to enter into agreements and amendments with the State of New Hampshire as of the date they sign.

CERTIFICATE OF AUTHORITY/VOTE CHECKLIST

SOURCE OF AUTHORITY

Authority must come from the **governing body**, either:

- (1) a **majority voted** at a meeting, or
- (2) the body provided **unanimous consent in writing**, or
- (3) the organization's **policy or governing document** (bylaws, partnership agreement, LLC operating agreement) authorizes the person to sign

SOURCE OF AUTHORITY WAS IN EFFECT ON DAY AGREEMENT OR AMENDMENT WAS SIGNED

Certificate must show that the person signing the contract **had authority when they signed the Agreement or Amendment**, either:

- (1) Authority was **granted the same day** as the day the Agreement or Amendment was signed, or
- (2) Authority was **granted after** the day the agreement or amendment was signed and the governing body ratifies and accepts the earlier execution, or
- (3) Authority was **granted prior** to the day the agreement or amendment was signed and it has not been amended or repealed as of the day the contract was signed.

APPROPRIATE PERSON SIGNED THE CERTIFICATE

The person signing the certificate may be the same person signing the Agreement or Amendment only if the certificate states that the person is the **sole director** (for corps) or **sole member** (for LLCs).

APPENDIX H – STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS AGREEMENT

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

GENERAL PROVISIONS**1. IDENTIFICATION.**

1.1 State Agency Name		1.2 State Agency Address	
1.3 Contractor Name		1.4 Contractor Address	
1.5 Contractor Phone Number	1.6 Account Number	1.7 Completion Date	1.8 Price Limitation
1.9 Contracting Officer for State Agency		1.10 State Agency Telephone Number	
1.11 Contractor Signature		1.12 Name and Title of Contractor Signatory	
1.13 Acknowledgement: State of _____, County of _____ On _____, before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace			
[Seal]			
1.13.2 Name and Title of Notary or Justice of the Peace			
1.14 State Agency Signature		1.15 Name and Title of State Agency	
Date:			
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: _____ On: _____			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
AHEDD ENHANCED SURVEILLANCE SYSTEM INTEGRATION
DHHS RFP2017-026**

2. EMPLOYMENT OCONTRACTOR/SERVICES TO BE PERFORMED.

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.18, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.14 ("Effective Date").

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

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the

contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

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

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

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

5.4 Notwithstanding any provision in this Agreement to the contrary, and

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DEPARTMENT OF HEALTH AND HUMAN SERVICES
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notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

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

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. This may include the requirement to utilize auxiliary aids and services to ensure that persons with communication disabilities, including vision, hearing and speech, can communicate with, receive information from, and convey information to the Contractor. In addition, the Contractor shall comply with all applicable copyright laws.

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

6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit

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

7. PERSONNEL.

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

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

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

8. EVENT OF DEFAULT/REMEDIES.

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

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
AHEDD ENHANCED SURVEILLANCE SYSTEM INTEGRATION
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8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

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

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

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

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

8.2.4. treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including,

but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

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

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

10. TERMINATION. In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

11. CONTRACTOR'S RELATION TO THE STATE.

In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or

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receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

**12.ASSIGNMENT/DELEGATION
/SUBCONTRACTS.**

The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice and consent of the State. None of the Services shall be subcontracted by the Contractor without the prior written notice and consent of the State.

13. INDEMNIFICATION. The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

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

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

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

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

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees,

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

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers'

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

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

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

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of

such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

19. CONSTRUCTION OF AGREEMENT AND TERMS.

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

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

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

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

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

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24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

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GENERAL CONTRACT REQUIREMENTS

H-25.1 State of NH Terms and Conditions and Contract Requirements

The Contract terms set forth in Appendix H: State of New Hampshire Terms and Conditions shall constitute the core for any Contract resulting from this RFP.

H-25.2 Vendor Responsibilities

The Vendor shall be solely responsible for meeting all requirements, and terms and conditions specified in this RFP, its Proposal, and any resulting Contract, regardless of whether or not it proposes to use any Subcontractor.

The Vendor may subcontract Services subject to the provisions of the RFP, including but not limited to, the terms and conditions in Appendix H: State of New Hampshire Terms and Conditions. The Vendor must submit with its Proposal all information and documentation relating to the Subcontractor necessary to fully respond to the RFP, which must include terms and conditions consistent with this RFP. The Vendor shall remain wholly responsible for performance of the entire Contract regardless of whether a Subcontractor is used. The State will consider the Vendor to be the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from any Contract.

H-25.3 Project Budget/Price Limitation

The State has funds budgeted for this Project, subject to Appendix H: State of New Hampshire Terms and Conditions, Section 4: Conditional Nature of Agreement and Section 5: Contract Price/Price Limitation/Payment.

H-25.4 State Contracts

The State of New Hampshire intends to use, wherever possible, existing statewide Software and hardware Contracts to acquire supporting Software and hardware.

H-25.5 Vendor Staff

In the Proposal the Vendor shall assign and identify a Project Manager and key Vendor staff, in accordance with the Requirements and Deliverables of Appendix C: System Requirements and Deliverables and Appendix E: Standards for Describing Vendor Qualifications.

The Vendor's selection of a Project Manager will be subject to the prior approval of the State. The State's approval process may include, without limitation, at the State's discretion, review of the proposed Project Manager's resume, qualifications, references and background checks, and an interview. The Vendor's Project Manager must be qualified to perform the obligations required of the position under the Contract, have full authority to make binding decisions, and shall function as the Vendor's representative for all administrative and management matters. The Project

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Manager must be available to promptly respond during Normal Working Hours within two (2) hours to inquiries from the State, and be at the site as needed. The Vendor must use his or her best efforts on the Project.

The Vendor shall not change key Vendor staff and Project Manager commitments (collectively referred to as "Project Staff") unless such replacement is necessary due to sickness, death, termination of employment, or unpaid leave of absence. Any such changes to the Vendor's Project Staff shall require the prior written approval of the State. Replacement Project Staff shall have comparable or greater skills with regard to performance of the Project as the staff being replaced and be subject to the provisions of this RFP and any resulting Contract.

The State, at its sole expense, may conduct reference and background checks on the Vendor's Project Staff. The State shall maintain the confidentiality of reference and background screening results. The State reserves the right to reject the Vendor's Project Staff as a result of such reference and background checks. The State also reserves the right to require removal or reassignment of the Vendor's key Project Staff found unacceptable to the State.

Notwithstanding anything to the contrary, the State shall have the option to terminate the Contract, at its discretion, if it is dissatisfied with the Vendor's replacement Project Staff.

H-25.6 Work Plan

Vendor shall submit a preliminary Work Plan in its Proposal. The Work Plan shall include, without limitation, a detailed description of the Schedule, tasks, Deliverables, major milestones, task dependencies, and payment schedule. A final Work Plan will be due five (5) business days after Contract award upon approval by Governor and Executive Council.

The Vendor shall update the Work Plan as necessary, but no less than every two weeks to accurately reflect the status of the Project, including without limitation, the Schedule, tasks, Deliverables, major milestones, task dependencies, and payment schedule. Any updates to the Work Plan shall require the written approval of the State prior to final incorporation into the Contract.

Unless otherwise agreed in writing by the State, changes to the Work Plan shall not relieve the Vendor from liability to the State for any damages resulting from the Vendor's failure to perform its obligations under the Contract, including without limitation, performance in accordance with the Schedule.

In the event of a delay in the Schedule, the Vendor must immediately notify the State in writing. The written notification will identify the nature of the delay, i.e., specific actions or inactions of the Vendor or State causing the problem; its estimated duration

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period to reconciliation; specific actions that need to be taken to correct the problem; and the expected Schedule affect the Project.

In the event the Vendor requires additional time to correct Deficiencies, the Schedule shall not change unless previously agreed in writing by the State, except that the Schedule shall automatically extend on a day-to-day basis to the extent that the delay does not result from Vendor's failure to fulfill its obligations under the Contract. To the extent that the State's execution of its major tasks takes longer than described in the Work Plan, the Schedule shall automatically extend on a day-to-day basis.

Notwithstanding anything to the contrary, the State shall have the option to terminate the Contract for default, at its discretion, if it is dissatisfied with the Vendor's Work Plan or elements within the Work Plan.

H-25.7 Change Orders

The State may make changes or revisions at any time by written Change Order. Within five (5) business days of a Vendor's receipt of a Change Order, the Vendor shall advise the State, in detail, of any impact on cost (e.g., increase or decrease), the Schedule, or the Work Plan.

A Vendor may request a change within the scope of the Contract by written Change Order, identifying any impact on cost, the Schedule, or the Work Plan. The State shall attempt to respond to a Vendor's requested Change Order within five (5) business days. The State, which includes the requesting Agency and the Department of Information Technology, must approve all change orders in writing. The State shall be deemed to have rejected the Change Order if the parties are unable to reach an agreement in writing.

All Change Order requests from a Vendor to the State, and the State acceptance of a Vendor's estimate for a State requested change, will be acknowledged and responded to, either acceptance or rejection, in writing. If accepted, the Change Order(s) shall be subject to the Contract amendment process, as determined to apply by the State.

H-25.7 Deliverables

The Vendor shall provide the State with the Deliverables and Services in accordance with the time frames in the Work Plan. All Deliverables shall be subject to the State's Acceptance as set forth in Section H-25.9: Testing and Acceptance herein. Upon its submission of a Deliverable, the Vendor represents that it has performed its obligations under the Contract associated with the Deliverable.

By unconditionally accepting a Deliverable, the State reserves the right to reject any and all Deliverables in the event the State detects any Deficiency in the System, in whole or in part, through completion of all Acceptance Testing, including but not limited to, Software/System Acceptance Testing, and any extensions thereof.

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For each denial of Acceptance, the Acceptance Period may be extended, at the option of the State, by the corresponding time required to correct the Deficiency, retest or Review.

H-25.7.1 Written Deliverables Review

The State will Review the Written Deliverables for an Acceptance Period of five (5) business days after receiving written Certification from the Vendor that the Written Deliverable is final, complete, and ready for Review. The State will notify the Vendor in writing of its Acceptance or Non-Acceptance of a Deliverable by the end of the five (5) day Review Period. If any Deficiencies exist, the State will notify the Vendor in writing of the Deficiency and the Vendor must correct the Deficiency within five (5) business days of receiving notice from the State at no charge to the State. Upon receipt of the corrected Deliverable, the State will have five (5) business days to Review the corrected Written Deliverable and notify the Vendor in writing of its Acceptance or rejection thereof.

H-25.7.2 Software Deliverables Review

Described in Section H-25.9: Testing and Acceptance.

H-25.7.3 Non-Software Deliverables Review

The State will review Non-Software Deliverables to determine whether any Deficiency exists and notify the Vendor in writing of its Acceptance or non-acceptance of the Non-Software Deliverable. The Vendor must correct the Deficiencies within five (5) business days, or within the period identified in the Work Plan, as applicable. Following correction of the Deficiency, the State will notify the Vendor in writing of its Acceptance or rejection of the Deliverable.

H-25.8 Licenses

The State has defined the Software license grant rights, terms and conditions and has documented the evaluation criteria.

H-25.8.1 Software License Grant

The Software License shall grant the State a worldwide, perpetual, irrevocable, non-exclusive, non-transferable, limited license to use the Software and its associated Documentation, subject to the terms of the Contract.

The State may allow its agents and Vendors to access and use the Software, and in such event, the State shall first obtain written agreement from such agents and Vendors that each shall abide by the terms and conditions set forth herein.

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H-25.8.2 Software and Documentation Copies

The Vendor shall provide the State with a sufficient number of hard copy versions of the Software's associated Documentation and one (1) electronic version in Microsoft WORD and PDF format. The State shall have the right to copy the Software and its associated Documentation for its internal business needs. The State agrees to include copyright and proprietary notices provided to the State by the Vendor on such copies.

H-25.8.3 Restrictions

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

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

H-25.8.4 Title

The Vendor must hold the right to allow the State to use the Software or hold all title, right, and interest (including all ownership and intellectual property rights) in the Software and its associated Documentation.

H-25.8.5 Third Party

The Vendor shall identify all third party contracts to be provided under the Contract with the Vendor's Proposal. The terms in any such contracts must be consistent with this RFP and any resulting Contract, including, but not limited to Appendix H: State of New Hampshire Terms and Conditions General Provisions Form P-37.

H-25.9 Testing and Acceptance

The State requires that an integrated and coherent approach to complete System testing, Security Review and Testing, Deficiency correction, Acceptance, and training, and that Warranty Services be provided to ensure a successful Project.

In its Proposal, the Vendor is to include its proposed Test Plan methodology and any scheduling assumptions used regarding the client resource efforts required during testing. After Contract award, the Vendor will be required to customize its proposed Test Plan methodology to reflect the needs of the Project and include the details of its Test Plan methodology in the detailed Work Plan (the first Project Deliverable). A separate Test Plan and set of test materials will be prepared for each Software function or module.

In addition, the Vendor will provide a mechanism for reporting actual test results vs. expected results and for the resolution and tracking of all errors and problems

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identified during test execution. The Vendor will also provide training as necessary to the State staff responsible for test activities.

See Appendix G-1 for Testing Requirements

H-25.9.1 Remedies

If the Vendor fails to correct a Deficiency within the period of time allotted by the State, the Vendor shall be deemed to have committed an Event of Default, pursuant Appendix H Section 8 and H-25.14, and the State Shall have the right, at its option, to pursue the remedies in Section Appendix H-25.14.1 as well as to return the Vendor's product and receive a refund for all amounts paid to the Vendor, including but not limited to, applicable license fees, within ninety (90) days of notification to the Vendor of the State's refund request

Notwithstanding any provision of the Contract, the State's option to terminate the Contract and pursue the stated remedies will remain in effect until the Vendor completes the Contract to the satisfaction of the State.

H-25.9.2 System Acceptance

Upon completion of the Warranty Period, the State will issue a Letter of Final System Acceptance.

H-25.10 Warranty

H-25.10.1 Warranty Period

The Warranty Period will initially commence upon the State issuance of a Letter of Acceptance for UAT and will continue for ninety (90) days. If within the last thirty (30) calendar days of the Warranty Period, the System Software fails to operate as specified, the Warranty Period will cease, the Vendor will correct the Deficiency, and a thirty (30) calendar day Warranty Period will begin. Any further Deficiencies with the Software must be corrected and run fault free for thirty (30) days.

H-25.10.2 Warranties

H-25.10.2.1 System

The Vendor shall warrant that the System must operate to conform to the Specifications, terms and requirements of the Contract.

H-25.10.2.2 Software

The Vendor shall warrant that the Software is properly functioning within the System, compliant with the requirements of the Contract, and will operate in accordance with the Specifications. Software shall be archived and or version controlled through the use of Harvest Software.

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H-25.10.2.3 Non-Infringement

The Vendor shall warrant that it has good title to, or the right to allow the State to use all Services, equipment, and Software provided under this Contract, and that such Services, equipment, and Software ("Material") do not violate or infringe any patent, trademark, copyright, trade name or other intellectual property rights or misappropriate a trade secret of any third party.

H-25.10.2.4 Viruses; Destructive Programming

The Vendor shall warrant that the Software will not contain any viruses, destructive programming, or mechanisms designed to disrupt the performance of the Software in accordance with the Specifications.

H-25.10.2.5 Compatibility

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

H-25.10.2.6 Professional Services

The Vendor shall warrant that all Services provided under the Contract will be provided in a professional manner in accordance with industry standards and that Services will comply with performance standards.

H-25.10.3 Warranty Services

The Vendor shall agree to maintain, repair, and correct Deficiencies in the System Software, including but not limited to the individual modules or functions, during the Warranty Period at no additional cost to the State, in accordance with the Specifications and terms and requirements of the Contract, including without limitation, correcting all errors, and Defects and Deficiencies; eliminating viruses or destructive programming; and replacing incorrect, Defective or Deficient Software and Documentation.

Warranty Services shall include, without limitation, the following:

- a.** Maintain the System Software in accordance with the Specifications, terms, and requirements of the Contract;
- b.** Repair or replace the System Software or any portion thereof so that the System operates in accordance with the Specifications, terms, and requirements of the Contract;
- c.** The Vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, twenty four (24) hours per day and seven (7) days a week with an email / telephone response within two (2) hours of request, with assistance response dependent upon issue severity;

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- d. On-site additional Services within four (4) business hours of a request;
- e. Maintain a record of the activities related to Warranty Repair or maintenance activities performed for the State;
- f. For all Warranty Services calls, the Vendor shall ensure the following information will be collected and maintained:
 - 1) nature of the Deficiency;
 - 2) current status of the Deficiency;
 - 3) action plans, dates, and times;
 - 4) expected and actual completion time;
 - 5) Deficiency resolution information;
 - 6) Resolved by;
 - 7) Identifying number i.e. work order number;
 - 8) Issue identified by;
- g. The Vendor must work with the State to identify and troubleshoot potentially large-scale Software failures or Deficiencies by collecting the following information:
 - 1) mean time between reported Deficiencies with the Software;
 - 2) diagnosis of the root cause of the problem; and
 - 3) identification of repeat calls or repeat Software problems; and
- h. All Deficiencies found during the Warranty Period and all Deficiencies found with the Warranty Releases shall be corrected by the Vendor no later than five (5) business days, unless specifically extended in writing by the State, at no additional cost to the State.

If in the Event of Default, the Vendor fails to correct the Deficiency within the allotted period of time (see above), the State shall have the right, at its option: 1) declare the Vendor in default, terminate the Contract, in whole or in part, without penalty or liability to the State; 2) return the Vendor's product and receive a refund for all amounts paid to the Vendor, including but not limited to, applicable license fees within ninety (90) days of notification to the Vendor of the State's intent to request a refund; 3) and to pursue its remedies available at law or in equity.

Notwithstanding any provision of the Contract, the State's option to terminate the Contract and pursue the remedies above will remain in effect until satisfactory completion of the full Warranty Period.

H-25.11 Ongoing Software Maintenance and Support Levels

The Vendor shall maintain and support the system in all material respects as described in the applicable program documentation after delivery and the warranty period of ninety (90) days through the completion of the contract term.

The Vendor will not be responsible for maintenance or support for Software developed or modified by the State.

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H-25.11.1 Maintenance Releases

The Vendor shall make available to the State the latest program updates, general maintenance releases, selected functionality releases, patches, and documentation that are generally offered to its customers, at no additional cost.

H-25.11.2 Vendor Responsibility

The Vendor shall be responsible for performing on-site or remote technical support in accordance with the Contract Documents, including without limitation the requirements, terms, and conditions contained herein.

As part of the Software maintenance agreement, ongoing software maintenance and support levels, including all new Software releases, shall be responded to according to the following:

a. Class A Deficiencies - The Vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, eight (8) hours per day and five (5) days a week with an email / telephone response within two (2) hours of request; or the Vendor shall provide support on-site or with remote diagnostic Services, within four (4) business hours of a request;

b. Class B & C Deficiencies –The State shall notify the Vendor of such Deficiencies during regular business hours and the Vendor shall respond back within four (4) hours of notification of planned corrective action;

The Vendor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, Terms and Requirements of the Contract;

The Vendor shall maintain a record of the activities related to warranty repair or maintenance activities performed for the State;

For all maintenance Services calls, the Vendor shall ensure the following information will be collected and maintained: 1) nature of the Deficiency; 2) current status of the Deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) Deficiency resolution information, 6) Resolved by, 7) Identifying number i.e. work order number, 8) Issue identified by; and

The Vendor must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information: 1) mean time between reported Deficiencies with the Software; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat Software problems.

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If the Vendor fails to correct a Deficiency within the allotted period of time Stated above, the Vendor shall be deemed to have committed an Event of Default, pursuant to Appendix H Section H-25.14, and the State shall have the right, at its option, to pursue the remedies in H-25.14, as well as to return the Vendor's product and receive a refund for all amounts paid to the Vendor, including but not limited to, applicable license fees, within ninety (90) days of notification to the Vendor of the State's refund request

If the Vendor fails to correct a Deficiency within the allotted period of time Stated above, the Vendor shall be deemed to have committed an Event of Default, pursuant to Appendix H Section H-25.14, and the State shall have the right, at its option, to pursue the remedies in Appendix H Section H-25.14.

H-25.12 Administrative Specifications

H-25.12.1 Travel Expenses

The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services.

The Vendor must assume all travel and related expenses by "fully loading" the proposed labor rates to include, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses.

H-25.11.2 Shipping and Delivery Fee Exemption

The State will not pay for any shipping or delivery fees unless specifically itemized in the Contract.

H-25.12.3 Project Workspace and Office Equipment

The State agency will work with the Vendor to determine the requirements for providing all necessary workspace and office equipment, including desktop computers for the Vendor's staff. If a Vendor has specific requirements, they must be included in the Vendor's Proposal.

H-25.12.4 Work Hours

Vendor personnel shall work normal business hours between 8:00 am and 5:00 pm (Eastern time), eight (8) hour days, forty (40) hour weeks, excluding State of New Hampshire holidays. Changes to this schedule may be made upon agreement with the State Project Manager.

H-25.12.5 Access/Cooperation

As applicable, and reasonably necessary, and subject to the applicable State and federal laws and regulations and restrictions imposed by third parties upon the State, the State will provide the Vendor with access to all program files, libraries, personal computer-based systems, software packages, network

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systems, security systems, and hardware as required to complete the contracted Services.

The State will use reasonable efforts to provide approvals, authorizations, and decisions reasonably necessary to allow the Vendor to perform its obligations under the Contract.

H-25.12.6 State-Owned Documents and Data

The Vendor shall provide the State access to all Documents, State Data, materials, reports, and other work in progress relating to the Contract ("State Owned Documents"). Upon expiration or termination of the Contract with the State, Vendor shall turn over all State-owned Documents, State Data, material, reports, and work in progress relating to this Contract to the State at no additional cost to the State. State-Owned Documents must be provided in both printed and electronic format.

H-25.12.7 Intellectual Property

Title, right, and interest (including all ownership and intellectual property rights) in the Software, and its associated Documentation, shall remain with <CONTRACTOR>.

Upon successful completion and/or termination of the Implementation of the Project, the Vendor shall own and hold all, title, and rights in any Software modifications (Custom Code??) developed in connection with performance of obligations under the Contract, or modifications to the Vendor provided Software, and their associated Documentation including any and all performance enhancing operational plans and the Vendors' special utilities. The Vendor shall license back to the State the right to produce, publish, or otherwise use such software, source code, object code, modifications, reports, and Documentation developed under the Contract.

In no event shall the Vendor be precluded from developing for itself, or for others, materials that are competitive with, or similar to Custom Software, modifications developed in connection with performance of obligations under the Contract. In addition, the Vendor shall be free to use its general knowledge, skills, experience, and any other ideas, concepts, know-how, and techniques that are acquired or used in the course of its performance under this agreement.

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H-25.12.8 IT Required Work Procedures

All work done must conform to standards and procedures established by the Department of Information Technology and the State.

H-25.12.9 Computer Use

In consideration for receiving access to and use of the computer facilities, network, licensed or developed software, software maintained or operated by any of the State entities, systems, equipment, Documentation, information, reports, or data of any kind (hereinafter "Information"), Vendor understands and agrees to the following rules:

- a. Every Authorized User has the responsibility to assure the protection of information from unauthorized access, misuse, theft, damage, destruction, modification, or disclosure.
- b. That information shall be used solely for conducting official State business, and all other use or access is strictly forbidden including, but not limited to, personal, or other private and non-State use and that at no time shall Vendor access or attempt to access any information without having the express authority to do so.
- c. That at no time shall Vendor access or attempt to access any information in a manner inconsistent with the approved policies, procedures, and /or agreements relating to system entry/access.
- d. That all software licensed, developed, or being evaluated by the State cannot be copied, shared, distributed, sub-licensed, modified, reverse engineered, rented, or sold, and that at all times Vendor must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other Agreement executed by the State. Only equipment or software owned, licensed, or being evaluated by the State, can be used by the Vendor. Personal software (including but not limited to palmtop sync software) shall not be installed on any equipment.
- e. That if the Vendor is found to be in violation of any of the above-stated rules, the User may face removal from the State Contract, and/or criminal or civil prosecution, if the act constitutes a violation of law.

H-25.12.10 Email Use

Mail and other electronic communication messaging systems are State of New Hampshire property and are to be used for business purposes only. Email is defined as "internal email systems" or "State-funded email systems." Vendors understand and agree that use of email shall follow State standard policy (available upon request).

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H-25-12.11 Internet/Intranet Use

The Internet/Intranet is to be used for access to and distribution of information in direct support of the business of the State of New Hampshire according to State standard policy (available upon request).

H-25.12.12 Regulatory/Governmental Approvals

Any Contract awarded under the RFP shall be contingent upon the Vendor obtaining all necessary and applicable regulatory or other governmental approvals.

H-25.12.13 Force Majeure

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

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

H-25.12.14 Confidential Information

In performing its obligations under the Contract, the Vendor may gain access to information of the State, including Confidential Information. "State Confidential Information" shall include, but not be limited to, information exempted from public disclosure under New Hampshire RSA Chapter 91-A: Access to Public Records and Meetings (see e.g. RSA Chapter 91-A: 5 Exemptions). The Vendor shall not use the State Confidential Information developed or obtained during the performance of, or acquired, or developed by reason of the Contract, except as is directly connected to and necessary for the Vendor's performance under the Contract.

The Vendor agrees to maintain the confidentiality of and to protect from unauthorized use, disclosure, publication, and reproduction (collectively "release"), all State Confidential Information of the State that becomes available to the Vendor in connection with its performance under the Contract, regardless of its form.

Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which: (i) shall have otherwise become publicly available other than as a result of disclosure by the receiving party in breach hereof; (ii) was disclosed to the receiving party on a non-confidential basis from a source other than the disclosing party, which the

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receiving party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing party; (iii) is developed by the receiving party independently of, or was known by the receiving party prior to, any disclosure of such information made by the disclosing party; or (iv) is disclosed with the written consent of the disclosing party. A receiving party also may disclose Confidential Information to the extent required by an order of a court of competent jurisdiction.

Any disclosure of the State's information shall require prior written approval of the State. The Vendor shall immediately notify the State if any request, subpoena or other legal process is served upon the Vendor regarding the State's Confidential Information, and the Vendor shall cooperate with the State in any effort it undertakes to contest the request, the subpoena or other legal process, at no additional cost to the State.

In the event of unauthorized use or disclosure of the State's Confidential Information, the Vendor shall immediately notify the State, and the State shall immediately be entitled to pursue any remedy at law and in equity, including, but not limited to injunctive relief.

Insofar as the Vendor seeks to maintain the confidentiality of its confidential or proprietary information, the Vendor must clearly identify in writing the information it claims to be confidential or proprietary. The Vendor acknowledges that the State is subject to the Right to Know Law, RSA Chapter 91-A. The State shall maintain the confidentiality of the identified Confidential Information insofar as it is consistent with applicable State or federal laws or regulations, including but not limited to, RSA Chapter 91-A. In the event the State receives a request for the information identified by the Vendor as confidential, the State shall notify the Vendor and specify the date the State will be releasing the requested information. At the request of the State, the Vendor shall cooperate and assist the State with the collection and review of the Vendor's information, at no additional expense to the State. Any effort to prohibit or enjoin the release of the information shall be the Vendor's sole responsibility and at the Vendor's sole expense. If the Vendor fails to obtain a court order enjoining the disclosure, the State shall release the information on the date specified in the State's notice to the Vendor without any State liability to the Vendor.

This Contract Agreement, Appendix H Section H-25.12.14: Confidential Information shall survive the termination or conclusion of a Contract.

H-25.12.14 Data Breach

In the event of a data breach, the vendor shall comply with provisions of NHRSA 359C:20.

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H-25.13 Pricing

H-25.13.1 Activities/Deliverables/Milestones Dates and Pricing

The Vendor must include, within the fixed price for IT service activities, tasks, and preparation of required Deliverables, pricing for the Deliverables required based on the proposed approach, and methodology and tools. A fixed price must be provided for each Deliverable. Pricing worksheets are provided in Appendix F: Pricing Worksheets.

H-25.13.2 Software Licensing, Maintenance, Enhancements, and Support Pricing

The Vendor must provide the minimum Software support and Services through Software licensing, maintenance, Enhancements, and support as detailed in Section H-25.11: Ongoing Software Maintenance and Support Levels.

For Software licensing, maintenance, and support costs, complete a worksheet including all costs in the table. A worksheet is provided in Appendix F: Pricing Worksheets, under Appendix F-5: Software Licensing, Maintenance, and Support Pricing, as Table F-5: Software Licensing, Maintenance, and Support Pricing Worksheet.

H-25.13.3 Invoicing

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

H-25.13.4 Overpayments to the Vendor

The Vendor shall promptly, but no later than fifteen (15) business days, pay the State the full amount of any overpayment or erroneous payment upon discovery or notice from the State.

H-25.13.5 Credits

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

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H-25.13.6 Records Retention and Access Requirements

The Vendor shall agree to the conditions of all applicable State and federal laws and regulations, which are incorporated herein by this reference, regarding retention and access requirements, including without limitation, retention policies consistent with the Federal Acquisition Regulations (FAR) Subpart 4.7 Vendor Records Retention.

The Vendor and its Subcontractors shall maintain books, records, documents, and other evidence of accounting procedures and practices, which properly and sufficiently reflect all direct and indirect costs, invoiced in the performance of their respective obligations under the Contract. The Vendor and its Subcontractors shall retain all such records for three (3) years following termination of the Contract, including any extensions. Records relating to any litigation matters regarding the Contract shall be kept for one (1) year following the termination of all litigation, including the termination of all appeals or the expiration of the appeals period.

Upon prior notice and subject to reasonable time frames, all such records shall be subject to inspection, examination, audit and copying by personnel so authorized by the State and federal officials so authorized by law, rule, regulation or Contract, as applicable. Access to these items will be provided within Merrimack County of the State of New Hampshire, unless otherwise agreed by the State. Delivery of and access to such records shall be at no cost to the State during the three (3) year period following termination of the Contract and one (1) year term following litigation relating to the Contract, including all appeals or the expiration of the appeal period. The Vendor shall include the record retention and review requirements of this section in any of its subcontracts.

The State agrees that books, records, documents, and other evidence of accounting procedures and practices related to the Vendor's cost structure and profit factors shall be excluded from the State's review unless the cost or any other Services or Deliverables provided under the Contract is calculated or derived from the cost structure or profit factors.

H-25.13.7 Accounting Requirements

The Vendor shall maintain an accounting system in accordance with generally accepted accounting principles. The costs applicable to the Contract shall be ascertainable from the accounting system and the Vendor shall maintain records pertaining to the Services and all other costs and expenditures.

H-25.14 Termination

This section H-25.14 shall survive termination or Contract conclusion.

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H-25.14.1 Termination for Default

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

- a.** Failure to perform the Services satisfactorily or on schedule;
- b.** Failure to submit any report required; and/or
- c.** to perform any other covenant, term or condition of the Contract

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

- a)** Unless otherwise provided in the Contract, the State shall provide the Vendor written notice of default and require it to be remedied within, in the absence of a greater or lesser specification of time, within thirty (30) days from the date of notice, unless otherwise indicated within by the State ("Cure Period"). If the Vendor fails to cure the default within the Cure Period, the State may terminate the Contract effective two (2) days after giving the Vendor notice of termination, at its sole discretion, treat the Contract as breached and pursue its remedies at law or in equity or both.
- b)** Give the Vendor a written notice specifying the Event of Default and suspending all payments to be made under the Contract and ordering that the portion of the Contract price which would otherwise accrue to the Vendor during the period from the date of such notice until such time as the State determines that the Vendor has cured the Event of Default shall never be paid to the Vendor.
- c)** Set off against any other obligations the State may owe to the Vendor any damages the State suffers by reason of any Event of Default;
- d)** Treat the Contract as breached and pursue any of its remedies at law or in equity, or both.
- e)** Procure Services that are the subject of the Contract from another source and the Vendor shall be liable for reimbursing the State for the replacement Services, and all administrative costs directly related to the replacement of the Contract and procuring the Services from another source, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time costs; all of which shall be subject to the limitations of liability set forth in the Contract.

In the event of default by the State, the Vendor shall provide the State with written notice of default, and the State shall cure the default within thirty (30) days.

Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby

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reserved to the State. This covenant shall survive termination or Contract Conclusion.

H-25.14.2 Termination for Convenience

The State may, at its sole discretion, terminate the Contract for convenience, in whole or in part, by thirty (30) days written notice to the Vendor. In the event of such termination for convenience, the State shall pay the Vendor the agreed upon price, if separately stated, for Deliverables for which Acceptance has been given by the State. Amounts for Services or Deliverables provided prior to the date of termination for which no separate price is stated will be paid, in whole or in part, generally in accordance with Appendix F: Pricing Worksheets.

During the thirty (30) day period, the Vendor shall wind down and cease its Services as quickly and efficiently as reasonably possible, without performing unnecessary Services or activities and by minimizing negative effects on the State from such winding down and cessation of Services.

H-25.14.3 Termination for Conflict of Interest

The State may terminate the Contract by written notice if it determines that a conflict of interest exists, including but not limited to, a violation by any of the parties hereto of applicable laws regarding ethics in public acquisitions and procurement and performance of Contracts.

In such case, the State shall be entitled to a pro-rated refund of any current development, support and maintenance costs. The State shall pay all other contracted payments that would have become due and payable if the Vendor did not know, or reasonably did not know, of the conflict of interest.

In the event the Contract is terminated as provided above pursuant to a violation by the Vendor, the State shall be entitled to pursue the same remedies against the Vendor as it could pursue in the event of a default of the Contract by the Vendor.

H-25.14.4 Termination Procedure

Upon termination of the Contract, the State, in addition to any other rights provided in the Contract, may require the Vendor to deliver to the State any property, including without limitation, Software and Written Deliverables, for such part of the Contract as has been terminated.

After receipt of a notice of termination, and except as otherwise directed by the State, Vendor shall:

- a.** Stop work under the Contract on the date, and to the extent specified, in the notice;

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- b.** Promptly, but in no event longer than thirty (30) days after termination, terminate its orders and subcontracts related to the work which has been terminated and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the State to the extent required, which approval or ratification shall be final for the purpose of this Section;
- c.** Take such action as the State directs, or as necessary to preserve and protect the property related to the Contract which is in the possession of Vendor and in which State has an interest;
- d.** Transfer title to the State and deliver in the manner, at the times, and to the extent directed by the State, any property which is required to be furnished to State and which has been accepted or requested by the State; and
- e.** Provide written certification to the State that Vendor has surrendered to the State all said property.

H-25.15 Limitation of Liability

H-25.15.1 State

Subject to applicable laws and regulations, in no event shall the State be liable for any consequential, special, indirect, incidental, punitive, or exemplary damages. Subject to applicable laws and regulations, the State's liability to the Vendor shall not exceed the total Contract price set forth in Contract Agreement, Appendix H Section 1.8 of the Contract Agreement – General Provisions.

Notwithstanding the foregoing and any provision of this Contract to the contrary, in no event does the State waive its sovereign immunity or any applicable defenses or immunities.

H-25.15.2 The Vendor

Subject to applicable laws and regulations, in no event shall the Vendor be liable for any consequential, special, indirect, incidental, punitive or exemplary damages and the Vendor's liability to the State shall not exceed two times (2X) the total Contract price set forth in the Contract Agreement, Appendix H Section 1.8 of the Contract Agreement – General Provisions. Notwithstanding the foregoing, the limitation of liability shall not apply to the Vendor's indemnification obligations set forth in the Appendix H Contract Agreement - Sections 13: Indemnification and confidentiality obligations in Appendix H 25.12.14: Confidential Information, and data breach obligations in Appendix H-25.12.15 Data Breach which shall be unlimited.

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H-25.15.3 State's Immunity

Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive termination or Contract conclusion.

H.25.15.4 Survival

This Contract Agreement, Section H-25.15: Limitation of Liability shall survive termination or Contract conclusion.

H-25.16 Change of Ownership

In the event that the Vendor should change ownership for any reason whatsoever, the State shall have the option of continuing under the Contract with the Vendor, its successors or assigns for the full remaining term of the Contract; continuing under the Contract with the Vendor, its successors or assigns for such period of time as determined necessary by the State; or immediately terminate the Contract without liability to the Vendor, its successors or assigns.

H-25.17 Assignment, Delegation and Subcontracts

The Vendor shall not assign, delegate, subcontract, or otherwise transfer any of its interest, rights, or duties under the Contract without the prior written consent of the State. Such consent will not be unreasonably withheld. Any attempted transfer, assignment, delegation, or other transfer made without the State's prior written consent shall be null and void and may constitute an event of default at the sole discretion of the State.

The Vendor shall remain wholly responsible for performance of the entire Contract regardless of whether assignees, delegates, Subcontractors or other transferees ("Assigns") are used, unless otherwise agreed to in writing by the State and the Assigns fully assumes in writing any and all obligations and liabilities under the Contract from the Effective Date . In the absence of a written assumption of full obligations and liabilities of the Contract, any permitted assignment, delegation, subcontract or other transfer shall neither relieve the Vendor of any of its obligations under the Contract nor shall it affect any remedies available to the State against the Vendor that may arise from any event of default of the provisions of the Contract. The State will consider the Vendor to be the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

H-25.18 Dispute Resolution

Prior to the filing of any formal proceedings with respect to a dispute (other than an action seeking injunctive relief with respect to intellectual property rights or Confidential Information), the party believing itself aggrieved (the "Invoking Party") shall call for progressive management involvement in the dispute negotiation by

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written notice to the other party. Such notice shall be without prejudice to the Invoking Party's right to any other remedy permitted by this Agreement.

H-25.19 Venue and Jurisdiction

Any action on the Contract may only be brought in the State of New Hampshire Merrimack County Superior Court.

H-25.20 Project Holdback

The State will withhold 10% of the agreed Deliverables pricing tendered by the Vendor in this engagement until successful completion of the Warranty Period as defined in Appendix H Section 25-10.1: Warranty Period.

H-25.21 Escrow of Code

Vendor will enter into a source and configuration code escrow agreement, with a State approved escrow agent. The proposed escrow agreement shall be submitted with the Vendor's Proposal for review by the State. The escrow agreement requires the Vendor to put the Vendor Software source and configuration code in escrow. The source code shall be released to the State if one of the following events has occurred:

- a. the Vendor has made an assignment for the benefit of creditors;
- b. the Vendor institutes or becomes subject to a liquidation or bankruptcy proceeding of any kind;
- c. a receiver or similar officer has been appointed to take charge of all or part of the Vendor's assets; or
- d. the Vendor or its Subcontractor terminates its maintenance and operations support Services for the State for the Software or has ceased supporting and maintaining the Software for the State, whether due to its ceasing to conduct business generally or otherwise, except in cases where the termination or cessation is a result of the non-payment or other fault of the State;
- e. Vendor defaults under the Contract; or
- g. Vendor ceases its on-going business operations or that portion of its business operations relating to the licensing and maintenance of the Software.

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TERMS AND DEFINITIONS

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

Acceptance	Notice from the State that a Deliverable has satisfied Acceptance Test or Review.
Acceptance Letter	An Acceptance Letter provides notice from the State that a Deliverable has satisfied Acceptance Tests or Review.
Acceptance Period	The timeframe during which the Acceptance Test is performed
Acceptance Test Plan	The Acceptance Test Plan provided by the Vendor and agreed to by the State that describes at a minimum, the specific Acceptance process, criteria, and Schedule for Deliverables.
Acceptance Test and Review	Tests performed to determine that no Defects exist in the application Software or the System
Access Control	Supports the management of permissions for logging onto a computer or network
Agreement	A contract duly executed and legally binding.
Appendix	Supplementary material that is collected and appended at the back of a document
Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system
Best and Final Offer (BAFO)	For negotiated procurements, a Vendor's final offer following the conclusion of discussions.
Breach or Breach of Security	Unlawful and unauthorized acquisition of unencrypted computerized data that materially compromises the security, confidentiality or integrity of personal information maintained by a person or commercial entity
CCP	Change Control Procedures
CR	Change Request
COTS	Commercial Off-The-Shelf Software
CM	Configuration Management
Certification	The Vendor's written declaration with full supporting and written Documentation (including without limitation test results as applicable) that the Vendor has completed development of the Deliverable and certified its readiness for applicable Acceptance Testing or Review.
Change Control	Formal process for initiating changes to the proposed solution or processes once development has begun.
Change Order	Formal documentation prepared for a proposed change in the Specifications.
Completion Date	End date for the Contract
Confidential Information	Information required to be kept Confidential from unauthorized disclosure under the Contract
Contract	This Agreement between the State of New Hampshire and a

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	Vendor, which creates binding obligations for each party to perform as specified in the Contract Documents.
Contract Conclusion	Refers to the conclusion of the Contract, for any reason, including but not limited to, the successful Contract completion, termination for convenience, or termination for default.
Contract Documents	Documents that comprise this Contract
Contract Managers	The persons identified by the State and the Vendor who shall be responsible for all contractual authorization and administration of the Contract. These responsibilities shall include but not be limited to processing Contract Documentation, obtaining executive approvals, tracking costs and payments, and representing the parties in all Contract administrative activities.
Contracted Vendor	The Vendor whose proposal or quote was awarded the Contract with the State and who is responsible for the Services and Deliverables of the Contract.
Conversion Test	A test to ensure that a data conversion process correctly takes data from a legacy system and successfully converts it to form that can be used by the new system.
COTS	Commercial off the Shelf
Cure Period	The thirty (30) day period following written notification of a default within which a contracted Vendor must cure the default identified.
Custom Code	Code developed by the Vendor specifically for this project for the State of New Hampshire
Custom Software	Software developed by the Vendor specifically for this project for the State of New Hampshire
Data	State's records, files, forms, Data and other documents or information, in either electronic or paper form, that will be used /converted by the Vendor during the Contract Term
DBA	Database Administrator
Deficiencies/Defects	<p>A failure, deficiency, or defect in a Deliverable resulting in a Deliverable, the Software, or the System, not conforming to its Specifications.</p> <p>Class A Deficiency – Software - Critical, does not allow System to operate, no work around, demands immediate action; Written Documentation - missing significant portions of information or unintelligible to State; Non Software - Services were inadequate and require re-performance of the Service.</p> <p>Class B Deficiency – Software - important, does not stop operation and/or there is a work around and user can perform tasks; Written Documentation - portions of information are missing but not enough to make the document unintelligible; Non Software - Services were deficient, require reworking, but do not</p>

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	<p>require re-performance of the Service.</p> <p>Class C Deficiency – Software - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; Written Documentation - minimal changes required and of minor editing nature; Non Software - Services require only minor reworking and do not require re-performance of the Service.</p>
Deliverable	A Deliverable is any Written, Software, or Non-Software Deliverable (letter, report, manual, book, other), provided by the Vendor to the State or under the terms of a Contract requirement.
Department	Department of Health and Human Services
Department of Information Technology (DoIT)	The Department of Information Technology established under RSA 21-R by the Legislature effective September 5, 2008.
Documentation	All information that describes the installation, operation, and use of the Software, either in printed or electronic format.
Digital Signature	Guarantees the unaltered state of a file
Effective Date	The Contract and all obligations of the parties hereunder shall become effective on the date the Governor and the Executive Council of the State of New Hampshire approves the Contract.
Encryption	Supports the transformation of data for security purposes
Enhancements	Updates, additions, modifications to, and new releases for the Software, and all changes to the Documentation as a result of Enhancements, including, but not limited to, Enhancements produced by Change Orders
Event of Default	<p>Any one or more of the following acts or omissions of a Vendor shall constitute an event of default hereunder ("Event of Default")</p> <ul style="list-style-type: none"> a. Failure to perform the Services satisfactorily or on schedule; b. Failure to submit any report required; and/or c. Failure to perform any other covenant, term or condition of the Contract
Firm Fixed Price Contract	A Firm-Fixed-Price Contract provides a price that is not subject to increase, i.e., adjustment on the basis of the Vendor's cost experience in performing the Contract
Fully Loaded	Rates are inclusive of all allowable expenses, including, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses
GAAP	Generally Accepted Accounting Principles
Governor and Executive Council	The New Hampshire Governor and Executive Council.

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Harvest	Software to archive and/or control versions of software
Health Level Seven	Refers to a set of international standards for transfer of clinical and administrative data between software applications used by various healthcare providers.
Identification and Authentication	Supports obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users
Implementation	The process for making the System operational for processing the Data.
Implementation Plan	Sets forth the transition from development of the System to full operation, and includes without limitation, training, business and technical procedures.
Information Technology (IT)	Refers to the tools and processes used for the gathering, storing, manipulating, transmitting, sharing, and sensing of information including, but not limited to, Data processing, computing, information systems, telecommunications, and various audio and video technologies.
Input Validation	Ensure that the values entered by users or provided by other applications meet the size, type and format expected. Protecting the application from cross site scripting, SQL injection, buffer overflow, etc.
Intrusion Detection	Supports the detection of illegal entrance into a computer system
Invoking Party	In a dispute, the party believing itself aggrieved
Key Project Staff	Personnel identified by the State and by the contracted Vendor as essential to work on the Project.
Licensee	The State of New Hampshire
Meaningful Use	Hospital partners work with the State of NH DPHS to send ED data via certified electronic health record (EHR) technology to Improve quality, safety, efficiency, and reduce health disparities. When NH DPHS uses this data for syndromic surveillance early event detection of health risks that is considered meeting Meaningful Use.
Non Exclusive Contract	A contract executed by the State that does not restrict the State from seeking alternative sources for the Deliverables or Services provided under the Contract.
Non-Software Deliverables	Deliverables that are not Software Deliverables or Written Deliverables, e.g., meetings, help support, services, other
Normal Business Hours	Normal Business Hours – 8:00 a.m. to 5:00 p.m. EST, Monday through Friday excluding State of New Hampshire holidays. State holidays are: New Year's Day, Martin Luther King Day, President's Day, Memorial Day, July 4 th , Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day. Specific dates will be provided
Notice to Proceed	The State Contract Manager's written direction to the Vendor to

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(NTP)	begin work on the Contract on a given date and time
Open Data Formats	A data format based on an underlying Open Standard.
Open Source Software	Software that guarantees the user unrestricted use of the Software as defined in RSA 21-R:10 and RSA 21-R:11.
Open Standards	Specifications for the encoding and transfer of computer data that is defined in RSA 21-R:10 and RSA 21-R:13.
Operating System	System is fully functional, all Data has been loaded into the System, is available for use by the State in its daily operations.
Operational	Operational means that the System is operating and fully functional, all Data has been loaded; the System is available for use by the State in its daily operations, and the State has issued an Acceptance Letter.
Order of Precedence	The order in which Contract/Documents control in the event of a conflict or ambiguity. A term or condition in a document controls over a conflicting or ambiguous term or condition in a document that is lower in the Order of Precedence
Project	The planned undertaking regarding the entire subject matter of an RFP and Contract and the activities of the parties related hereto.
Project Team	The group of State employees and contracted Vendor's personnel responsible for managing the processes and mechanisms required such that the Services are procured in accordance with the Work Plan on time, on budget and to the required specifications and quality
Project Management Plan	A document that describes the processes and methodology to be employed by the Vendor to ensure a successful project.
Project Managers	The persons identified who shall function as the State's and the Vendor's representative with regard to Review and Acceptance of Contract Deliverables, invoice sign off, and review and approval of Change Requests (CR) utilizing the Change Control Procedures (CCP)
Project Staff	State personnel assigned to work with the Vendor on the project
Proposal	The submission from a Vendor in response to the Request for a proposal or statement of work.
Regression Test Plan	A plan integrated into the Work Plan used to ascertain whether fixes to defects have caused errors elsewhere in the application/process.
Review	The process of reviewing Deliverables for Acceptance
Review Period	The period set for review of a Deliverable. If none is specified then the review period is five (5) business days.
RFP (Request for Proposal)	A Request For Proposal solicits Proposals to satisfy State functional requirements by supplying data processing product and/or Service resources according to specific terms and conditions
Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network
Schedule	The dates described in the Work Plan for deadlines for

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	performance of Services and other Project events and activities under the Contract
SaaS	Software as a Service- Occurs where the COTS application is hosted but the State does not own the license or the code.
Service Level Agreement (SLA)	A signed agreement between the Vendor and the State specifying the level of Service that is expected of, and provided by, the Vendor during the term of the Contract.
Services	The work or labor to be performed by the Vendor on the Project as described in the Contract.
Software	All custom Software and COTS Software provided by the Vendor under the Contract
Software Deliverables	COTS Software and Enhancements
Software License	Licenses provided to the State under this Contract
Solution	The Solution consists of the total Solution, which includes, without limitation, Software and Services, addressing the requirements and terms of the Specifications. The off-the-shelf Software and configured Software customized for the State provided by the Vendor in response to this RFP.
Specifications	The written Specifications that set forth the requirements which include, without limitation, this RFP, the Proposal, the Contract, any performance standards, Documentation, applicable State and federal policies, laws and regulations, State technical standards, subsequent State-approved Deliverables, and other Specifications and requirements described in the Contract Documents. The Specifications are, by this reference, made a part of the Contract as though completely set forth herein.
State	Reference to the term "State" shall include applicable agencies as defined in Section 1: INTRODUCTION of this RFP.
Statement of Work (SOW)	A Statement of Work clearly defines the basic requirements and objectives of a Project. The Statement of Work also defines a high level view of the architecture, performance and design requirements, the roles and responsibilities of the State and the Vendor. The SOW defines the results that the Vendor remains responsible and accountable for achieving.
State's Confidential Records	State's information regardless of its form that is not subject to public disclosure under applicable state and federal laws and regulations, including but not limited to RSA Chapter 91-A
State Data	Any information contained within State systems in electronic or paper format.
State Fiscal Year (SFY)	The New Hampshire State Fiscal Year extends from July 1 st through June 30 th of the following calendar year
State Project Leader	State's representative with regard to Project oversight
State's Project	State's representative with regard to Project management and

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Manager (PM)	technical matters. Agency Project Managers are responsible for review and Acceptance of specific Contract Deliverables, invoice sign off, and Review and approval of a Change Proposal (CP).
Subcontractor	A person, partnership, or company not in the employment of, or owned by, the Vendor, which is performing Services under this Contract under a separate Contract with or on behalf of the Vendor
Syndromic Surveillance	Surveillance using health-related data that precede diagnosis and signal a sufficient probability of a case or an outbreak to warrant further public health response.
System	All Software, specified hardware, and interfaces and extensions, integrated and functioning together in accordance with the Specifications.
TBD	To Be Determined
Technical Authorization	Direction to a Vendor, which fills in details, clarifies, interprets, or specifies technical requirements. It must be: (1) consistent with Statement of Work within statement of Services; (2) not constitute a new assignment; and (3) not change the terms, documents of specifications of the SOW.
Test Plan	A plan, integrated in the Work Plan, to verify the code (new or changed) works to fulfill the requirements of the Project. It may consist of a timeline, a series of tests and test data, test scripts and reports for the test results as well as a tracking mechanism.
Term	The duration of the Contract.
Transition Services	Services and support provided when the contracted Vendor is supporting system changes.
UAT	User Acceptance Test
Unit Test	Developers create their own test data and test scenarios to verify the code they have created or changed functions properly as defined.
User Acceptance Testing	Tests done by knowledgeable business users who are familiar with the scope of the Project. They create/develop test cases to confirm the System was developed according to specific user requirements. The test cases and scripts/scenarios should be mapped to business requirements outlined in the user requirements documents.
User Management	Supports the administration of computer, application and network accounts within an organization
Vendor/Vendor	The contracted individual, firm, or company that will perform the duties and Specifications of the contract.
Verification	Supports the confirmation of authority to enter a computer system, application or network

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Walk Through	A step-by-step review of a specification, usability features or design before it is handed off to the technical team for development
Warranty Period	A period of coverage during which the contracted Vendor is responsible for providing a guarantee for products and services delivered as defined in the contract.
Warranty Releases	Code releases that are done during the warranty period.
Warranty Services	The Services to be provided by the Vendor during the Warranty Period.
Work Hours	Vendor personnel shall work normal business hours between 8:00 am and 5:00 pm, eight (8) hour days, forty (40) hour weeks, excluding State of New Hampshire holidays. Changes to this schedule may be made upon agreement with the State Project Manager. However, the State requires an unpaid lunch break of at least thirty (30) minutes be taken after five (5) consecutive hours of work.
Work Plan	The overall plan of activities for the Project created in accordance with the Contract. The plan and delineation of tasks, activities and events to be performed and Deliverables to be produced under the Project as specified in Appendix C. The Work Plan shall include a detailed description of the Schedule, tasks/activities, Deliverables, critical events, task dependencies, and the resources that would lead and/or participate on each task.
Written Deliverables	Non-Software written deliverable Documentation (letter, report, manual, book, other) provided by the Vendor either in paper or electronic format.