



State of New Hampshire

Department of Health and Human Services

Child Support Systems Maintenance & Enhancement Project

DHHS RFP 2015-141

RFP ISSUED.....June 16, 2015

NON-MANDATORY VENDOR CONFERENCE.....June 30, 2015

AT: DHHS, Auditorium in Brown Building at 129 Pleasant Street Concord, NH

STATE CONTACT.....Eric Borrin
Eric.Borrin@dhhs.state.nh.us
(603) 271-9558

CONTRACT TYPE..... Not To Exceed

PROPOSALS DUE.....August 3, 2015

AT: Department of Health & Human Services
Contract Unit
129 Pleasant Street
CONCORD, NH 03301

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

TABLE OF CONTENTS

1. INTRODUCTION	5
1.1 CONTRACT AWARD	6
1.2 CONTRACT TYPE	6
1.3 CONTRACT TERM	7
1.4 SCHEDULE OF EVENTS	7
2. DEFINITIONS OF TERMS	8
3. SERVICES, REQUIREMENTS AND DELIVERABLES	8
3.1 SERVICES AND REQUIREMENTS	8
3.2 DELIVERABLES	8
4. GENERAL INSTRUCTIONS	8
4.1 PROPOSAL SUBMISSION, DEADLINE, AND LOCATION INSTRUCTIONS	8
4.2 PROPOSAL INQUIRIES	9
4.3 NON-MANDATORY VENDOR CONFERENCE	10
4.4 LETTER OF INTENT	11
4.5 ALTERATION OF RFP	11
4.6 RFP AMENDMENT	11
4.7 NON-COLLUSION	11
4.8 VALIDITY OF PROPOSAL	11
4.9 PROPERTY OF THE STATE	11
4.10 CONFIDENTIALITY OF A PROPOSAL	11
4.11 PUBLIC DISCLOSURE	12
4.12 NON-COMMITMENT	12
4.13 PROPOSAL PREPARATION COST	12
4.14 ORAL PRESENTATIONS/INTERVIEWS AND DISCUSSION	12
4.15 REQUIRED CONTRACT TERMS AND CONDITIONS	12
4.16 AWARD	12
4.17 PROPOSAL SUBMISSION REQUIREMENTS	13
4.18 PROPOSAL FORMAT	13
4.19 PROPOSAL ORGANIZATION	13
4.20 PROPOSAL CONTENT	13
4.20.1 COVER PAGE	13
4.20.2 TRANSMITTAL FORM LETTER	14
4.20.3 TABLE OF CONTENTS	16
4.20.4 SECTION I: EXECUTIVE SUMMARY	16
4.20.5 SECTION II: GLOSSARY OF TERMS AND ABBREVIATIONS	16
4.20.6 SECTION III: RESPONSES TO REQUIREMENTS AND DELIVERABLES	16
4.20.7 SECTION IV: CORPORATE QUALIFICATIONS	16
4.20.8 SECTION V: QUALIFICATIONS OF KEY STAFF	16
4.20.9 SECTION VI: COST PROPOSAL	17
5. PROPOSAL EVALUATION PROCESS	18
5.1 EVALUATING AND SCORING PROPOSALS	18
5.2 RIGHTS OF THE STATE IN EVALUATING PROPOSALS	19
5.3 PLANNED EVALUATION STEPS	19
5.4 PROPOSAL EVALUATIONS	20
5.4.1 SCORING OF THE VENDOR PROPOSED SOLUTION, APPROACH AND WORK PLAN	20

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

5.4.2 SCORING OF VENDOR PROJECT MANAGEMENT ABILITY 20

5.4.3 SCORING OF VENDOR EXPERIENCE AND QUALIFICATIONS 20

6. GENERAL CONTRACT REQUIREMENTS..... 21

6.1 STATE OF NH TERMS AND CONDITIONS AND CONTRACT REQUIREMENTS..... 21

6.2 CONTRACT TERM DATES..... 21

6.3 NON-EXCLUSIVE 21

6.4 VENDOR SELECTION 21

6.5 VENDOR RESPONSIBILITIES 21

6.6 PROJECT BUDGET/PRICE LIMITATION..... 22

6.7 STATE CONTRACTS 22

6.8 HIPAA 22

6.9 VENDOR STAFF 22

6.10 TRANSITION..... 23

6.11 WORK PLAN..... 23

6.12 TESTING AND ACCEPTANCE 24

6.12.1 TEST PLANNING AND PREPARATION..... 24

6.12.2 TESTING..... 25

6.12.3 REMEDIES..... 32

6.13 WARRANTY 32

6.13.1 WARRANTIES SERVICES..... 32

6.13.2 PERSONNEL 32

6.13.3 SYSTEM..... 32

6.13.4 SOFTWARE..... 32

6.13.5 VIRUSES 33

6.13.6 COMPATIBILITY 33

6.14 ADMINISTRATIVE SPECIFICATIONS 33

6.14.1 REASONABLE TRAVEL EXPENSES 33

6.14.2 SHIPPING AND DELIVERY FEE EXEMPTION..... 33

6.14.3 PROJECT WORKSPACE AND OFFICE EQUIPMENT..... 33

6.14.4 ACCESS/COOPERATION..... 33

6.14.5 STATE-OWNED DOCUMENTS AND COPYRIGHT PRIVILEGES 34

6.14.6 INTELLECTUAL PROPERTY 34

6.15 PRICING..... 34

6.15.1 PRICING..... 34

6.15.2 INVOICING..... 34

6.15.3 OVERPAYMENTS TO THE VENDOR 34

6.15.4 CREDITS 34

6.15.5 RECORDS RETENTION AND ACCESS REQUIREMENTS..... 34

6.15.6 ACCOUNTING REQUIREMENTS 35

6.15.7 CONTRACT SECURITY/PERFORMANCE BOND 35

6.15.8 PROJECT HOLDBACK 35

APPENDIX A: BACKGROUND INFORMATION 36

A-1 DEPARTMENT OF HEALTH AND HUMAN SERVICES 36

A-2 CHILD SUPPORT IT ORGANIZATION AND INFRASTRUCTURE 36

A-3 TECHNICAL ARCHITECTURE..... 37

A-4 RELATED DOCUMENTS REQUIRED AT CONTRACT TIME 39

APPENDIX B: MINIMUM STANDARDS FOR PROPOSAL CONSIDERATION 40

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

B-1	PROPOSAL SUBMISSION	40
B-2	COMPLIANCE WITH SYSTEM REQUIREMENTS	40
B-3	INCLUSION OF THE TRANSMITTAL FORM LETTER.....	40
APPENDIX C: REQUIREMENTS AND DELIVERABLES.....		41
C-1	REQUIREMENTS AND ACTIVITIES	41
C-2	DELIVERABLES	44
C-3	SUBMISSION OF DELIVERABLES, ACCEPTANCE AND PAYMENT	46
APPENDIX D: TOPICS FOR MANDATORY NARRATIVE RESPONSES.....		47
D-1	REQUIREMENTS AND DELIVERABLES TOPICS.....	47
D-2	PROJECT MANAGEMENT TOPICS.....	48
APPENDIX E: STANDARDS FOR DESCRIBING VENDOR QUALIFICATIONS.....		55
E-1	REQUIRED INFORMATION ON CORPORATE QUALIFICATIONS.....	55
E-2	QUALIFICATIONS OF THE VENDOR TO MANAGE EFFORT (5 PAGE LIMIT).....	56
E-3	QUALIFICATIONS OF CONSULTANT SUPPORT SERVICES STAFF (UNLIMITED).....	56
APPENDIX F: PRICING WORKSHEETS.....		58
F-1	PROPOSED DATE AND PRICE FOR DELIVERABLES.....	58
F-2	PROPOSED RESOURCE UTILIZATION WORKSHEET	60
F-3	HOURLY RATES	60
APPENDIX G: GENERAL STANDARDS AND REQUIREMENTS.....		61
G-1	IT REQUIRED WORK PROCEDURES	61
G-2	COMPUTER ACCESS AND USE AGREEMENT	62
G-3	NEW HAMPSHIRE CERTIFICATE OF AUTHORITY OR CERTIFICATE OF GOOD STANDING.....	65
G-4	STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS	66
G-4.1	EFFECTIVE DATE: COMPLETION OF SERVICES	67
G-4.2	CONDITIONAL NATURE OF CONTRACT	67
G-4.3	CONTRACT PRICE: LIMITATION ON PRICE: PAYMENT	67
G-4.4	COMPLIANCE BY VENDOR WITH LAWS AND REGULATIONS: EQUAL EMPLOYMENT OPPORTUNITY	68
G-4.5	REGULATORY/GOVERNMENTAL APPROVALS	68
G-4.6	PERSONNEL.....	68
G-4.7	TERMINATION	70
G-4.8	FORCE MAJEURE	73
G-4.9	CONFIDENTIAL INFORMATION.....	73
G-4.10	CHANGE OF OWNERSHIP	76
G-4.11	VENDOR'S RELATION TO THE STATE	76
G-4.12	ASSIGNMENT, DELEGATION AND SUBCONTRACTS	76
G-4.13	INDEMNIFICATION.....	77
G-4.14	INSURANCE	77
G-4.15	WORKERS' COMPENSATION.....	78
G-4.16	WAIVER OF EVENT OF DEFAULT	78
G-4.17	NOTICE - N/A.....	79
G-4.18	AMENDMENT	79
G-4.19	CONSTRUCTION OF AGREEMENT AND TERMS	79
G-4.20	THIRD PARTIES	79
G-4.21	HEADINGS	79
G-4.22	EXHIBITS.....	79

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

G-4.23 SPECIAL PROVISIONS	79
G-4.24 SEVERABILITY	79
G-4.25 VENUE AND JUSTIFICATION	80
G-4.26 SURVIVAL	80
G-4.27 ENTIRE AGREEMENT	80
G-4.28 INTELLECTUAL PROPERTY	80
G-5 HIPAA STANDARDS FOR PRIVACY – BUSINESS ASSOCIATE AGREEMENT	80
G-6 SAMPLE CERTIFICATE OF VOTE	81
APPENDIX H: TERMS AND DEFINITIONS	83
APPENDIX I: AN OVERVIEW OF THE DIVISION OF CHILD SUPPORT SYSTEMS	88
A. NECSES DOCUMENTATION	89
B. ORS DOCUMENTATION	96

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

1. INTRODUCTION

The State of New Hampshire has for twenty years relied on the New England Child Support Enforcement System (NECSES) to support the transactional processing requirements of the Child Support Program and it will continue to do so for years to come. Roughly concurrent with the deployment of NECSES, DCSS implemented an Interactive Voice Response (IVR) capability and that has been essentially unchanged for years. Since the late 1990s, DCSS has supplemented NECSES with a custom data mart called the Operational Reporting System (ORS) to serve its managerial, statistical and federal reporting needs. In 2014, DCSS implemented a baseline NECSES 2.0 application providing approximately sixty (60) percent of the State's requirements for the child support system.

The State, at this time, seeks professional services in order to ensure high quality automation support for its Child Support Program and to provide the remaining forty (40) percent of the State's requirements. Therefore, this RFP seeks professional services to work with the State to perform the following activities:

- a. Assistance in maintaining and developing new functionality in the existing NECSES 2.0,
- b. Designing and implementing the remaining forty (40) percent of the requirements for NECSES 2.0 and its reporting capability,
- c. Implementation of the requirements and integrating with the IVR and contact center functionalities and technologies, and
- d. Maintenance of the enhanced NECSES 2.0 as well as the enhanced reporting and contact center vehicles after completion of the upgrades to NECSES 2.0.

Intellectual Property and Project Participation

This Project is being conducted in accordance with the Code of Federal Regulations and supporting documents governing procurement and intellectual property found at 45 CFR 95.617 and other sites. This is an open and competitive process. The procurement is open to all vendors including those who have previously performed work for the Division of Child Support Services.

Qualified candidates must have considerable experience in the areas sought. These include:

- a. Maintaining a Redhat Linux, Oracle Web Logic Server, Oracle Forms and Reports application;
- b. Work Planning;
- c. Child Support policies, rules and regulations;
- d. Process and systems analysis, re-engineering and architecting;
- e. Technical education and applicable practical experience in application design and with modern languages and tools such as Java and the Oracle RDBMS; and
- f. Deploying new functionality.

Qualified candidates must also possess familiarity with federal regulations codified at 45 CFR Part 95 and related documents governing IT Service procurement. In addition, they will have demonstrated expertise with respect to Child Support business operations and Child Support System Certification. A summary of the activities required of the Vendor sought are listed below:

- a. Perform analysis and coding to assist in the maintenance of the existing NECSES 2.0;

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

- b. Review documented functional and technical requirements sought in an enhanced Child Support Systems environment;
- c. Where required, augment existing defined requirements to document the specific business and technical rules that will define the functionality of the enhanced NECSES 2.0, reporting and IVR environments;
- d. Incorporate newly documented requirements as they emerge;
- e. Develop a detailed multi-year Work Plan for delivering the remaining requirements for NECSES 2.0, reporting and IVR functionality;
- f. Building on previously developed preliminary requirements, create detailed requirements and design documents as directed by the State Project Manager, and
- g. Upon receipt of authorization from the State Project Manager, perform necessary tasks to carry out the Work Plan.

The Vendor may employ Subcontractors to deliver required services subject to the terms and conditions of this RFP, including but not limited to, in Section 6: General Contract Requirements herein and Appendix G-4: State of New Hampshire Terms and Conditions of 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.

1.1 Contract Award

A Contract award by the State will be based upon criteria, standards, and weighting identified in this RFP. Each Vendor Proposal will be considered, without limitation, including all Services proposed, qualifications of the Vendor and any Subcontractor, and cost.

1.2 Contract Type

The State plans to execute a Firm Fixed Price contract as a result of this RFP.

1.2.1 Firm Fixed Price System Maintenance and Operations Component

Phase I: NECSES 2.0 System Maintenance and Operations –The Vendor shall provide a team of resources capable of supporting the daily maintenance and operations of the NECSES 2.0 applications as well as change requests approved by the State. This shall be a Firm Fixed Price Deliverables based engagement. The Vendor shall include a fixed price quote for Phase I within the Proposal.

1.2.2 Firm Fixed Price Deliverables Based Component

Phase II: Design and Development – The Vendor shall perform research and analysis of the State's child support business and technical requirements and prepare a requirements document and Implementation Plan for future NECSES 2.0 software releases . This shall be a Firm Fixed Price Deliverables based engagement. The Vendor shall include a fixed price quote for Phase II within the Proposal.

1.2.3 Firm Fixed Price Based on Task Orders

Phase III: Implementation Phase – The Implementation of the enhancements will be based upon the resulting requirements document and Implementation Plan developed in Phase II. Upon State approval of Phase II, the State plans to work with the Vendor to develop Task Orders (including a full Statement of Work), for the enhancement execution phase of the

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

Project. The Vendor shall issue a Firm Fixed Price quote for the execution of the Task Order. This quote shall be based on labor rates previously established in the Contract.

1.2.4 Firm Fixed Price Based on Task Orders

Phase IV: Post Deployment Maintenance – The ongoing maintenance and new development as required after the enhancements anticipated in this RFP will operate in a manner similar to Phase III. Tasks will be identified and commissioned by the State Project Manager. The Vendor shall issue a Firm Fixed Price quote for the execution of individual Task Orders. This quote shall be based on labor rates previously established in the Contract.

1.3 Contract Term

The Vendor shall be fully prepared to commence work by October, 2015. The Vendor’s initial term will be two (2) years, and the State shall have an option, at its discretion, to extend the Contract for up to three (3) additional periods of two (2) years each, which shall not extend beyond June 30, 2023.

1.4 Schedule of Events

The Vendor shall be fully prepared to commence work by October, 2015. The Vendor’s initial term will be as offered in the winning Vendor’s Proposal and or is negotiated prior to award.

EVENT	DATE	TIME
RFP released to Vendors (on or about)	6/16/15	
Vendor inquiry period begins (on or about)	6/16/15	
Notification to the State of the number of representatives attending the Vendor Conference	6/29/15/	
Non-Mandatory Vendor’s Conference; location identified in General Instructions, Section 4.3.	6/30/15	1:00 PM
Vendor inquiry period ends (Final inquiries due)	7/1/15	
Final State responses to Vendor inquiries	7/7/15	
Final date for Proposal submission	8/3/15	2:30 PM
Invitations for oral presentations	8/17/15	
Vendor presentations/discussion sessions/interviews, if necessary	Week of 8/24/15	
Anticipated Contract Finalization	TBD	
Anticipated Notice to Proceed	TBD	

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

2. DEFINITIONS OF TERMS

The Terms and Definitions, located in Appendix H: *Terms and Definitions*, apply to this RFP and any resulting Contract.

3. SERVICES, REQUIREMENTS AND DELIVERABLES

3.1 Services and Requirements

The New England Child Support Enforcement System (NECSES) was designed in the mid-1980s, piloted in November 1990 and has been in statewide production since March, 1991. An upgrade of NECSES was implemented in October 2014 and NECSES 2.0 is in statewide production. More information about NECSES and NECSES 2.0 can be found in Appendix I, *An Overview of NECSES*. Additionally, the business and technical requirements referenced in this RFP can be found in RFP2015-141 Addenda.

The State seeks to procure experienced contractors to assist in conducting the activities summarized in Section 1, *Introduction*, Section 1.2, *Contract Type*, and presented in more detail in Appendix C: *Requirements and Deliverables*.

Each Proposal must present terms and conditions that are in agreement with the *State of New Hampshire Terms and Conditions* in Appendix G and the *General Contract Requirements* in Section 6.

3.2 Deliverables

For this RFP the Deliverables are described in Appendix C: *Requirements and Deliverables*, with additional relevant material found in Appendix D: *Topics for Mandatory Narrative Response* and Appendix E: *Standards for Describing Vendor Qualifications*.

4. GENERAL INSTRUCTIONS

4.1 Proposal Submission, Deadline, and Location Instructions

Proposals submitted in response to this RFP must be received by the Department of Health and Human Services, Contracts and Procurement Unit, no later than the time and date specified in Section 1.4: *Schedule of Events*. Proposals must be addressed to:

State of New Hampshire
Department of Health and Human Services
Eric Borrin
Contracts & Procurement Unit
Brown Building
129 Pleasant St.
Concord, New Hampshire 03301
Email: Eric.Borrin@dhhs.state.nh.us
Phone: 603- 271-9558

Cartons containing Proposals must be clearly marked as follows:

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

STATE OF NEW HAMPSHIRE
DIVISION OF CHILD SUPPORT SERVICES

RESPONSE TO DHHS RFP 2015-141
Child Support Systems Maintenance & Enhancement Project

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

All Proposals submitted in response to this RFP must consist of one (1) Original in 3 ring binder marked as "**Original**" front cover labeled with: Name of company/organization and RFP # and four (4) **in bound format marked as "Copy"** front cover labeled with: Name of company/organization and RFP #, including all required attachments, and one (1) electronic or soft copy on CD Rom or Flash Drive. The narrative portions of the softcopy Proposal must be in MS WORD 2010 file format with the Pricing Worksheets found in Appendix F submitted in MS Excel 2010 file format. The Proposal submission must be accompanied by the Transmittal Form Letter described in Section 4.19.2: *Transmittal Form Letter*, herein. The original and all hard copies shall be bound separately, delivered in sealed containers, and permanently marked as indicated above. One (1) copy of the Proposal Transmittal Form Letter shall be signed by an official authorized to legally bind the Vendor and shall be marked "ORIGINAL." During the period of open procurement, a Vendor's disclosure or distribution of its Proposal other than to the State will be grounds for disqualification.

NOTE: In the event of any discrepancy between the copies, the hard copy marked "Original" will control.

4.2 Proposal Inquiries

All inquiries concerning this RFP shall be emailed, citing the RFP title, RFP number, Page, Section, and Paragraph and submitted to the following RFP Point of Contact:

State of New Hampshire
Department of Health and Human Services
Eric Borrin
Contracts & Procurement Unit
Brown Building
129 Pleasant St.
Concord, New Hampshire 03301
Email: Eric.Borrin@dhhs.state.nh.us

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.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

Inquiries must be received by the State's RFP Point of Contact (see above) no later than the conclusion of the Vendor Inquiry Period (see Section 1.4: *Schedule of Events*). Inquiries received later than the conclusion of the Vendor Inquiry Period shall not be considered properly submitted and will not be considered.

The State intends to issue official responses to properly submitted inquiries on or before the date specified in Section 1.4: *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. Only the official written response shall be binding upon the State.

4.3 Non-Mandatory Vendor Conference

A non-mandatory Vendor Conference will be held. Any Vendors wishing to attend the Vendor Conference are requested to RSVP via email by the date identified in Section 1.4: *Schedule of Events*, indicating the number of individuals who will attend the Vendor Conference.

4.3.1 Vendor Conference Registration Requirement

Vendors wishing to participate in the Vendor Conference can do so via Citrix GoToWebinar. Participating Vendors are required to pre-register to obtain State approval. They will also need to have Windows Media 9.0 or higher to participate in the Go To Webinar session. The conference will be held at the date and time stipulated in RFP Section 1.4: *Schedule of Events*. Register for the Vendor Conference as directed. Those approved for remote attendance will receive the log-in information via email prior to the conference.

4.3.2 Vendor Conference Registration Point of Contact

Persons wishing to register for the RFP 2015-141 Vendor Conference can do so by sending an email to Eric Borrin. The email should contain the following:

- a. The name of the person seeking conference participation,
- b. His/her contact information,
- c. The firm represented,
- d. The number who will attend, and
- e. Questions to be addressed at the Vendor Conference.

Eric Borrin will take the information and provide the link through which Vendors can register.

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.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

Vendors are encouraged to email inquiries at least twenty-four (24) hours prior to the Vendor Conference. No responses will be given prior to the Vendor Conference. Oral answers will not be 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 1.4: *Schedule of Events*. Vendors are responsible for any and all costs associated with attending the Vendor Conference.

4.4 Letter of Intent

A Letter of Intent is not requested for this RFP.

4.5 Alteration of RFP

The original RFP document is on file with the State of New Hampshire, Department of Health and Human Services Contracts & Procurement Unit. Vendors are provided an electronic version of the RFP. Any alteration by a Vendor to this RFP or any file associated with this RFP is prohibited. Any such changes may result in a Proposal being rejected.

4.6 RFP Amendment

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

4.7 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.

4.8 Validity of Proposal

Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of Proposals in Section 1.4: Schedule of Events, or until the Effective Date of any resulting Contract, whichever is later.

4.9 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. Regardless of the Vendor selected, the State reserves the right to use any information presented in a Proposal.

4.10 Confidentiality of a Proposal

A Proposal must remain confidential until the Effective Date of a Contract resulting from this RFP. A Vendor's disclosure or distribution of Proposals other than to the State will be grounds for disqualification.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

4.11 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.

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 Vendors proposed in the RFP. Any and all costs associated with oral presentations/interviews shall be borne entirely by the Vendor.

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 G: *Form P-37* and RFP Section 6: *General Contract Requirements*, 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 Award

The State plans to execute a Not To Exceed (NTE) Contract that includes both time and materials and fixed price components administered by the Division of Child Support Services as a result of this RFP and as more fully described in Section 1.2 *Contract Type*.

Although the preferred Solution is the selection of a single company that can supply consulting and analysis Services with the requisite knowledge and skills needed to perform the work described in this RFP, the State reserves the right, at its discretion, to award a Contract by item, part, or portion of an item, group of items, or total Proposal.

If a Contract is awarded, the Vendor 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, will be dependent upon approval of the Contract by Governor and Executive Council of the State of New Hampshire.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

4.17 Proposal Submission Requirements

Vendors are permitted to submit multiple Proposals in response to this RFP. All Proposals shall be submitted in both hard and soft copy. Softcopy Proposals are to be submitted via CD or Flash Drive accompanying the hardcopy. Softcopy must be accessible using MS Office 2010.

4.18 Proposal Format

Hardcopy Proposals must follow the following format:

- A Proposal should be provided in a three-ring binder.
- A Proposal should be printed on white paper with dimensions of 8.5 by 11 inches with right and left margins of one (1) inch.
- A Proposal should use Times New Roman font with a size of eleven (11).
- Each page of a Proposal must include a page number and the number of total pages and identification of the Vendor in the page footer.
- Tabs must separate each Section of the Proposal.

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.

4.19 Proposal Organization

Proposals must 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: Response to Requirements and Deliverables
- Section IV: Corporate Qualifications
- Section V: Qualifications of Proposed Consultant Staff
- Section VI: Cost Proposal (Sealed)

4.20 Proposal Content

4.20.1 Cover Page

The first page of the Vendor's Proposal must be a cover page containing the following text:

STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF CHILD SUPPORT SERVICES

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

RESPONSE TO DHHS RFP 2015-141
CHILD SUPPORT SYSTEMS MAINTENANCE & ENHANCEMENT PROJECT

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

4.20.2 Transmittal Form Letter

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

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STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

State of New Hampshire Proposal Transmittal Form Letter

Company Name _____

Address _____

To: NH DHHS Point of Contact: Eric Borrin
Telephone: 603-271-9558
Email: Eric.Borrin@dhhs.state.nh.us

RE: Proposal Invitation Name: Child Support Systems Maintenance & Enhancement Project
Proposal Number: DHHS RFP 2015-141
Proposal Opening Date and Time: August 3, 2015 2:30 EDT

Dear Sir:

Company Name: _____ hereby offers to sell to the State of New Hampshire the Services indicated in RFP NH DHHS 2015-141 Child Support Systems Maintenance and Enhancement Project at the price(s) quoted in Vendor Response Section VI: *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 Section 6: *General Contract Requirements* and Appendix G-4: *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 G-4 and *Contract Requirements* in Section 6, which shall form the basis of any Contract resulting from this RFP;

The Proposal is effective for a period of 180 days.

That 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, signed and attached this RFP and subsequent amendments (addendum).

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

Authorized Signature _____

Important Note: Vendors are provided an electronic version of the RFP Transmittal Letter. Any alteration to this Transmittal Letter template is prohibited. Any such changes will result in a Proposal being rejected.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

4.20.3 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 4.18: *Proposal Organization*.

4.20.4 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.

4.20.5 Section II: Glossary of Terms and Abbreviations

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

4.20.6 Section III: Responses to Requirements and Deliverables

Requirements and Deliverables are described in Appendix C: Requirements and Deliverables of the RFP. Requirements describe specific features that the State is seeking in this RFP.

Vendors are advised to use the material in the RFP and especially Appendices C, D and E to frame their Proposals. Vendors must document in their Proposals the Services they propose as well as the proposed Project management. In addition, the Proposal must demonstrate to the State the Vendor's capacity to deliver those Services in a manner that will achieve the State's purposes for issuing the RFP.

4.20.7 Section IV: Corporate Qualifications

Section IV must provide corporate qualifications of all firms proposed to participate in the Project. Specific information to be provided is described in Appendix E: Standards for Describing Vendor Qualifications.

4.20.8 Section V: Qualifications of Key Staff

To evaluate qualifications of Vendor Staff, the State will consider the experience and qualifications of the Vendor's proposed staff. Section V must be used to provide this required information. Specific information to be provided is described in Appendix E: Standards for Describing Vendor Qualifications. Vendors should note that the State plans to interview proposed staff as part of the selection process and expects those same staff to be the resources actually employed during the Project.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

4.20.9 Section VI: Cost Proposal

- 4.20.9.1** The Cost Proposal shall be in a binder separate of the Technical Proposal.
- 4.20.9.2** The Cost Proposal must include the Vendor proposed pricing worksheets prepared using the formats provided in Appendix F: *Pricing Worksheets*.
- 4.20.9.3** The Cost proposal must be accompanied by Budget Narrative which clearly defines the data provided in Pricing Worksheets.
- 4.20.9.4** The organization's financial solvency will be evaluated. The Bidder's ability to demonstrate adequate financial resources for performance of the contract or the ability to obtain such resources as required during performance under this contract will be considered.

Each Bidder must submit audited financial statements for the four (4) most recently completed fiscal years that demonstrate the Bidder's organization is in sound financial condition. Statements must include a report by an independent auditor that expresses an unqualified or qualified opinion as to whether or not the accompanying financial statements are presented fairly in accordance with generally accepted accounting principles. A disclaimer of opinion, an adverse opinion, a special report, a review report, or a compilation report will be grounds for rejection of the proposal.

Complete financial statements must include the following:

- **Opinion of Certified Public Accountant;**
- **Balance Sheet;**
- **Income Statement;**
- **Statement of Cash Flow;**
- **Statement of Stockholder's Equity of Fund Balance;**
- **Complete Financial Notes; and**
- **Consolidating and Supplemental Financial Schedules.**

A Bidder, which is part of a consolidated financial statement, may file the audited consolidated financial statements if it includes the consolidating schedules as supplemental information. A Bidder, which is part of a consolidated financial statement, but whose certified consolidated financial statements do not contain the consolidating schedules as supplemental information, shall, in addition to the audited consolidated financial statements, file unaudited financial statements for the Bidder alone accompanied by a certificate of authenticity signed by an officer of the corporation, partner, or owner under penalty of unsworn falsification which attests that the financial statements are correct in all material respects.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

If a bidder is not otherwise required by either state or federal statute to obtain a certification of audit of its financial statements, and thereby elects not to obtain such certification of audit, the bidder shall submit as part of its proposal:

- 1) Uncertified financial statements; and**
- 2) A certificate of authenticity which attests that the financial statements are correct in all material respects and is signed by an officer of the corporation, partner, or owner under penalty of unsworn falsification.**

5. PROPOSAL EVALUATION PROCESS

5.1 Evaluating and Scoring Proposals

The State will use a scoring scale of one thousand (1000) points, which shall be applied to the Proposal as a whole. The panel of Reviewers will use the point chart below to score responses to the following questions:

Requirements and Deliverables Topics:

50 points – Topic 1: Solution, Activities and Services Offered

50 points – Topic 2: Deliverables Offered

Project Management Topics:

10 points – Topic 3: Meetings and Reports

50 points – Topic 4: Scope Control

150 points – Topic 5: Work Plan

50 points – Topic 6: User Training Approach for New Development

50 points – Topic 7: Technical Knowledge Transfer

50 points – Topic 8: Testing

50 points – Topic 9: System Acceptance Criteria

50 points – Topic 10: Risk and Issue Management

50 points – Topic 11: Quality Assurance Approach

50 points – Topic 12: Help Desk Support

50 points – Topic 13: Support and Maintenance

Vendor Experience and Qualifications: See Appendix E

50 points – Vendor’s experience in providing similar Services (E-2);

30 points – Vendor staff experience and qualifications including any Subcontractors (E-3)

Company Viability: See Appendix E (E-1)

20 points – Corporate Qualifications and Overview

20 points – Financial Stability

20 points – Litigation Status

Cost Proposal Scoring:

150 points – Pricing/Rates and Narrative

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

5.2 Rights of the State in Evaluating Proposals

The State reserves the right to:

- Consider any source of information in evaluating Proposals;
- Omit any planned evaluation step if, in the State's view, the step is not needed;
- At its sole discretion, reject any and all Proposals at any time; and
- 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 Planned Evaluation Steps

The State plans to use the following process:

- Initial screening;
- Preliminary evaluation of the Proposals and reference and background checks;
- Oral interviews, if required;
- Best and Final Offer (BAFO), if appropriate, and
- Final evaluation of Proposals.

5.3.1 Initial Screening

The State will conduct an initial screening step to verify Vendor compliance with submission requirements and to confirm that the Proposal satisfies the following:

- Submission requirements are addressed in Section 4: *General Instructions*.
- Minimum standards are defined in Appendix B: *Minimum Standards for Proposal Consideration*.
- Agreement to the State's Terms and Conditions and provisions as defined in the RFP without exception.

A Proposal that fails to satisfy either submission requirements or minimum standards may be rejected without further consideration.

5.3.2 Preliminary Evaluation of Proposals and Reference and Background Checks

The State will establish an evaluation team to evaluate Proposals, conduct reference checks, and background checks.

5.3.3 Oral Interviews

Preliminary scores from the evaluation of the Proposals will be used to select Vendors to invite to oral interviews. The State expects to interview the specific individuals proposed in the Vendor's Proposal.

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 Vendors proposed in the RFP. Any and all costs associated with oral presentations/interviews shall be borne entirely by the Vendor.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

5.3.4 Best and Final Offer

The Department may determine if it is in the best interest of the State, to seek a “BEST AND FINAL OFFER” from Vendors submitting acceptable and/or potentially acceptable Proposals. The “BEST AND FINAL OFFER” would provide a Vendor the opportunity to amend or change their original Proposal to make it more acceptable to the State. The Department reserves the right whether or not to exercise this option.

5.3.5 Final Evaluation

The State will conduct final evaluations as a culmination of the entire process of reviewing Vendor Proposals and information gathering.

5.4 Proposal Evaluations

The State will select a Vendor based upon the criteria and standards contained in this RFP. Oral interviews, product demonstrations, and reference checks will be used to refine and finalize preliminary scores.

5.4.1 Scoring of the Vendor Proposed Solution, Approach and Work Plan

The Vendor’s Proposed Solution will be evaluated on Overall Fit and Usability. Overall fit will be assessed from the Proposal determining whether the Vendor understands the Project requirements and offers a viable Solution and approach. Specific components falling under this category are described in Section D-1: Requirements and Deliverables

5.4.2 Scoring of Vendor Project Management Ability

The Vendor proposed Services will be evaluated based on material presented in the Vendor’s Proposal. The specific requirements to be addressed are delineated in Section D-2: *Project Management Topics* of Appendix D: *Topics for Mandatory Narrative Responses*.

5.4.3 Scoring of Vendor Experience and Qualifications

The corporate qualifications of Vendors (including any Subcontractor) will be evaluated on material presented in the Proposal. The particular elements the State seeks to evaluate are presented in Section E-1: *Required Information on Corporate Qualifications* of Appendix E *Standards for Describing Vendor Qualifications*.

5.4.4 Scoring Vendor Staff Experience and Qualifications

Demonstrated experience and qualifications of proposed Vendor Staff (including any Subcontractor) will be evaluated against the criteria delineated in Appendix E: *Standards for Describing Vendor Qualifications*.

5.4.5 Scoring the Solution Cost

Cost information required in a Proposal is intended to provide a sound basis for comparing costs.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

The Vendor's Cost Solution Proposal will be evaluated including consideration for the initial Contract period based on the rates provided in the tables in Appendix F: *Pricing Worksheets*

The following formula will be used to assign points for costs:

$$\text{Vendor's Cost Score} = (\text{Lowest Proposed Cost} / \text{Vendor's Proposed Cost}) \text{ times one hundred fifty points.}$$

For the purpose of this formula, the lowest proposed cost is defined as the lowest cost proposed by a Vendor who fulfills the minimum qualifications.

6. GENERAL CONTRACT REQUIREMENTS

6.1 State of NH Terms and Conditions and Contract Requirements

The Contract requirements set forth in Section 6: *General Contract Requirements*, herein and the *State of New Hampshire Form P-37* contained in Appendix G-4 shall constitute the basis for any Contract resulting from this RFP.

6.2 Contract Term Dates

See Section 1.3: *Contract Term*.

6.3 Non-Exclusive

Any resulting Contract from this RFP will be a non-exclusive Contract. The State reserves the right, at its discretion, to retain other Vendors to provide any of the Services identified under this procurement.

6.4 Vendor Selection

Each Proposal will be evaluated and considered with regard to the Services proposed, qualifications of the Vendor and any Subcontractors, experience and qualifications of proposed candidates and cost.

The State will issue an intent to award letter to a Vendor based on these evaluations. Should the State be unable to reach agreement with the 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.

6.5 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 Subcontractors.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

The Vendor may subcontract Services subject to the RFP, including but not limited to, the terms and conditions in Section 6: *General Contract Requirements* herein and Appendix G-4: *Form P-37*. 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.

6.6 Project Budget/Price Limitation

The State has funds budgeted for this Project, subject to Section 2: *Conditional Nature of Contract of the State of New Hampshire Terms and Conditions* contained in Appendix G -4: *State of New Hampshire Form P-37*.

6.7 State Contracts

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

6.8 HIPAA

The State intends to protect the privacy and provide for the security of any protected health information disclosed to the Vendor in accordance with the Health Insurance Portability and Accountability Act of 1996, Public Law 104-191 (“HIPAA”) and any other applicable laws or regulations. To the extent HIPAA applies, the Vendor shall at no additional cost to the State, enter into Contractual agreements with the State required to comply with HIPAA, as applicable and deemed necessary by the State, including but not limited to a Business Associate Agreement (BA) substantially in the form attached hereto as Appendix G-5, as applicable and deemed necessary by the State. If HIPAA applies and the parties are unable to reach agreement on the BA, the State may reject the Vendor at its sole discretion and proceed with Vendor selection in accordance with Section 6.4: *Vendor Selection*, of this RFP.

6.9 Vendor Staff

In their Proposal the Vendor shall assign proposed consultant staff in accordance with the requirements and Deliverables of Appendix C: *Requirements and Deliverables* and Appendix E: *Standards for Describing Vendor Qualifications*.

During the Project, 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, at the State’s discretion, review of the proposed Project Manager’s resume and qualifications, and an interview. The Project Manager must have full authority to make binding decisions under the Contract, and shall function as the Vendor’s representative for all administrative and management matters. The Project Manager must be available to promptly respond within two (2) hours to inquiries from the State, and at the site as needed. The Vendor must use his or her best efforts on the Project. The Vendor’s Project Manager must be qualified to perform the obligations required of the position under the Contract.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

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 reserves the right to require removal or reassignment of any of the Vendor's Staff found unacceptable to the State.

The State may conduct reference and background checks on the Vendor's Project Staff. The State reserves the right to reject the Vendor's Project Staff.

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.

6.10 Transition

Upon awarding of the contract, any new Contractor shall work with the DCSS and any other organizations designated by DCSS to ensure an orderly Transition Phase and responsibilities under the new contract and to ensure continuity of those services required by DCSS. The new Contractor will be expected to work in an organized method with DCSS's current SDU contractor for the purpose of effecting a smooth and timely transition from DCSS's current SDU Contractor to the succeeding Contractor's system.

6.11 Work Plan

The Vendor shall update the Work Plan as necessary, but no less than weekly to accurately reflect the status of the Project Schedule, tasks, Deliverables, critical events, task dependencies, and payment Schedule. Any updates to the Work Plan shall require the prior approval of the State. 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.

In the event the Vendor, to correct Deficiencies, requires additional time, the Schedule shall not change unless previously agreed in writing by the State. 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 period to reconciliation; specific actions that need to be taken to correct the problem; and the expected Schedule impact on the System. The Schedule shall automatically extend on a day-to-day basis to the extent that the State's execution of its major tasks takes longer than described in the Work Plan.

6.11.1 Changes to the Work Plan

The Project Manager may make changes or revisions within the scope of the Contract at any time by written Task Order. Within ten (10) business days of

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

Vendor's receipt of the Task Order, Vendor shall advise the State, in detail, of any impact to cost (e.g., increase or decrease) or Schedule.

The Vendor may request a change to the Work Plan, within the scope of the Contract, by written Task Order, detailing any impact on cost or Schedule. The State will attempt to respond within ten (10) business days. The State will be deemed to have rejected the Task Order if the parties are unable to reach an agreement in writing.

All final Task Orders shall include original problem statement, specifications, anticipated timeline, hourly rate, number of hours, and staff positions, and shall be subject to the State's Contract amendment process.

Upon receipt of the Vendor estimate of the effort, the skill sets, time and cost for the task(s) described in the Task Order the Project Manager shall:

- Issue a Performance Task Order informing the Vendor to proceed with work;
- Open further discussions with the Vendor to redefine the Task Order; or
- Rescind the Task Order.

6.12 Testing and Acceptance

The State requires that an integrated and coherent approach to complete System testing, Deficiency correction, Acceptance, training, and 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 enhancement.

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

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, System integration testing, conversion/migration testing, regression, and support of the State during user Acceptance Testing (UAT).

6.12.1 Test Planning and Preparation

The 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

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

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 in both terms of effort and duration. The Vendor must disclose in their Proposal the scheduling assumptions they have used in regards to the client resource efforts required during testing.

State testing will commence upon the Vendor’s 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.

6.12.2 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 within and 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</p>

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

	State will also use System Integration Testing to validate modifications, fixes and other System interactions with the Vendor supplied Software Solution.
Conversion Validation Testing	The Conversion 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.
Installation Testing	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
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 6.15.3: Warranty Period.</p>
Performance Tuning and Stress Testing	<p>The scope of performance testing is to measure the system level metrics critical for the development of the applications infrastructure and operation of the applications in the production environment. It also includes 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 become the basis for changes and retesting until optimum system performance is achieved.</p> <p>The application transactions are identified with specific roles and selected transactions are recorded for the performance measurements. These can then be compared to baselines to determine if object performance increases as changes are made.</p> <p>Performance testing considers the full scope of the application infrastructure with emphasis on the most heavily used or shared transactions. Performance testing of the application profiles the identified user transactions and assists in the identifying performance gaps to improve the most critical parts of the applications.</p>

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

	<p>Performance testing and tuning should occur in the final production environment and use a copy of the final production database to provide the best results.</p> <p>Test types</p> <p>Performance testing uses two different types of testing to determine the stability of the application. They are baseline tests and load tests</p> <p><u>Baseline Tests:</u> Baseline tests 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 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 must be made to provide a code test base that is tested in the environment for problems prior to the establishment of the baseline which is 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.</p> <p><u>Load Tests:</u> Load testing determines if the behavior of a system can be sustained over a long period of time while running under expected conditions. Load test helps to verify the ability of the application environment under different load conditions based on work load distribution. System response time and utilization is measured and recorded.</p> <p>Tuning: Tuning occurs 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.</p> <p>For infrastructure tuning, parameters must be identified for all components prior to undertaking the load testing effort. 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.</p> <p>Implementing Performance and Stress Test: Performance and Stress test Tools used by the State of New Hampshire are Tivoli ITM and ITCAM and CA Spectrum. The Vendor is open to use any open source product with the approval of State Project Team. Consideration must be given to licensing with respect to continued use for regression testing if tools, other than those which we are licensed for, are being recommended for this part of the project.</p> <p>Scheduling Performance and Stress Testing: The Vendor needs to perform test planning.</p>
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STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

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.

The Vendor must also 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 must 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 should 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.

If the ratios of different types of transactions needs adjustment this would be the time to do it.

Initial tests will also 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 must be made to run these tests at a time when system and network infrastructure utilization doesn't impact the results. Tests are to be run in close proximity to our infrastructure so as to eliminate the public network from our environment.

Post test reporting and result assessment must be scheduled following each test. The team must 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 must be identified 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 must 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 should be on the ability of the interface to respond to user input.

During stress/load testing the tester attempts 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 identifies peak load conditions at which the program will fail to handle

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

	<p>required processing loads within required time spans.</p> <p>During Performance testing the tester designs test case scenarios to determine if the system meets the stated performance criteria. In both cases the tester is trying to 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 failure 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>

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

	<p>In their Proposals, Vendors must acknowledge their responsibilities for regression testing as described in this section.</p>																						
<p>Security Review and Testing</p>	<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" data-bbox="500 655 1463 1583"> <thead> <tr> <th data-bbox="500 655 810 705">Service Component</th> <th data-bbox="810 655 1463 705">Defines the set of capabilities that:</th> </tr> </thead> <tbody> <tr> <td data-bbox="500 705 810 825">Identification and Authentication</td> <td data-bbox="810 705 1463 825">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 data-bbox="500 825 810 909">Access Control</td> <td data-bbox="810 825 1463 909">Supports the management of permissions for logging onto a computer or network</td> </tr> <tr> <td data-bbox="500 909 810 957">Encryption</td> <td data-bbox="810 909 1463 957">Supports the encoding of data for security purposes</td> </tr> <tr> <td data-bbox="500 957 810 1041">Intrusion Detection</td> <td data-bbox="810 957 1463 1041">Supports the detection of illegal entrance into a computer system</td> </tr> <tr> <td data-bbox="500 1041 810 1125">Verification</td> <td data-bbox="810 1041 1463 1125">Supports the confirmation of authority to enter a computer system, application or network</td> </tr> <tr> <td data-bbox="500 1125 810 1173">Digital Signature</td> <td data-bbox="810 1125 1463 1173">Guarantees the unaltered state of a file</td> </tr> <tr> <td data-bbox="500 1173 810 1264">User Management</td> <td data-bbox="810 1173 1463 1264">Supports the administration of computer, application and network accounts within an organization.</td> </tr> <tr> <td data-bbox="500 1264 810 1348">Role/Privilege Management</td> <td data-bbox="810 1264 1463 1348">Supports the granting of abilities to users or groups of users of a computer, application or network</td> </tr> <tr> <td data-bbox="500 1348 810 1432">Audit Trail Capture and Analysis</td> <td data-bbox="810 1348 1463 1432">Supports the identification and monitoring of activities within an application or system</td> </tr> <tr> <td data-bbox="500 1432 810 1583">Input Validation</td> <td data-bbox="810 1432 1463 1583">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> <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>	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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STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

Prior to the enhancements 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).

Penetration Testing shall include:

(delete requirements that are specific to PCI testing)

11.3 Implement a methodology for penetration testing that includes the following:

- 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.

***Note:** 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.*

11.3.1 Perform *external* 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).

11.3.2 Perform *internal* 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).

11.3.3 Exploitable vulnerabilities found during penetration testing are corrected and testing is repeated to verify the corrections.

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.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

6.12.3 Remedies

If the Vendor is not able to make the corrections within the time allotted by the State, or the entire integrated System fails the Acceptance Test, the State may declare the Vendor in default and, at its option: 1) terminate the Contract, in whole or in part, by providing written notice to the Vendor, without penalty or obligation to the State and deem the Vendor in default; 2) return the Vendor's product provided under the Contract and receive a refund of all amounts paid, including but not limited to, applicable Software License fees within ninety (90) days of notification to the Vendor of the State's intent to request a refund; 3) and pursue its remedies available at law or in equity.

6.13 Warranty

The Vendor shall warrant all Services and personnel, engaged under Contract as a result of the RFP, for the duration of the Contract period.

6.13.1 Warranties Services

The Vendor shall warrant that all Services provided under a Contract resulting from this RFP will be provided expediently and in a professional manner in accordance with the RFP and industry standards and that the Services will comply with Appendix G: *General Standards and Requirements*.

The Vendor shall agree to maintain, repair, and correct Deficiencies in the Software, including but not limited to the individual enhancements 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.

6.13.2 Personnel

The Vendor shall warrant that all personnel engaged shall be qualified to perform the proposed Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

6.13.3 System

The Vendor shall warrant that the System, including but not limited to the Software and the individual enhancements or functions, must operate in conformance with the Specifications, terms, and requirements of the Contract, including but not limited to all elements, i.e., the Software, hardware, and any interfaces.

6.13.4 Software

The Vendor shall warrant that the Software, including but not limited to the individual enhancements or functions furnished under the Contract, is properly functioning within the System, compliant with the requirements of the Contract, and will operate in accordance with the Specifications.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

6.13.5 Viruses

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.

6.13.6 Compatibility

The Vendor shall warrant that all components, including but not limited to the individual enhancements or functions, including any replacement or upgraded Software components provided by the Vendor to correct Deficiencies or as an Enhancement, shall operate with the rest of the Software without loss of any functionality.

6.14 Administrative Specifications

6.14.1 Reasonable Travel Expenses

The Vendor must assume all travel and related expenses. All labor rates will be “fully loaded”, including, but not limited to:

- Meals;
- Hotel;
- Airfare;
- Car rentals;
- Car mileage; and
- Out-of-pocket expenses

6.14.2 Shipping and Delivery Fee Exemption

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

6.14.3 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 other specific requirements, they must be included in the Vendor’s Proposal.

6.14.4 Access/Cooperation

As applicable, and subject to the applicable laws and regulations, the State will provide the Vendor with access to all program files, libraries, personal computer-based systems, software packages, network systems, security systems, and hardware as required to complete the Contracted IT Support 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.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

6.14.5 State-Owned Documents and Copyright Privileges

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

6.14.6 Intellectual Property

In accordance with 45 CFR 95.617, the State shall hold all ownership, title, and rights in any Documentation or products created in the course of this Project.

6.15 Pricing

6.15.1 Pricing

The Vendor must complete the worksheet found in Appendix F-Pricing Worksheets and include them in Proposal Section VI: *Cost Proposal*.

6.15.2 Invoicing

The Vendor shall submit correct invoices to the State for all amounts to be paid by the State. All invoices submitted must meet with the approval of the State and said approval shall not be unreasonably withheld. The Vendor shall only submit invoices for Services 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 Service and identification of the Service for which payment is sought.

6.15.3 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 notice.

6.15.4 Credits

The State may apply credits due to the State against the Vendor's invoices with appropriate information attached.

6.15.5 Records Retention and Access Requirements

The Vendor shall agree to the conditions of all applicable State laws and regulations, which are incorporated herein by this reference, regarding retention and access requirements relating to all records relating to the Contract. The record retention policies of this agreement shall be consistent with the Federal Acquisition Regulations (FAR) Subpart 4.7 Vendor Records Retention except where they are in conflict with State laws and regulations.

The Vendor shall also agree to the following: The Vendor and any of its Subcontractors shall maintain books, records, documents, and other evidence of

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

accounting procedures and practices, which properly and sufficiently reflect all direct and indirect costs, invoiced in the performance of the Contract. The Vendor and its Subcontractors shall retain all such records for three (3) years after the final payment on the Contract. Records relating to any litigation matters regarding the Contract shall be kept for one (1) year following the termination of litigation, including all appeals if the litigation does not terminate within six (6) years from the date of expiration or termination of the Contract.

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. During the term of this Contract, 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 will be at no cost to the State during the three (3) year period after the Contract term or six (6) year term following litigation. 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 material issued under the Contract is calculated or derived from these factors.

6.15.6 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.

6.15.7 Contract Security/Performance Bond

NOT APPLICABLE

6.15.8 Project Holdback

The State shall withhold ten (10) percent of each payment made to the Vendor. The sum of the amounts withheld, shall be payable to the Vendor one hundred eighty days after the successful completion of all work required by the RFP.

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STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

APPENDIX A: BACKGROUND INFORMATION

A-1 Department of Health and Human Services

The New Hampshire Department of Health and Human Services (DHHS) is the largest agency in New Hampshire State government, responsible for the health, safety and well-being of the citizens of New Hampshire. DHHS provides services for individuals, children, families and seniors and administers such programs and services as mental health, developmental disability, substance abuse, public health and several programs focused on family finances. This is accomplished through partnerships with families, community groups, private providers, other State and local government entities, and many citizens throughout the State who help make New Hampshire a special place in which to live.

The Division of Child Support Services (DCSS) is one of the divisions within DHHS and it supports families with children by establishing legal orders for financial and medical support, enforcing orders for support, and distributing collections.

The State of New Hampshire is releasing this RFP to procure professional services to assist in maintaining the NECSES 2.0 application implemented in October 2014, planning the upgrade for the remaining forty (40) percent of the State's requirements and executing the resulting plan for upgrading NECSES and the allied ORS and IVR solutions. The State seeks to evaluate approaches to ensure high quality automation support for its Child Support program and therefore seeks professional services in crafting and executing its plan for ongoing IT support. Qualified candidates will have experience in Child Support, process and Systems analysis and re-engineering applications. Requirements and Deliverables are identified in Appendix C, Requirements and Deliverables.

See Appendix I: *An Overview of NECSES, ORS and IVR* for a description of the New England Child Support Enforcement System, the existing data mart and the Interactive Voice Response facility.

A-2 Child Support IT Organization and Infrastructure

The State dedicates staff resources to the development and maintenance of NECSES.

A-2.1 DCSS Dedicated Staff

The Division of Child Support Services (DCSS) has long maintained a dedicated staff to manage the applications, identify needed modifications, define requirements and oversee their development and Implementation. The current compliment is as follows:

Role	Function
IT Manager	Oversees all IT activities and functions of DCSS
Business Systems Analyst II	Oversees operations and new development
Management Analyst	Manages NECSES Help Desk, serves as the analyst for financial processing functionality and test coordinator

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

Business Systems Analyst I	Administers Document Management Solution and serves as the analyst for NECSES case management functionality
Supervisor I	Coordinates scheduling and interfaces
Tech Support Specialist	Serves as primary Help Desk resource and assist in testing
Supervisor IV (Part-time)	Serves as a report specialist and data analyst
Program Specialist IV	Serves a dual role as a report specialist and data analyst and also as the Data Safeguarding Monitoring Officer

A-2.2 DoIT Application Maintenance and Development Staff

The Department of Information Technology (DoIT) also dedicates resources to NECSES as shown in the table below

Title	Count	Function
Information Technology Manager (Part-Time)	1	Part-time Information Technology Consulting Support
Software Development Specialist	1	Provides NECSES IT infrastructure support
Data Warehouse Specialist (Part-Time)	1	Provides Federal Financial Database and Reporting support

The current vendor dedicates resources to NECSES as shown in the table below

Title	Count	Function
Project Director (Part-Time)	1	Part-time Information Technology Consulting Support
Project Manager	1	Manages development and maintenance schedules
Business Analyst	2	NECSES development and maintenance support
Application Developer	6	NECSES development and maintenance support
Op Scheduler	1	Manages daily system operations

A-2.3 NECSES Operations

The NECSES application resides on application servers located at the State's Data Center with operational and production support supplied by DoIT and contracted resources.

A-3 Technical Architecture

A-3.1 NECSES, ORS and IVR Current and Future Systems Environment

The NECSES 2.0 application is written utilizing the following software for the application server: Redhat Linux, Oracle Web Logic Server and Oracle Forms and

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

Reports. The NECSES 2.0 application utilizes Oracle Linux OS and Oracle Database for the database. Versions are available upon request. Users access the NECSES 2.0 application using a secure URL via the Internet. There are interfaces to local financial institutions, the Federal government, the NECSES reporting environment, and other State applications. There are one hundred forty (140) batch jobs that typically run in off hours to execute case management activities, provide alerts to workers, distribution and disbursement of collections, interfaces and other key processes.

The Operational Reporting System consists of data tables within an Oracle RDBMS. This data mart is used to produce federal reports and a variety of operational and managerial reports. The Interactive Voice Response system is updated daily with collection and disbursement data allowing custodial and non-custodial parents to access a limited set of data about their case. Further documentation describing these technology components can be found in Appendix I, *AN OVERVIEW OF THE DIVISION OF CHILD SUPPORT SYSTEMS*.

A-3.2 New Hampshire Technical Standard and Preferences

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.

A-3.3 NH IT Security Standards

GENERAL SPECIFICATIONS:

A-3.3.1 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.

A-3.3.2 Web-based compatible and in conformance with the following W3C standards:

- XHTML 1.0,
- CSS 2.1,
- XML 1.0 (fourth edition),
- Ability to operate in a virtual environment, with VMWare,
- Compatibility with EMC Networker for managing backups, and
- Operates on an Oracle/Linux or Microsoft SQL database platform.

APPLICATION SECURITY:

A-3.3.3 Verify the identity of or authenticate all applications, services, and processes before allowing use of the system to prevent access to inappropriate or confidential data or services.

A-3.3.4 Verify the identity and authenticate all of the system's human users before allowing them to use its capabilities to prevent access to inappropriate or confidential data or services.

A-3.3.5 Enforce unique user names.

A-3.3.6 Enforce complex passwords for Administrator Accounts of ten characters or more in accordance with DoIT's statewide User Account and Password Policy.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

- A-3.3.7 Enforce the use of complex passwords for general users using capital letters, numbers and special characters.
- A-3.3.8 Encrypt passwords in transmission and at rest within the database.
- A-3.3.9 Expire passwords after a definite period of time.
- A-3.3.10 Authorize users and client applications to prevent access to inappropriate or confidential data or services.
- A-3.3.11 Provide ability to limit the number of people that can grant or change authorizations.
- A-3.3.12 Establish ability to enforce session timeouts during periods of inactivity.
- A-3.3.13 Ensure application has been tested and hardened to prevent critical application security flaws. At a minimum, the application shall be tested against all flaws outlined in the Open Web Application Security Project (OWASP) Top Ten (http://www.owasp.org/index.php/OWASP_Top_Ten_Project).
- A-3.3.14 The application shall not store authentication credentials or sensitive Data in its code.
- A-3.3.15 Audit all attempted accesses that fail identification, authentication and authorization requirements.

- A-3.3.16 The application shall log all activities to a central server to prevent parties to application transactions from denying that they have taken place. The logs must be kept for seven (7) years (IRS Requirement).
- A-3.3.17 The application must allow a user to explicitly terminate a session. No remnants of the prior session should then remain.
- A-3.3.18 Do not allow Software and System Services for anything other than their designed for use.
- A-3.3.19 The application Data shall be protected from unauthorized use when at rest.
- A-3.3.20 The application shall NOT display explicit error and exception handling when not executing as designed in the production environment.
- A-3.3.21 Keep any sensitive Data or communications private from unauthorized individuals and programs.
- A-3.3.22 Subsequent application enhancements or upgrades shall not remove or degrade security requirements.
- A-3.3.23 All DCSS IT applications and tools shall comply with IRS security requirements.

A-4 Related Documents Required at Contract Time

- a. Certificate of Good Standing/Authority must be dated after April 1 of the current year and available from the Office of the Secretary of State by calling (603) 271-3246. Forms are also available on: <http://sos.nh.gov/corpddivcontact.aspx>
- b. Certificate of Vote (Appendix G-6)
- c. Proof of Insurance Compliance with Appendix G-4: *State of New Hampshire Terms and Conditions*, Section 14: *Insurance*.
- d. Proof of Workers' Compensation Insurance

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

APPENDIX B: MINIMUM STANDARDS FOR PROPOSAL CONSIDERATION

Information is requested in Section 4.19: *Proposal Content*, to enable the State to Contract for Project Planning and Implementation with an experienced Vendor. Coverage in Appendix B is limited to specific minimum requirements. A Proposal that fails to satisfy the requirements in this section may be rejected without further consideration.

The State seeks proven, experienced staff to work with State personnel in accordance with the Requirements and Deliverables of Appendix C: *Requirements and Deliverables* and Appendix E: *Standards for Vendor Qualifications*.

The minimum standards for Proposal consideration include:

B-1 Proposal Submission

The Proposal must be submitted on time, as defined in this RFP in Section 1.4: *Schedule of Events*, follow the instructions as set forth in Section 4.1, and be presented in the format described in Section 4.17 *Proposal Format* and Section 4.18 *Proposal Organization*.

B-2 Compliance with System Requirements

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

B-3 Inclusion of the Transmittal Form Letter

Inclusion of the properly completed Transmittal Form Letter contained in Section 4.19.2: *Transmittal Form Letter* of this RFP.

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STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

APPENDIX C: REQUIREMENTS AND DELIVERABLES

C-1 Requirements and Activities

The State of New Hampshire is releasing this RFP to procure professional consulting Services for the purpose of maintaining the existing NECSES 2.0 applications while simultaneously developing and executing a plan for upgrading NECSES 2.0. The upgrade will encompass both the technology and the functionality.

Phase I, NECSES 2.0 System Maintenance and Operations

The maintenance of the existing NECSES portion of the procurement seeks qualified professionals to assist the State in the maintenance and operations of the existing NECSES 2.0 applications and databases. The work will consist of task order and change request analysis, solution design, coding, testing, and testing support, support for deployment and nightly batch schedules, and on-call support.

Phase II, Planning and Design

In the Phase II, Enhancement Planning portion of the Contract, the Vendor will perform the following services:

1. Analyze existing Requirements Documents as a basis for planning the functionality and technology upgrades ;
2. Over 330 system requirements have already been documented by the State in addition to the requirements implemented in October 2014. The Vendor shall verify these requirements and supplement them as necessary;
3. Offer recommended best practices;
4. Where necessary delineate detailed business rules to support the requirements;
5. Consult State standards, Data Center management, and industry trends to recommend a set of technologies to be employed; and
6. Prepare and submit a multi-year detailed plan for completing the upgrade of DCSS systems by developing and deploying modular components.

The Vendor shall prepare and submit a modular upgrade plan consisting of a general systems design document detailing the following:

- a. A recommended sequence for upgrading and deploying each of the following subsystems:
 1. Case Initiation,
 2. Locate,
 3. Establishment,
 4. Enforcement,
 5. Case Management,
 6. Financial Management,
 7. Reporting,
 8. System Administration and Security,
 9. Enhanced reporting capability, and
 10. DCSS Contact Center;
- b. Functional and technical requirements for each subsystem;
- c. A detailed recommendation covering the platform, architecture and systems tool sets to be employed;

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

- d. A detailed presentation of Vendor and State resources required by activity along with a timeline for each enhancement; and
- e. A detailed estimate of the costs for each enhancement.

Phase III, Development and Implementation

Phase III, Enhancement Execution, will carry out the plan developed during the Phase II planning portion of the anticipated Contract. Upon State approval of the plan submitted in Phase II, the State will issue Task Orders for particular work and the Vendor shall execute the Task Orders subject to State oversight and ongoing approval. This portion will be conducted on a Firm Fixed Price basis for each enhancement. The State Project Manager will request the Contractor to quote a price for upgrading a particular systems element. The Contractor will deliver the quote and when accepted by the State, the State Project Manager shall instruct the Vendor to prepare a detailed development plan for one or more selected enhancements. The Vendor shall execute the plan subject to State oversight and ongoing approval as outlined below in Section C. 1.2, *Anticipated Contract*.

Phase IV, Enhancement Maintenance and Operations

Upon deployment of a planned system enhancement the Post Deployment Maintenance Phase will begin. The Vendor will be tasked with as required maintenance activities by the State Project Manager in a manner similar to that employed during Phase III.

Risk management is an integral component of New Hampshire's Project management methodology and as such plays a role at every Project phase. As such, it will be an essential factor throughout the Project.

Qualified candidates will have considerable experience in process and Systems analysis and re-engineering; be familiar with the stress testing and tuning required in support of the deployment of their application in their specified environments; familiarity with federal procurement and approval regulations codified at 45 CFR Part 95 and related documents governing IT Service procurement. In addition, they will possess demonstrated expertise in achieving and maintaining Child Support System Certification.

The State will make all reasonable efforts to make staff available to the selected Vendor in accordance with the Work Plan. The Work Plan will be a living document that is maintained and updated by the Vendor throughout the life of the Project.

Federal Certification

All development must meet the Federal Certification requirements as set forth in the Family Support Act of 1986 (FSA) and the Personal Responsibility Work Opportunity Reconciliation Act of 1996 (PRWORA).

C-1.1 Anticipated Contract

The State plans to execute a Not To Exceed Contract with BOTH the time and materials and Firm Fixed Price Deliverables based component, resulting from this RFP.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

1.1.1 Firm Fixed Price Component

Phase I NECSES 2.0 System Maintenance and Operations – The Vendor shall provide a team of resources capable of supporting the daily maintenance and operations of the NECSES applications. This shall be a Firm Fixed Price Deliverables based engagement determined annually.

1.1.2 Firm Fixed Price Deliverables Based Component

Phase II: Design and Development– The Vendor shall perform research and analysis of the State’s child support enforcement system requirements and prepare a requirements document and Implementation Plan for the enhancement of the current systems. This shall be a Firm Fixed Price Deliverables based engagement. The Vendor shall include a fixed price quote for Phase II within the Proposal responding to this RFP.

1.1.3 Firm Fixed Price Component

Phase III: Implementation Phase – The Implementation of the enhancements will be based upon the resulting requirements document and Implementation Plan developed in Phase II. Upon State approval of Phase II, the State plans to work with the Vendor to develop Task Orders (including a full Statement of Work), for the execution phase of the Project. The Vendor shall issue a Firm Fixed Price quote for the execution of individual Task Orders. This quote shall be based on labor rates previously established in the Contract.

1.1.4 Firm Fixed Price Component

Phase IV: Post Deployment Maintenance – The on-going maintenance and new development as required after the enhancements anticipated in this RFP will operate in a manner similar to Phase III. Tasks will be identified and commissioned by the State Project Manager. The Vendor shall issue a Firm Fixed Price quote for the execution of individual Task Orders. This quote shall be based on labor rates previously established in the Contract.

C-1.2 Software Development Cycle

Each Deliverable involving the development of code will employ the following cycles:
Issuance of the Performance Task Order,

- 1.2.1 Delivery of a Detailed Requirements Document and guided walk through of the document,
- 1.2.2 State Acceptance/rejection of the Requirements Document,
- 1.2.3 Delivery of a Detailed Design Document and guided walk through of the document,
- 1.2.4 State Acceptance/rejection of the Design Document,
- 1.2.5 Regular status reports,
- 1.2.6 Delivery of a training plan, if required by the State Project Manager,
- 1.2.7 Testing using a full suite of unit, System, integration, regression and user Acceptance testing,
- 1.2.8 Stress testing and tuning using appropriate tools as identified in 6.11.2.
- 1.2.9 Delivery of code and Documentation along with guided walk through of the code,

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

- 1.2.10 State Acceptance/rejection of the code and Documentation,
- 1.2.11 Delivery of the Deployment Plan,
- 1.2.12 State Acceptance/rejection of the Deployment Plan,
- 1.2.13 Delivery of training, and
- 1.2.14 Deploy the code.

C-2 Deliverables

The Vendor will be required to deliver the following items. Because of the nature of the Project there are four distinct phases. The first is to assist State resources in maintaining the existing NECSES. The second is focused on planning and the third concentrates on executing the plan and reporting on plan progress. The Deliverable documents will be supplied to the State in both hard and soft copy using applications acceptable to the State.

PHASE I, NECSES 2.0 Maintenance and Operations		
Deliverables	Suggested Due Date (Business days)	Payment Schedule
Qualified programming resources to perform on-going maintenance of NECSES.	No later than fifteen (15) days after the State instructs the Vendor to supply qualified resources.	N/A
Monthly Invoices	Monthly	Monthly based on accepted and approved invoices
PHASE II, Planning and Design		
Deliverables	Suggested Due Date (Business days)	FFP Based Vendor Quote
A modular development and Deployment plan containing:	N/A	N/A
<ul style="list-style-type: none"> a. Conduct requirements validation sessions using existing requirements documents b. An initial recommendation for the sequence and timeline for developing and deploying each modular component; c. An estimate of the costs and Vendor resources to be used for the development and Deployment of each enhancement; d. A delineation of State resources, human and other, to be used for the development and Deployment of each enhancement; e. An analysis and delineation of the dependencies between and amongst enhancements; and f. A description of where the development will take place. 	N/A	N/A

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

Draft and submit a Modular Development and Deployment Plan presenting the results of a. through f. above.	No later than one hundred and twenty (120) days after the start of work on the Project.	Upon State Acceptance of this Firm Fixed Price Deliverable
PHASE III, Development and Implementation		
Deliverables	Suggested Due Date (Business days)	FFP Based Vendor Quote
Developing and deploying an assigned enhancement.	N/A	N/A
a. A detailed statement of the scope, effort, resources and cost required to complete the designated enhancement compiled in a Detailed Workplan.	Ten (10) days after assignment by the State Project Manager	N/A
b. A comprehensive Requirements Document describing the business processes and the business rules of DCSS as well as the IT elements required to support them.	Thirty (30) days after assignment by the State Project Manager	10% of State accepted estimate of cost
c. A Detailed Design Document delineating the functionality to be built and the methods for delivering the functionality described in the Requirements Document.	Thirty (30) days after State Acceptance of Requirements Document	20% of State accepted estimate of cost
d. A Test Plan and test scripts that comprehensively tests the new functionality as well as providing for regression testing against previously delivered functionality as delineated in Section 6.11.	Thirty (30) days after State Acceptance of Requirements Document	20% of State accepted estimate of cost
e. A Training Plan and training materials.	No less than thirty (30) days prior to the beginning of user training.	10% of State accepted estimate of cost
f. Obtain State approval for Deployment after completion of User Acceptance Testing.	As appropriate	10% of State accepted estimate of cost
g. Deployment of the new functionality after State Acceptance of User Acceptance Testing and delivery of training.	As approved by the State Project Manager	5% of State accepted estimate of cost
h. Successful completion of 100 day Warranty Period	As approved by the State Project Manager	25% of State accepted estimate of cost
Phase IV, Enhancement Maintenance and Operations		
Deliverables	Suggested Due Date (Business days)	FFP Based Vendor Quote
Completion of assigned tasks.	N/A	N/A
Employ System Development Life Cycle as used above in Enhancement Execution Phase	As Above	As Above

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

C-3 Submission of Deliverables, Acceptance and Payment

3.1 Submission of Deliverables

Each of the Deliverables described above will be submitted to the State no later than the date agreed upon and documented in the Work Plan. In addition to delivering hardcopy documents the, Vendor will also be required to present the Deliverable in a “walkthrough” session(s) of sufficient depth and duration for the State to fully understand the Deliverable. The State will have ten (10) business days to study the Deliverable and return comments to the Vendor. The Vendor will then have a further five (5) days or an agreed upon period of time to make revisions and submit the final Deliverable to the State.

3.2 Acceptance of Deliverables

After submission of the final Deliverable, the State will have five (5) business days to determine whether the Deliverable is acceptable. Within five (5) days of receipt, the State will inform the Vendor as to whether the Deliverable is acceptable.

3.3 Payment

Upon notification of the Acceptance of a Deliverable, the Vendor may submit a claim for payment.

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STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

APPENDIX D: TOPICS FOR MANDATORY NARRATIVE RESPONSES

Vendors must limit narrative responses describing the Technical, Services and Project Management topics defined for this RFP Project. The following table identifies specific topics for narratives. A page limit is identified for each topic.

D-1 Requirements and Deliverables Topics

This subsection provides a series of topics related to performance of the activities and delivering the products described in this RFP. The State will consider how the Vendor’s Proposal addresses these topics in selecting a Vendor to perform the work described in this RFP. The recommended maximum length of response for each topic is defined in the table below.

Requirements and Deliverables Topics	
Topic	Suggested Page Limit
Topic 1 – Solution, Activities and Services Offered	5
Topic 2 – Deliverables Offered	5

Topic 1: Solution, Activities and Services Offered – Provide a detailed plan to include specific components of the Solution offered which shall include products and activities the Vendor is proposing to offer the State. The response must include in the Proposal a description of the following:

- a. For the NECSES Maintenance Portion (Phase I) describe:
 - A statement that the Vendor accepts the terms of the RFP,
 - A statement offering qualified resources, and
 - The availability of each resource;
 - Time and Materials model

Provide a detailed plan to include specific components of the Solution offered which shall include services, products and activities the Vendor is proposing to offer the State. The response must include a description of the following:

- b. For the Enhancement Planning Portion (Phase II) describe:
 - How the overall engagement will occur,
 - Identify timeframes for performing milestones,
 - The process to be employed to gather information,
 - The resources to be employed, including both State and Contractor by milestone,
 - The time commitment required for both State and Contractor resources,
 - The proposed method of presenting the Deliverable to the State, and
 - The communication plan to be employed;

Provide a detailed plan to include specific components of the Solution offered which shall include services, products and activities the Vendor is proposing to offer the State. The response must include a description of the following:

- c. For the Enhancement Execution Portion (Phase III) describe:

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

- The methodology to be employed to manage the modular development,
- The level of State staff involvement required to support each task identifying specific resource types and their time commitment by development phase,
- The methodology the Vendor will employ to identify and mitigate risks during each successive of development,
- The location(s) where development work will occur,
- How Deliverables will be presented to the State,
- The stress testing and tuning approach, and
- How the Vendor plans to work with the State during Deliverable review;

Provide a detailed summary to include specific components of the Solution offered which shall include services, products and activities the Vendor is proposing to offer the State. The response must include a description of the following:

- d. For the Post Deployment Maintenance Portion (Phase IV) describe:
- The level, type and number of resources proposed to maintain the enhanced systems,
 - The proposed method for managing the maintenance and development work commissioned for the enhanced NECSES, and
 - Where maintenance and development work will be performed and how the environments will be maintained and managed.

Topic 2: Deliverables Offered – Provide a detailed summary of the specific Deliverables offered to the. This will include gauging the clarity, quality and specificity of the offered Deliverables and determining how well the Deliverables meet the State’s needs.

D-2 Project Management Topics

This subsection provides a series of 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. The recommended maximum length of response for each topic is defined in the table below.

Project Management Topics	
Topic	Suggested Page Limit
Topic 3 – Meetings and Reports	2
Topic 4 – Scope Control	2
Topic 5 – Work Plan	Unlimited
Topic 6 – User Training Approach for New Development	6
Topic 7 – Technical Knowledge Transfer	5
Topic 8 – Testing	6
Topic 9 – System Acceptance Criteria	6
Topic 10 – Risk and Issue Management	3
Topic 11 – Quality Assurance Approach	6
Topic 12 – Help Desk Support	3
Topic 13 – Support and Maintenance	2

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

Topic 3: Meetings and Reports – Provide a detailed meeting and report schedule which will serve the needs of State Project leaders and will evaluate reports produced.

At a minimum, the State expects the following:

- **Introductory Meeting:** Participants will include key Vendor staff and State Project leaders. This meeting will enable leaders to become acquainted and establish any preliminary Project procedures.
- **Kickoff Meeting:** Participants will include the State and Vendor Project teams. This meeting is to establish a sound foundation for activities that will follow.
- **Status Meetings:** Participants will include Project leaders from the Vendor and the State. These meetings, which will be conducted at least twice monthly, will address overall Project status and any additional topics needed to remain on Schedule and within budget. A status report from the Vendor will serve as the basis for discussion.
- **Special Meetings:** Need may arise for a special meeting with State leaders or Project stakeholders to address specific issues.
- **Exit Meeting:** Participants will include Project leaders from the Vendor and the State. Discussion will focus on lessons learned from the Project and on follow-up options that the State may wish to consider.

The State expects the Vendor to prepare agendas and background for and minutes of meetings. Background for each status meeting must include an updated Work Plan. Drafting of formal presentations, such as a presentation for the kickoff meeting, will also be a Vendor responsibility.

Vendor shall submit reports in accordance with the Schedule and terms of the Contract. All reports shall be prepared in formats approved by the State. The Vendor's Project Manager shall produce reports related to Project Management as reasonably requested by the State. Vendor shall produce Project status reports, which shall contain, at a minimum, the following:

- a. Project status as it relates to Work Plan
- b. Deliverables status
- c. Accomplishments during weeks being reported
- d. Planned activities for the upcoming two (2) week period
- e. Future activities
- f. Issues and concerns requiring resolution
- g. Report and remedies in case of falling behind Schedule

Describe the process that will be employed. Be sure to cover the following:

- Timing, duration, recommended participants and agenda for the kickoff meeting;
- Frequency and standard agenda items for status meetings;
- Availability for special meetings; and
- Agenda for the exit meeting.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

As an appendix, provide an example of status reports prepared for another Project.

Topic 4: Scope Control – The State will evaluate the degree to which proposed modifications in scope are scrutinized to ensure that only essential changes are approved. Evaluation will also address the quality and timeliness of information that will be available about a proposed scope change.

Provide the following:

- Suggest an approach for scope control. Describe how the approach has been employed effectively on another project.
- Demonstrate your firm's ability to manage scope creep by discussing tools and methodologies, as well as past project experiences.

Topic 5: Work Plan – 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 expects Proposals to include both a Gantt (MS Project 2010) and an accompanying narrative (MS Word 2010). At a minimum, the State expects the following: Response Page Limit: None

- 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:

- Provide a preliminary Work Plan depicting tasks, task dependencies, Schedule, milestones, Deliverables, payment Schedule and resource utilization. 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 and resource utilization related to specific tasks and Deliverables as well as identifying where the Vendor plans to locate the resource during engagement in the Project.
- Describe all Deliverables to be produced in the Project. Ensure that all Deliverables and milestones are identified in the Work Plan. Identify and discuss the following:
 - All assumptions upon which the Work Plan is based;
 - Descriptions of recommended roles by activity and time required for both State and Vendor members of the Project Team;
 - Assignments of members of the Vendor's team identified by role to specific tasks; and
 - Critical success factors for the Project.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

- Discuss how this Work Plan will be used and State access to plan details, including resource allocation. Also, discuss frequency for updating the plan, at a minimum bi-weekly, and for every status meeting. Explain how the State will know whether the Project is on Schedule and within budget.

Topic 6: User Training Approach for New Development – 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 understands the importance of training for a successful Software Implementation. The State seeks a detailed discussion of training alternatives in addition to a recommended training approach.
- Describe the process for an assessment of needs; identifying casual, power, and specialty users; developing a curriculum for each audience; and conducting, evaluating, and refining training courses.
- Questions to address include, but are not limited to, the following:
 - What type of training (instructor led vs. computer based) will be used for each purpose and why?
 - What methods will be employed to evaluate training activities?
 - How will training be coordinated with other user support activities?
 - 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 7: Technical Knowledge Transfer – 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 courses, 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

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

training and knowledge transfer would allow the State to operate independently when the Implementation ends.

Topic 8: Testing – The State will evaluate the quality of support the Vendor will supply to assist State testing staff and the effectiveness of the proposed Defect tracking and resolution process. The ability of the State Project leadership to participate in analysis, classification, and establishment of priorities for suspected Defects will also be evaluated.

State staff will conduct Acceptance Testing, but support from the selected Vendor is required; refer to Appendix G-1: Testing and Acceptance.

Provide a detailed summary to reflect the following:

- Describe your testing methodology and include a proposed test plan.
- Will configured Software be delivered in functional components for State Acceptance Testing?
- How much time should the State allow to complete User Acceptance Testing of a component?
- What test management and test driver tools will be employed in quality assurance testing prior to delivery of code to the State? Will these tools be available to the State for use in Acceptance Testing?
- What support will be provided to prepare State staff during Acceptance testing? How will on-site support for the State testing team be provided?
- 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?

Topic 9: System Acceptance Criteria – The State will evaluate whether proposed Acceptance criteria will assure the State that the new System is functioning effectively before being turned over for State maintenance.

- Provide a detailed summary which proposes measurable criteria for State final Acceptance of the System. Discuss how the proposed criteria serve the interest of the State.

Topic 10: Risk and Issue Management – The State will evaluate the extent to which the proposed approach will contribute to the timely identification and effective action on issues and risks. The State will also evaluate whether the approach recognizes and addresses appropriate State involvement in risk and issue management.

- Provide a detailed summary of proposed methodologies for risk and issue management. Discuss State and Vendor responsibilities. The State seeks a clear means to compare planned versus actual status, including percentages, at a sufficiently detailed level to ensure the State can adequately monitor the progress of the Project. Be sure to identify any essential time constraints on State actions. Escalation procedures will be defined in a Contract between the State and the Vendor.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

Topic 11: Quality Assurance Approach – The State will evaluate the degree to which proposed procedures will ensure that Deliverables require limited modification when submitted for approval.

- Provide a detailed summary of your proposed Quality Assurance Approach regarding the following deliverables:
 - Written Deliverables, such as a training plan;
 - Software Deliverables, such a configured software enhancement; and
 - Non-Software Deliverables, such as conduct of a training course.
- Describe the methodology that will be employed to assure that each type of Deliverable is of high quality before submission for State consideration. Discussion should include but not be limited to:
 - Provision for State input to the general content of a Written Deliverable prior to production;
 - The standard for Vendor internal Review of a Written Deliverable prior to formal submission; and
 - Testing of Software Deliverables prior to submission for Acceptance testing.

Topic 12: Help Desk Support – The State will evaluate the degree to which the Vendor will absorb demand for help desk support upon Implementation of the new System and prepare State staff to assume full responsibility for providing help desk Support when demand stabilizes.

- The State currently operates a help desk, with different groups addressing hardware and applications issues. Demands on the State help desk are likely to evolve significantly with Implementation of the proposed Software Solution. For example, a demand for support is likely to peak shortly after Implementation. The State seeks support for peak demand and to assist in evolution of its existing capacity.
- Describe support for the help desk function incorporated into the Proposal. Include discussion of the following:
 - Coordination of help desk with change management and training activities;
 - Recommended help desk software tools;
 - Training to be provided to the help desk agents;
 - Suggested escalation procedures;
 - Interim staffing for peak help desk demand periods and transition to a permanent arrangement;
 - Development of a help desk knowledge base; and
 - Metrics based on help desk inquiries.

Topic 13: Support and Maintenance – Provide a detailed proposed support and maintenance plan which includes a description of the types and frequency of support, detailed maintenance tasks – including scheduled maintenance and upgrades, and any other

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

dependencies for on-going support and maintenance of the system. This narrative should reflect current “best practices” for these tasks.

- Describe how general support and maintenance skills are transferred to State technical support personnel for knowledge sharing.
- Describe how are support and maintenance issues are tracked detailing methodology and if any additional software is required.
- Describe process for maintenance of the general knowledge base.
- Describe any particular procedures required to handle escalation and emergency calls
- Detail the plan for preventive maintenance and for upgrade installations
- Detail the types and frequency of support tasks required

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STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

APPENDIX E: STANDARDS FOR DESCRIBING VENDOR QUALIFICATIONS

Vendor qualifications are an important factor in evaluating the Vendor's Proposal. To facilitate evaluation of Vendor qualifications, the State seeks information about the corporate qualifications of each Vendor proposed to participate in the Project and the qualifications of staff proposed for Support Services Consultant staff roles. This appendix identifies specific information that the State requires Vendors to submit as part of the Proposal.

E-1 Required Information on Corporate Qualifications

The Vendor submitting a Proposal in response to this RFP must identify any Subcontractor(s) and provide the following for the Vendor and each Subcontractor identified:

These include the corporate overview, financial strength pending litigation, experience with similar projects and demonstrated ability to carry the Project to a successful conclusion. Evaluators will be looking for the Vendor's prior experience with Projects of similar:

- Size,
- Subject matter,
- Complexity, and
- Duration

E-1.1 Corporate Overview (1 Page Limit)

Identify the proposed role of the Vendor and any proposed Subcontractor related to this RFP. The overview must address each of the following:

- Describe the major business areas of the firm with specific focus on the business unit proposed to perform the work offered in the Proposal,
- The size of the business unit and the number of resources prepared to backup the personnel offered in the Proposal,
- Provide a high-level description of the parent firm and the Proposal offering business unit's organization,

E-1.2 Financial Strength

Provide the following:

- The current Dunn & Bradstreet report;
- The firm's four most recent audited financial statements; and
- The firm's most recent un-audited, quarterly financial statement.

E-1.3 Litigation

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

E-1.4 Describe the business unit's experiences with the engagements similar to the one presented in this RFP and specifically address:

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

- Size and scope of the project including the number and types of resources employed,
- Subject matter,
- Complexity, and duration of the project,
- Whether data conversion was an element of the project and how it was handled,
- Corporate experience with similar projects, and
- Experience with developing and deploying new functionality and migrating functionality and data

E-2 Qualifications of the Vendor to Manage Effort (5 Page Limit)

Provide a detailed description of the corporate experience in managing similar Projects including references that the State can contact. In order to invite Vendors to use their creativity and experience in responding to this RFP, the State has not stipulated the number and type of resources the Vendors should propose. The State awaits Proposals from Vendors to see what the marketplace can offer.

1. Organization and Size of the Vendor's Proposed Project Team: Provide a detailed narrative description and a Gantt chart presenting how the Vendor proposes to staff the Project, identifying where various tasks will be performed, the resources that will perform the tasks and when each task will occur.
2. Qualifications of Proposed Project Manager: In addition to identifying the Vendor's proposed Project Manager the Proposal must describe the offered individual's education, experience, and references.

E-3 Qualifications of Consultant Support Services Staff (Unlimited)

Provide detail descriptions of the background, experience and skills of the proposed Support Services Consultant staff.

- a. Background and Work History Qualifications: Topics that will be considered in evaluating background and work history include but are not limited to education, training, experience in similar or related Projects:
 - (1.) Demonstrated expertise in Redhat Linux, Oracle Web Logic Server and Oracle Forms and Reports 11g, Oracle Linux OS 6 and Oracle Database 11g, modern languages, tools, utilities and methods,
 - (2.) Expertise in the fundamentals of the Child Support Program including demonstrated excellence in designing and implementing child support business functions, familiarity with child support applications and the federal requirements for System Certification;
 - (3.) Demonstrated excellence in Project management,
 - (4.) Demonstrated excellence in requirements gathering and analysis including methods for requirements gathering, evaluation and integration as well as methods for documenting and communicating,
 - (5.) Demonstrated excellence in application design,
 - (6.) Demonstrated excellence in application architecture and database design,
 - (7.) Demonstrated excellence in Child Support application development and maintenance,
 - (8.) Demonstrated excellence in migrating applications and data, and

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

- (9.) Demonstrated excellence in conducting testing and deploying applications.
- b. Although the State recognizes that staff availability is somewhat uncertain, qualifications of the Vendor Consultant Support Services staff assigned to the Project are critical. Therefore, the State asserts its privilege of interviewing, evaluating and approving each resource before and during the course of the Project.

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STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

APPENDIX F: PRICING WORKSHEETS

A Vendor's Cost Proposal must be based on the worksheets formatted as described in Appendix F.

F-1 Proposed Date and Price for Deliverables

Use the format provided in the following table to present the proposed Deliverable Schedule and desired payment for each Deliverable.

Table F-1: Worksheet 1- Proposed Date and Price for Deliverables

PHASE I, NECSES 2.0 Maintenance and Operations		
Deliverables	Suggested Due Date (Business days)	Payment Schedule
Qualified programming resources to perform on-going maintenance of NECSES.	No later than fifteen (15) days after the State instructs the Vendor to supply qualified resources.	N/A
Monthly Invoices	Monthly	Monthly based on accepted and approved invoices
PHASE II, Planning and Design		
Deliverables	Suggested Due Date (Business days)	FFP Based Vendor Quote
A modular development and Deployment plan containing:	N/A	N/A
<ul style="list-style-type: none"> a. Conduct requirements validation sessions using existing requirements documents b. An initial recommendation for the sequence and timeline for developing and deploying each modular component; c. An estimate of the costs and Vendor resources to be used for the development and Deployment of each enhancement; d. A delineation of State resources, human and other, to be used for the development and Deployment of each enhancement; e. An analysis and delineation of the dependencies between and amongst subsystems; and f. A description of where the development will take place. 	N/A	N/A

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

Draft and submit a Modular Development and Deployment Plan presenting the results of a. through f. above.	No later than one hundred and twenty (120) days after the start of work on the Project.	\$
PHASE III, Development and Implementation		
Deliverables	Suggested Due Date (Business days)	FFP Based Vendor Quote
Developing and deploying an assigned enhancement.	N/A	N/A
a. A detailed statement of the scope, effort, resources and cost required to complete the designated enhancement compiled in a Detailed Workplan.	Ten (10) days after assignment by the State Project Manager	N/A
b. A comprehensive Requirements Document describing the business processes and the business rules of DCSS as well as the IT elements required to support them.	Thirty (30) days after assignment by the State Project Manager	10% of State accepted estimate of cost
c. A Detailed Design Document delineating the functionality to be built and the methods for delivering the functionality described in the Requirements Document.	Thirty (30) days after State Acceptance of Requirements Document	20% of State accepted estimate of cost
d. A Test Plan that comprehensively tests the new functionality as well as providing for regression testing against previously delivered functionality as delineated in Section 6.11.	Thirty (30) days after State Acceptance of Requirements Document	20% of State accepted estimate of cost
e. A Training Plan and training materials.	No less than thirty (30) days prior to the beginning of user training.	10% of State accepted estimate of cost
f. Obtain State approval for Deployment after completion of User Acceptance Testing.	As appropriate	10% of State accepted estimate of cost
g. Deployment of the new functionality after State Acceptance of User Acceptance Testing and delivery of training.	As approved by the State Project Manager	5% of State accepted estimate of cost
h. Successful completion of 100 day Warranty Period	As approved by the State Project Manager	25% of State accepted estimate of cost
Phase IV, Enhancement Maintenance and Operations		
Deliverables	Suggested Due Date (Business days)	FFP Based Vendor Quote
Completion of assigned tasks.	N/A	N/A

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

Employ System Development Life Cycle as used above in Enhancement Execution Phase	As Above	As Above
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F-2 Proposed Resource Utilization Worksheet

Use the format provided in the following table to present for each Deliverable the proposed resource hours by Vendor Staff resource for each Deliverable.

Table F-2: Worksheet - Proposal Resource Utilization Worksheet

Resource Utilization Worksheet				
Deliverable: _____				
Named Resource	Start Date	End Date	Hours	Task/Activity
1				
2				
3				
etc				

F-3 Hourly Rates

Use the format provided in the following table to present the proposed hourly rates for each proposed resource.

Table F-3: Worksheet 3- Hourly Price For Consultant Services

Resource Type	SFY 2016	SFY 2017	SFY 2018	SFY 2019	SFY 2020
1					
2					
3					
Resource Type	SFY 2021	SFY 2022	SFY 2023		
1					
2					
3					

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

APPENDIX G: GENERAL STANDARDS AND REQUIREMENTS

G-1 IT Required Work Procedures

1. All work done must conform to standards and procedures established by the State.
2. All products developed (Requirements, Specifications and Documentation) are work for hire and ownership is in accordance with the New Hampshire Contract Terms and Conditions.
3. Any technical education needed by the Vendor to successfully complete the assumed assignment will be at the sole expense of the Vendor and provided by the Vendor.
4. Vendor must agree to provide an “equal or better” replacement for any personnel who leave employment of the Vendor during the course of the Contract.
5. Vendor must make the individuals available to be interviewed by the State prior to the Project assignment.
6. Vendor and its employees assigned to this Project must sign a “Computer Access and Use Agreement.”
7. The State may require a detailed background check on any individual assigned to the Project, as this Project may involve confidential or sensitive information.
8. Personnel assigned to the State must be available to work within ten (10) business days of the Contract signing.

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STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

G-2 Computer Access and Use Agreement

PLEASE READ THIS AGREEMENT CAREFULLY. IT CONTAINS IMPORTANT INFORMATION ABOUT THE DUTIES YOU MUST UNDERTAKE AND THE RULES YOU MUST ADHERE TO ONCE YOU ARE GRANTED ACCESS TO USE THE STATE OF NEW HAMPSHIRE'S COMPUTER FACILITIES.

G-2.1 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"), User understands and agrees to the following rules:

- That numerous security and privacy regulations, both State and federal apply to client and business information contained in all State of New Hampshire's information systems. Every Authorized User has the responsibility to assure the protection of Information from unauthorized access, misuse, theft, damage, destruction, modification, or disclosure.
- That any person or any use not specifically known by the User as being authorized to access or use Information shall be promptly reported to the appropriate supervisor.
- 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.
- That at no time shall User access or attempt to access any information without having the express authority to do so.
- That at no time shall User access or attempt to access any information in a manner inconsistent with the approved policies, procedures, and /or agreements relating to system entry/access.
- 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 User 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.
- That only equipment or software owned, licensed, or being evaluated by the State, can be used by User. Personal software (including but not limited to palmtop sync software) shall not be installed on any equipment.
- That at no time shall User's confidential computer password(s) or premises access card be shared with or used by any other person.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

- That at no time shall User share or use another person's confidential computer password(s) or premises access card.
- That at no time shall User leave a workstation without first ensuring that the workstation is properly secured from unauthorized access.
- That User must report any and all violations of this Agreement to the appropriate supervisor promptly upon learning of such violation.
- That if User 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.
- That from time to time circumstances may require that this Agreement be modified by the State to reflect any changes in procedure or policy. The User will be notified in writing of any changes and will be required to adhere to such changes.
- That the User acknowledges that he or she has read, fully understands, and agrees to abide by each of the above-stated rules as a condition of being granted access to use Information.

G-2.2 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". The Authorized User understands and agrees that email shall not contain or be used for:

1. Any unlawful purpose.
2. Material that may be viewed as insulting, demeaning, harassing or threatening (including sexual harassment).
3. Distribution of pornographic or obscene material.
4. Profane or abusive language.
5. Distribution of non-business materials including but not limited to jokes, chain letters, cartoons, sound files, amusement or entertainment purposes or executables not specifically business related.
6. Creating or transmitting statements, messages, languages, images, that might constitute hostile or offensive material likely to be disparaging of others based on race, national origin, sex, sexual orientation, age, disability, religious beliefs, or political beliefs.
7. Personal business or commercial business.
8. Invasion of the privacy of others.
9. Any use that compromises the integrity of the systems, network, other network users, or any interruption or disruption of services or equipment.
10. Any use that reflects poorly on a State entity or the State of New Hampshire.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

11. Any lobbying contact or effort in support of such contacts, or causing others to make contact with members of the legislature or legislative committees including but not limited to: preparation and planning activities, research, and other background work that is intended at the time performed, to influence the approval, modification, or rejection of any legislation by the legislature of the State of New Hampshire or any committee thereof without the explicit consent of the Chief Information Officer (CIO) or its designee.
12. Misrepresentation of the Authorized User's identity, including using another's Authorized User ID and password.

Technical support personnel shall not review the content of an Authorized User's communications out of personal curiosity or at the behest of another without the required authorization. Authorized Users shall not intercept, disclose or assist in intercepting or disclosing any electronic communications, except as authorized by this policy.

Authorized Users shall move important information from email message files to shared folders and drives to ensure proper backup. Messages no longer needed shall be purged periodically from personal storage areas. Technical support personnel shall monitor storage usage and advise when limits are approaching storage limits or have been reached and purging is required.

G-2.3 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.

1. Authorized Users are given State provided access to Internet and Intranet resources to assist them in the performance of their jobs.
2. Internet/Intranet Authorized Users are responsible for all material accessed under their user ID.
3. Software for browsing is provided to Authorized Users for State related business use only.
4. The Authorized User understands and agrees that the Internet/Intranet shall not be used for:
 - a. Chat rooms, interactive games, and personal message boards
 - b. Downloading graphics, sound files, video clips or other files for personal use
 - c. Access to or the distribution of pornographic or obscene materials
 - d. Anything that interrupts or disrupts other network Authorized Users, services or equipment
 - e. Violations of the privacy of other Authorized Users or their data
 - f. Intentional copying of any software, program(s), or Data without a prior, good faith determined that such copying is permissible. (Efforts to obtain permission shall be documented)
 - g. Intentional misrepresentation of yourself electronically as another, unless specifically authorized to do so by that Authorized User
 - h. Intentionally developing programs designed to harass users or to infiltrate a computer or computing system and/or damage or alter the software components of same

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

- i. Fund raising or public relations activities not specifically related to State business
- j. Any purpose not directly related to the mission or intent of the Agency

G-3 New Hampshire Certificate of Authority or Certificate of Good Standing

As a condition of Contract award, the Vendor must furnish a Certificate of Authority/Good Standing dated after April 1, 2010, 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.

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STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

G-4 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 Vendor Name		1.4 Vendor Address	
1.5 Vendor 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 Vendor Signature		1.12 Name and Title of Vendor Signatory	
1.13 Acknowledgement: State of _____, County of _____			
<p>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.</p>			
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 Signatory	
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)			
By: _____		On: _____	
1.18 Approval by the Governor and Executive Council			
By: _____		On: _____	

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

All RFP terms and conditions including but not limited to the following Terms and Conditions, shall constitute the basis for any and all Contracts resulting from the RFP.

STATE OF NEW HAMPSHIRE
TERMS AND CONDITIONS

G-4.1 Effective Date: Completion of Services

G-4.1.1 The Contract and all obligations of the parties hereunder shall become effective on the date the Governor and Executive Council of the State of New Hampshire approves this Contract (the “Effective Date”).

G-4.1.2 The State does not require the Vendor to commence work prior to the Effective Date; however, if the Vendor commences work prior to the Effective Date, 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.

G-4.2 Conditional Nature of Contract

Notwithstanding any provision in the Contract to the contrary, all obligations of the State, including, without limitation, the continuance of payments, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments in excess of such available appropriated funds. In the event of a reduction or termination of those funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate the Contract immediately upon giving the Vendor 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: *Account No.* of the *Contract Agreement* in the event funds in that account are reduced or unavailable.

G-4.3 Contract Price: Limitation on Price: Payment

G-4.3.1 The Contract price, method of payment, and terms of payment are identified and more particularly described in Exhibit B: *Price and Payment Schedule*, of the Contract.

G-4.3.2 The payment by the State of the Contract price shall be the only, and the complete reimbursement to the Vendor for all expenses, of whatever nature, incurred by the Vendor in the performance hereof, and shall be the only and the complete compensation to the Vendor for the Services provided under the Contract. The State shall have no liability to the Vendor other than the Contract price.

G-4.3.3 The State reserves the right to offset from any amounts otherwise payable to the Vendor under the Contract those liquidated amounts required or

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

permitted under the Contract, by RSA 80:7 through RSA 80:7-c, or any other provision of law.

G-4.3.4 Notwithstanding anything in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made, exceed the total price limitation of the Contract set forth in block 1.8: Price Limitation of the Contract Agreement.

G-4.4 Compliance by Vendor with Laws and Regulations: Equal Employment Opportunity

G-4.4.1 In connection with the performance of the Contract, the Vendor shall comply with all statutes, laws, regulations, orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Vendor, including, but not limited to, civil rights and equal opportunity laws. The Vendor shall also comply with all applicable local, State, and federal licensing requirements and standards necessary in the performance of the Contract. In addition, the Vendor shall comply with all applicable copyright laws.

G-4.4.2 During the term of the Contract, the Vendor shall not discriminate against employees or applicants for employment in violation of applicable State or federal laws, including but not limited to non-discrimination because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

G-4.4.3 If the Contract is funded in any part by monies of the United States, the Vendor 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 Vendor further agrees to permit the State, or United States, access to any of the Vendor's books, records, and accounts for ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of the Contract.

G-4.5 Regulatory/Governmental Approvals

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

G-4.6 Personnel

G-4.6.1 The performance of the Vendor's obligations under the Contract shall be carried out by the Vendor. The Vendor shall at its own expense provide all personnel, materials and resources necessary to perform the Services under the Contract. The Vendor warrants that all personnel engaged in the Contract

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

G-4.6.2 Unless otherwise authorized in writing, during the term of the Contract, and for a period of six (6) months after the Completion Date of the Contract (Block 1.7 of the Contract Agreement), the Vendor 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 the Contract. This provision shall survive termination of the Contract.

G-4.6.3 The State's Contracting Officer, or his or her successor, shall be the State's representative. In the event of any dispute governing the interpretation of the Contract, the State's Contracting Officer's decision shall be final for the State.

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), the party believing itself aggrieved (the "Invoking Party") shall call for progressive management involvement in the dispute negotiation by 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.

The parties shall use all reasonable efforts to arrange personal meetings and/or telephone conferences as needed, at mutually convenient times and places, between negotiators for the parties at the following successive management levels, each of which shall have a period of allotted time as specified below in which to attempt to resolve the dispute:

Dispute Resolution Responsibility and Schedule Table

	<u>VENDOR TBD</u>	<u>THE STATE</u>	<u>CUMULATIVE ALLOTTED TIME</u>
Primary	TBD	Kim Graham State Project Manager (PM)	5 Business Days
First	TBD	Richard Ward State Project Sponsor	10 Business Days
Second	TBD	William Baggeroer DHHS CIO	15 Business Days

The allotted time for the first level negotiations shall begin on the date the Invoking Party's notice is received by the other party. Subsequent allotted time is days from the date that the original Invoking Party's notice is received by the other party.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

G-4.7 Termination

This section G-4.7 shall survive termination or Contract conclusion.

G-4.7.1 Termination for Default

G-4.7.1.1 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. Failure to perform any other covenant, term or condition of the Contract

G-4.7.1.2 Upon the occurrence of any Event of Default, the State may take any one or more, or all, of the following actions:

G-4.7.1.2.1 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.

G-4.7.1.2.2 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.

G-4.7.1.2.3 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;

G-4.7.1.2.4 Treat the Contract as breached and pursue any of its remedies at law or in equity, or both.

G-4.7.1.2.5 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

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

penalties, and staff time costs; all of which shall be subject to the limitations of liability set forth in the Contract.

G-4.7.1.3 The Vendor shall provide the State with written notice of default, and the State shall cure the default within thirty (30) days.

G-4.7.1.4 No remedy conferred under the Contract is intended to be exclusive of any other remedy, and each remedy is cumulative and in addition to every other remedy in the Contract. The State's election or non-election of any or more remedies shall not constitute a waiver of its right to pursue other available remedies.

G-4.7.1.5 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.

G-4.7.1.6 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 (2X) the total Contract price. Notwithstanding the foregoing, this limitation of liability shall not apply to the Vendor's obligations under Appendix G-4 Section 13: Indemnification.

G-4.7.1.7 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.

G-4.7.2 Termination for Convenience

G-4.7.2.1 The State may, at its sole discretion, terminate the Contract, 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.

G-4.7.2.2 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.

G-4.7.3 Termination for Conflict of Interest

G-4.7.3.1 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

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

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.

G-4.7.3.2 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.

G-4.7.4 Termination Procedure

G-4.7.4.1 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.

G-4.7.4.2 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;
- 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 time, and to the extent directed by the State, any property which is required to be furnished to the 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.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

G-4.8 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, black outs, riots, and acts of War, epidemics, acts of Government, fire, power failures, nuclear accidents, earthquakes, and unusually severe weather.

G-4.9 Confidential Information

G-4.9.1 In performing its obligations under the Contract, the Vendor may gain access to information of the State, including Confidential Information. The Vendor shall not use 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.

G-4.9.2 The Vendor agrees to maintain the confidentiality of and to protect from unauthorized use, disclosure, publication, and reproduction, all 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 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.

G-4.9.3 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 information, and the Vendor shall cooperate with the State in any effort it undertakes to contest the subpoena or other legal process.

G-4.9.4 In the event of unauthorized use or disclosure of the State's information, the Vendor shall immediately notify the State, and the State shall immediately be entitled to pursue any remedy at law, including, but not limited to injunctive relief.

G-4.9.5 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

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

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 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. 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.

G-4.9.6 Access to and Handling of Federal Tax Information

In the course of performing the tasks delineated in this RFP the selected Vendor will come into contact with protected Federal Tax Information (FTI). In compliance with IRS requirements the State provides the following notice to prospective Vendors.

I. PERFORMANCE

In performance of this contract, the contractor agrees to comply with and assume responsibility for compliance by his or her employees with the following requirements:

- (1) All work will be done under the supervision of the contractor or the contractor's employees.
- (2) Any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material will be treated as confidential and will not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Disclosure to anyone other than an officer or employee of the contractor will be prohibited.
- (3) All returns and return information will be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output will be given the same level of protection as required for the source material.
- (4) The contractor certifies that the data processed during the performance of this contract will be completely purged from all data storage components of his or her computer facility, and no output will be retained by the contractor at the time the work is completed. If immediate purging of all data storage components is not possible, the contractor certifies that any IRS data remaining in any storage component will be safeguarded to prevent unauthorized disclosures.
- (5) Any spoilage or any intermediate hard copy printout that may result during the processing of IRS data will be given to the agency or his or her designee. When this is not possible, the contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts, and will provide the agency or his or her designee with a statement containing the date of destruction, description of material destroyed, and the method used.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

- (6) All computer systems processing, storing, or transmitting Federal tax information must meet the requirements defined in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to Federal tax information.
- (7) No work involving Federal tax information furnished under this contract will be subcontracted without prior written approval of the IRS.
- (8) The contractor will maintain a list of employees authorized access. Such list will be provided to the agency and, upon request, to the IRS reviewing office.
- (9) The agency will have the right to void the contract if the contractor fails to provide the safeguards described above.

II. CRIMINAL/CIVIL SANCTIONS:

- (1) Each officer or employee of any person to whom returns or return information is or may be disclosed will be notified in writing by such person that returns or return information disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such returns or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as \$5,000 or imprisonment for as long as 5 years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized further disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRC sections 7213 and 7431 and set forth at 26 CFR 301.6103(n)-1.
- (2) Each officer or employee of any person to whom returns or return information is or may be disclosed shall be notified in writing by such person that any return or return information made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of the contract. Inspection by or disclosure to anyone without an official need to know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000 or imprisonment for as long as 1 year, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized inspection or disclosure of returns or return information may also result in an award of civil damages against the officer or employee [United States for Federal employees] in an amount equal to the sum of the greater of \$1,000 for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

which is the result of gross negligence, punitive damages, plus the costs of the action. These penalties are prescribed by IRC section 7213A and 7431.

- (3) Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(i)(1), which is made applicable to contractors by 5 U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

III. INSPECTION:

The IRS and the Agency shall have the right to send its officers and employees into the offices and plants of the contractor for inspection of the facilities and operations provided for the performance of any work under this contract. On the basis of such inspection, specific measures may be required in cases where the contractor is found to be noncompliant with contract safeguards.

G-4.9.7 This Section G-4.9 shall survive termination or Contract Conclusion.

G-4.10 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.

G-4.11 Vendor's Relation to the State

In the performance of the Contract, the Vendor is in all respects an independent Vendor, and is neither an agent nor an employee of the State. Neither the Vendor nor any of its officers, employees, agents, or members shall have authority to bind the State or receive any benefits, worker's compensation or other emoluments provided by the State to its employees.

G-4.12 Assignment, Delegation and Subcontracts

G-4.12.1 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.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

G-4.12.2 The Vendor shall remain wholly responsible for performance of the entire Contract regardless of whether assignees, delegates, Subcontractors or other transferees (“Successor”) are used, unless otherwise agreed to in writing by the State and the Successor fully assumes in writing any and all obligations and liabilities under the Contract. 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.

G-4.13 Indemnification

The Vendor 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 Vendor, its personnel or agents during the course of performance of the Services hereunder.

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 Section G-4.13: *Indemnification* shall survive termination or conclusion of the Contract.

G-4.14 Insurance

G-4.14.1 The Vendor 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:

G-4.14.1.1 Comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per occurrence; and

G-4.14.1.2 The policies shall be the standard policy forms and endorsements approved for use in the State of New Hampshire by the New Hampshire Department of Insurance, and issued by insurers licensed in the State of New Hampshire or underwriters acceptable to the State, and authorized to do business in the State of New Hampshire. Each certificate of insurance shall contain a clause prohibiting cancellation or modifications of the policy earlier than ten (10) days after written notice thereof has been received by the State.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

G-4.14.1.3 The Vendor shall furnish to the Insurance Certificate Holder the certificate(s) of insurance for all insurance required under the Contract. The Vendor shall also furnish to the Insurance Certificate Holder certificate(s) of insurance for all renewal(s) of insurance required under the Contract no later than fifteen (15) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached to the Contract and are incorporated therein by reference.

The ACORD Insurance Certificate must note the Certificate Holder as shown below:

State of New Hampshire
Division of Child Support Services
Mary S. Weatherill, Director
129 Pleasant Street, Concord, NH 03301.

G-4.15 Workers' Compensation

G- 4.15.1 By signing the Contract the Vendor agrees, certifies and warrants that the Vendor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("Workers' Compensation").

G-4.15.2 To the extent the Vendor is subject to the requirements of N.H. RSA chapter 281-A, the Vendor shall maintain, and require any Subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Vendor shall furnish the Insurance Certificate Holder, 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 to the Contract and shall be incorporated therein by reference.

G-4.15.3 The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for the Vendor, or any Subcontractor or employee of the Vendor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under the Contract.

G-4.16 Waiver of Event of Default

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 Vendor.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

G-4.17 Notice - N/A

Any notice by a party 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 following addresses.

TO VENDOR:
TBD

TO STATE:
TBD

G-4.18 Amendment

The Contract 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.

G-4.19 Construction of Agreement and Terms

The 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 the 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.

G-4.20 Third Parties

The parties hereto do not intend to benefit any third parties and the Contract shall not be construed to confer any such benefit.

G-4.21 Headings

The headings throughout the Contract 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 the Contract.

G-4.22 Exhibits

The Exhibits referred to in and attached to the Contract are made a part of it as if fully included in the text.

G-4.23 Special Provisions

Additional provisions shall be set forth in the Contract EXHIBIT C shall be incorporated therein by reference.

G-4.24 Severability

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

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

G-4.25 Venue and Justification

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

G-4.26 Survival

The terms, conditions and warranties contained in the Contract that by their context are intended to survive the completion of the performance, cancellation or termination of the Contract shall so survive.

G-4.27 Entire Agreement

The Contract, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Contract and understanding between the parties, and supersedes all prior Contracts and understandings pertaining to the Project.

G-4.28 Intellectual Property

Pursuant to Federal regulations at 45 CFR 95.617, the Department shall "have all ownership rights in software or modifications thereof and associated documentation designed, developed or installed with Federal Financial Participation." The Federal Department of Health and Human Services, Administration for Children and Families, "reserves a royalty-free, non-exclusive, and irrevocable license to reproduce, publish, or otherwise use and to authorize others to use for Federal Government purposes, such software, modifications, and documentation.

G-5 HIPAA Standards for Privacy – Business Associate Agreement

The Standard Department of Health and Human Services Health Information Portability and Accountability Act (HIPAA) Business Associates Agreement shall be executed between the Vendor and the State prior to commencing work on the Project. The agreement is available for review upon request.

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STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

G-6 Sample Certificate of Vote

CERTIFICATE

(Corporation Seal)

I, _____, Clerk/Secretary of the
_____, do hereby certify that:

- (1) I am the duly elected and acting Clerk/Secretary of the _____, a
_____ corporation (State of incorporation) (the "Corporation");
- (2) I maintain and have custody and am familiar with the minute books of the Corporation;
- (3) I am duly authorized to issue certificates with respect to the contents of such books;
- (4) The following are true, accurate and complete copies of the resolutions adopted by the Board of Directors of the Corporation at a meeting of the said Board of Directors held on the _____ day of _____, 2006, which meeting was duly held in accordance with _____(State of incorporation) law and the by-laws of the Corporation:

RESOLVED: That this Corporation enter into a Contract with the State of New Hampshire, acting by and through the Division of Child Support of the Department of Health and Human Services, providing for the performance of certain Consulting Services, and that the President (and Vice President) (and the Treasurer) (or any of them acting singly) be and hereby (is) (are) authorized and directed for and on behalf of this Corporation to enter into the said Contract with the State and to take any and all such actions and to execute, acknowledge and deliver for and on behalf of this Corporation any and all documents, agreements and other instruments (and any amendments, revisions or modifications thereto) and (she) (he) (any of them) may deem necessary, desirable or appropriate to accomplish the same;

RESOLVED: That the signature of any officer of this Corporation affixed to any instrument or document in or contemplated by these resolutions shall be conclusive evidence of the authority of said officer to bind this Corporation thereby;

- (5) the foregoing resolutions have not been revoked, annulled, or amended in any manner whatsoever and remain in full force and effect as of the date hereof;
- (6) the following person(s) (has) (have) been duly elected to and now occupy the office(s) indicated below:

_____ President

_____ Vice President

_____ Treasurer

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

IN WITNESS WHEREOF, I have hereunto set my hand as the Clerk/Secretary of the Corporation this _____ day of _____, 2006.

Clerk/Secretary

STATE OF _____

COUNTY OF _____

On this the _____ day of _____, 2006, before me, _____, the undersigned Officer, personally appeared _____, who acknowledged her/himself to be the _____, of _____, a corporation, and that she/he, as such _____ being authorized to do so, executed the foregoing instrument for the purposes therein contained, by signing the name of the corporation by her/himself as _____.

IN WITNESS WHEREOF, I hereunto set my hand and official seal.

Notary Public/Justice of the Peace

My Commission Expires: _____

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

APPENDIX H: TERMS AND DEFINITIONS

The following terms and definitions apply to this RFP and any resulting Contract

ACF	Administration for Children and Families
Acceptance	A notice from the State to the Vendor that, as applicable, Acceptance Testing or Review has been satisfied.
Acceptance Letter	An Acceptance Letter provides notice from the State that a Deliverable has satisfied Acceptance Tests or Review.
Agency	Agency of the State.
Agreement	A contract duly executed and legally binding.
Best and Final Offer (BAFO)	For negotiated procurements, a Vendor's final offer following the conclusion of discussions.
Certification	The Vendor's written Certification and full supporting and written (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.
Child Support	Aid for children in the form of establishing orders for paternity and support and enforcing the support orders.
Confidential Information	Information required to be kept Confidential from unauthorized disclosure under the contract.
Contract	Contract means a binding legal agreement between the State of New Hampshire and the Vendor. The Contract includes, without limitation, the Request for Proposal, the Offer submitted in response to the RFP, the Contract Award, the standard Purchase Terms and Conditions, Supplemental Terms and Conditions if any, Specifications, and any addenda and amendments thereto.
Contract Manager	The persons identified by the State and by 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 State in all Contract administration activities.
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 that will be converted by Vendor for processing
Days	Calendar days unless otherwise indicated.
DCSS	Division of Child Support Services of the Department of Health and Human Services
Deficiency/Deficiencies	A failure of a Deliverable or a defect in a Deliverable resulting in its not conforming to its Specification. Deviation from approved Specification of the System document: <ul style="list-style-type: none"> • Class A Defect - Critical does not allow System to operate, no work around, demands immediate action.

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

	<ul style="list-style-type: none"> • Class B Defect – Defect does not stop operation. There is a work around and user can perform tasks. • Class C Defect – Defect cosmetic in nature, minimal effect on System, low priority. User can use System.
Deliverable	A Deliverable is any Written, Software, or Non-Software Deliverable (letter, report, manual, book, other), provided by Vendor to the State or under the terms of a Contract requirement
Department	Agency of the State
DoIT	State of NH Department of Information Technology established under RSA 21-R by the Legislature effective September 5, 2008.
Deployment	A Contracted grouping of Deliverables including but not limited to Software, Services, and Warranties Scheduled for Implementation.
Documentation	All operations, technical, user and other manuals used in conjunction with the System and Software, in whole and in part.
DOL	Department of Labor
EDMS	Electronic Document Management System
Effective Date	The date on which an agreement, such as a Contract, takes effect.
Encryption	Supports the encoding 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 Task Orders.
Event of Default	Any one or more of the following acts or omissions of a Vendor shall constitute an event of default hereunder (“Event of Default”) <ol 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.
Governor and Council	The New Hampshire Governor and Executive Council.
HIPAA	The Health Insurance Portability and Accountability Act of 1996.
IAPD	Implementation Advanced Planning Document
Information Technology (IT)	Reference for 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.
Key Project Staff	Personnel identified by the State and by the contracted Vendor as essential to work on the Project.
Major Maintenance Enhancement	A major maintenance enhancement is considered to be any task order requiring more than 40 hours to design, develop and implement. These task orders will require a formal change request and cost estimate.

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

Minor Maintenance Enhancement	A minor maintenance enhancement is considered to be any task order requiring 40 hours or less to design, develop and implement. These task orders will be considered as regular maintenance.
NECSES	New England Child Support Enforcement System, the computer application used by DCSS
Non-Exclusive Contract	A Contract executed by the State that does not restrict any State Agencies from seeking alternative sources for the product or Service
Normal Business Hours	8:00 AM to 4:30 PM 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 4th, Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day.
Notice to Proceed	The State Contract Manager's direction to the Contracted Vendor to begin work on the Contract on a given date and time.
OCSE	Office of Child Support Enforcement, the federal Agency administering the federal Title IV-D child support activities
ORS	Operational Reporting System, a Data mart populated with selected NECSES Data and used for ad hoc reporting
Phase I	NECSES Maintenance Phase
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
Phase II	NECSES Enhancement Planning Phase
Phase III	NECSES Enhancement Execution Phase
Phase IV	Post Deployment Maintenance Phase
Project	The planned undertaking regarding the subject matter of this Contract and the activities of the parties related hereto.
Project Managers	The persons identified who shall function as the State's and 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).
Proposal	The submission from a Vendor in response to the RFP.
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 which solicits Vendor Proposals to satisfy State functional requirements by supplying Data processing product and/or Service resources according to specific terms and conditions.
Schedule	The dates described in the Work Plan for deadlines for performance of Services and other Project events and activities.
Services	The work or labor to be performed by the Contracted Vendor on the Project as described in the Contract.
Solution	The Solution consists of the total Solution, which includes, without limitation, Software and Services, addressing the requirements and

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

	terms of the Specifications.
Specifications	Documents that describe the requirements of and the functions to be performed by the resulting Deliverables.
State	The State of New Hampshire, acting through the Division of Child Support Services.
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 Information	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.
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.
System	All Software, specified hardware, and interfaces and extensions, integrated and functioning together in accordance with the Specifications.
Task Order	The document used to propose and accept changes to the Work Plan
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.
UAT	User Acceptance Tests
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.
Vendor	A company, organization, or individual submitting a Proposal to provide IT Consulting Services in response to this RFP. The contracted Vendor Company that will perform the duties and Specifications of the

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

	RFP.
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 Plan	The plan and delineation of tasks, activities and events to be performed and Deliverables to be produced under the Project.
Written Deliverables	Non-Software written deliverable Documentation (letter, report, manual, book, other) provided by the Vendor either in paper or electronic format.

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STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Child Support Systems Maintenance & Enhancement Project
DHHS RFP 2015-141

APPENDIX I: AN OVERVIEW OF THE DIVISION OF CHILD SUPPORT SYSTEMS

Description of DCSS Systems

NECSES was originally implemented in pilot in the Fall of 1990 with statewide operation by March 1991. An upgrade of NECSES was implemented in October 2014 and NECSES 2.0 is in statewide production.

NECSES

The NECSES 2.0 application is written utilizing the following software for the application server: Redhat Linux, Oracle Web Logic Server and Oracle Forms and Reports. The NECSES 2.0 application utilizes Oracle Linux OS and Oracle Database for the database. Versions are available upon request. Users access the NECSES 2.0 application using a secure URL via the Internet. There are interfaces to local financial institutions, the Federal government, the NECSES reporting environment, and other State applications. There are one hundred forty (140) batch jobs that typically run in off hours to execute case management activities, provide alerts to workers, distribution and disbursement of collections, interfaces and other key processes.

Operational Reporting System (ORS)

ORS is a series of tables housed in an Oracle database and populated weekly via an extract produced out of NECSES. ORS was originally designed to serve two purposes. The first was to be the vehicle for producing required Federal reports and the second was to provide a mechanism to produce a series of standard operational and ad hoc reports. MS Access and Cognos are used to generate the Federal reports and the ad hoc reports used by DCSS management and workers. ORS has not been replaced or upgraded.

Interactive Voice Response

The IVR database is populated with collection and disbursement data extracted from NECSES. This in combination with a telephone hunt group provides a means of disseminating basic information to custodial and non-custodial parents after they have identified themselves. Originally developed and deployed by Deloitte and later enhanced by Renaissance in the late 1990s the IVR database runs on server running the Windows NT operating system. Neither the hardware nor the IVR application have been replaced or upgraded in many years.

DCSS possesses some IVR documentation but it is so old and so specific to the existing IVR and the procedures for extracting data from NECSES and loading it to the IVR that it is considered useless to Vendors responding to this RFP. It is enough to say that the present IVR is populated with a limited set of case, member and collection and disbursement financial data to respond to phone calls from CPs and NCPs. DCSS has so outgrown the existing IVR that it is not considered a useful tool in planning for the functionality sought which is to allow CPs and NCPs to communicate with DCSS to both

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

learn about the status of their case and for them to provide member and case information updates.

A. NECSES Documentation

1. NECSES Certification Status

- 1.1 Pre-Family Support Act Certified in November 1993
- 1.2 FSA Certified in July 1997
- 1.3 PRWORA Certified in December 2003
- 1.4 NECSES 2.0 is currently working through the Office of Child Support Enforcement (OCSE) certification process.

2 NECSES Screens

There are eighty-six (86) screens through which users access and manage NECSES. The individual screens are listed below. The SHORT NAME is a combination of four characters that can be used to access the screen.

Screen Name	Description	Screen Name	Description
ACTV	Activity Maintenance	IVGR	TANF Balances by Obligation
AHIS	Address History	IVMG	Monthly Grant Modification
ANXT	Maintain Next Activity	IVNX	NHT Case ID Inquiry
BATR	Batch Receipt Posting	LATS	Legal Activity Tracking Screen
BHIS	Billing History	LPRO	Locate Portal
BRID	IV-E Member Information	LSMM	Locate Source Max/Min Response
BSTL	Batch Status Log	LSQS	Locate Source Suspension
CASS	Court Activity Scheduling Screen	LSRC	Locate Source Master Code
CBAT	Batch Posting	MAIL	Morning Mail
CBOR	Credit Bureau Override	MAST	Member Assets
CBRL	Credit Bureau Log	MEDI	Medical Insurance
CCRT	Case Recreate	MHIS	Member History Program
CLRD	Caseload Redistribution	MLIC	Member License
CPRO	Case Processor	MPOS	Manual Posting and Re-Posting
CSUM	Case Summary	NEWS	Daily News
DADT	Disbursement Audit History	NOTE	Case Notes
DBTP	Debt Type Priority Maintenance	NPRO	Notice Processor
DEMO	Member Demographics	NRRQ	Notice Reprint Request
DHLD	Disbursement Hold	OBAA	Obligation Arrears Adjustment
DISH	Disbursement Hold Report	OBLE	Obligation Entry
DISR	Disbursement Register	OBLM	Obligation Modification

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

DLOG	Activity Log	OTHP	Other Party Details
DOVR	Distribution Override	PACT	PENDING ACTIONS
DREC	Daily Receipts Record	PACT	Pending Actions
DSBS	Disbursements Screen	POFF	Payee Offset
EHIS	Employment History	REFM	Reference Codes Maintenance
ELOG	Event Log	RHIS	Receipt History Screen
EMSG	Error Message Maintenance	RLSA	Role Screen Access Entry
FCRD	Federal Case Registry Diary	RPOS	Receipt Re-Posting
FEES	Fee Processing	SCAL	Scheduled Events by Location
FINS	Financial Summary	SCHD	Schedule Events
FIPS	Federal Information Processing	SDAX	Scheduled Events By Case
FNOT	Financial Note	SEVL	Scheduling Events & Locations
FTAX	Federal Tax Offset	SHOL	Scheduling Holiday Definition
FTXL	Federal Tax Offset Log	SLOG	Support Order Log
GTST	Genetic Testing	SORD	Support Order
HLOG	History Log	SRCH	Member Search
ICOR	Interstate Correspondence	UECL	Unemployment Compensation Log
ISIN	Interstate Information	UECO	Unemployment Comp Override
ISND	Interstate Send Correspondence	URCT	Unidentified Receipts
IUCL	Interstate / UIFSA Checklist	USEM	User Maintenance
IVAC	IV-A Case Composition Inquiry	WAGE	Wage Assignment

3. NECSES Activity Chain Names

There are twenty-one (21) activity chains that are used to manage specific business operational workflows within NECSES 2.0.

Activity Chain Name	Activity Chain Description
CCLO	Case Closure
CREB	Credit Bureau
ESTP	Establishment
FDLN	Financial Institution Data Match / Auto Liens
FILN	Financial Liens
IWO	Immediate Income Withholding
IROS	Initiating Request to Other State
CSLN	Insurance Liens
ICRP	Interstate Central Registry Process
LICR	License Revocation

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

NMSN	National Medical Support Notice
NCPS	NCP/PF Services
NOTD	Notice of Debt
NTMP	Notice to Make Payable
PPLN	Personal Property Lien
PSHC	Pre Show Cause
RELN	Real Estate Lien
ROFO	Registration of Foreign Order
REVW	Review and Adjustment
SHOC	Show Cause
UCBI	UCB Intercept

4. **NECSES Batch Processes**

There are one hundred forty (140) batch jobs that typically run in off hours to execute case management activities, provide alerts to workers, distribution and disbursement of collections, interfaces and other key processes. Ninety-one (91) jobs are scheduled to run daily, twenty-two(22) run weekly, four (4) run bi-weekly, and twenty-three(23) jobs run monthly. All one hundred forty (140) jobs are listed below with the normal scheduled execution frequency.

Job Number	Job Name	Frequency
PARM DAT	Batch Run Date	Daily
NHBC1290	LOAD CSENET ERRORS	Daily
NHBC1275	LOAD CSENET	Daily
NHBC1280	PROCESS CSENET	Daily
NHBIF500	F500	Daily
NHBIF501	IVNH	Daily
NHBI1530	PROCESS IVAC	Daily
NHBI1390	PROCESS TINM	Daily
NHBI1450	PROCESS TICA	Daily
NHBI1530	MCHG	Daily
NHBIF502	GSPLIT	Daily
NHBIF507	BRID	Daily
NHBIF508	BRID	Daily
NHBL2529	New Hire Upload	Daily
NHBL2530	New Hire Reporting	Daily
NHBL4565	FIDM_INCOMING	Daily
NHBL4570	FIDM INCOMING PROCESS	Daily
NHBL1175	INCOMING LOAD FCR	Daily
NHBL1180	INCOMING PROCESS FCR	Daily

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

NHLDADD	FIN	Daily
NHPDADD	PROCESS DEBIT CARD ADDRESS	Daily
NHLDACC	FIN	Daily
NHPDACC	DEBIT ACCOUNT INCOMING	Daily
NHBRID01	IVE BRIDGES FILE	Daily
NHBRID02	IVE BRIDGES FILE	Daily
NHBLFBRD	IVE FPLS BRIDGE	Daily
NHBEFLPS	IVE FLPS EXTARCT	Daily
NHBL8080	AOC INBOUND	Daily
NHBL8888	AOC INBOUND	Daily
NHBL130	ACCL	Daily
HW4F105A	F105A	Daily
HW4F105B	F105B	Daily
HW4F105E	F105E	Daily
HW4F105	VIPRS	Daily
HW4F350	FRLSE	Daily
HW4F300	RDIST	Daily
HW4F350	WDIST	Daily
HW4F350	FDIST	Daily
HW4F150	SHOLD	Daily
HW4F150	ODISB	Daily
HW4F150	PVDISB	Daily
HW4FINS	FINS	Daily
NHBE1909	ORSL	Daily
HW4CROL	CROL	Daily
NHBL2980	GENERATE_REQUESTS	Daily
NHBE0810	CHECK ELIGIBILITY DAILY	Daily
NHBE0820	PROCESS ELFC	Daily
NHBE0830	LOAD EMON	Daily
NHBE0840	PROCESS EMON	Daily
NHBCSUP	CSUP	Daily
NHBFCFIN	CFIN Update Process	Daily
NHBFPPFIN	PFIN Update Process	Daily
NHBC1285	CSENET EXTRACT	Daily
NHBC1286	CSENET TIMERS	Daily
NHBI1810	IVA OUTBOUBD	Daily
NHCREG	REG_CHK_OUTBOUND	Daily
NHBIVE	IVE_OUTBOUND	Daily
NHDFIP	FIPS_CHK_DETAIL_OUTBOUND	Daily

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

NHCFIP	FIPS_CHK_OUTBOUND	Daily
NHBEFT	EFT_OUTBOUND	Daily
NHBDDP	DIRECT_DEPOSIT_CARD_OUTBOUND	Daily
NHBDBC	DEBIT_CARD_OUTBOUND	Daily
NHBRFOCD	NHADVICE Report Data	Daily
NHBBREC	RBREC	Daily
NHBADC	DEBIT CARD ACCESS	Daily
NHGPF	GENERATE PRENOTE FOR FIPS	Daily
NHGPFM	GENERATE PRENOTE FOR MEMBER	Daily
NHBL5510	FCR OUTGOING	Daily
NHBL9090	AOC OUTBOUND	Daily
NEBP520	VRU (ACT CASE)	Daily
NEBP530	VRU (DEMO)	Daily
NEBP540	VRU (CASE)	Daily
NEBP550	VRU (CMEM)	Daily
NEBP560	VRU (AP CMEM)	Daily
NEBP570	VRU (DIST)	Daily
NEBP580	VRU (WORK)	Daily
NEBP590	VRU (POFL)	Daily
NEBP610	VRU (DSBL)	Daily
NEBP620	VRU (CFIN)	Daily
NEBP630	VRU (PFIN)	Daily
NEBP640	VRU (RCTL)	Daily
NHECM324	ECM (LEGAL)	Daily
NHECM401	ECM (MEM)	Daily
NHECM748	ECM (REQUESTS)	Daily
NHECM901	ECM (DT_EFF_DETAILS)	Daily
NHBCMAIL	BATCH MAIL	Daily
NHBF501P	IVMR	Daily
NHBF502P	WEMR	Daily
NHGRPT	BATCH GEN PDF	Daily
NHIVERPT	Check Advice	Daily
NHADVRPT	Check Advice Report	Daily
NHBL4685	DMV INCOMING LOAD	Weekly
NHBL4690	DMV INCOMING PROCESS	Weekly
NHBL2526	DES INBOUND LOAD	Weekly
NHBL2527	DES INBOUND PROCESS	Weekly
NHUECL	LOAD UNEMP RECORDS	Weekly
NHUECP	PROCESS UNEMP RECORDS	Weekly

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

NHBC1330	MMIS WEEKLY INCOMING LOAD	Weekly
NHBC1340	MMIS WEEKLY INCOMING PROCESS	Weekly
NHBF101L	F101L IRS Load runs Thursdays	Weekly
NHBF101P	F101P IRS Process runs Tuesdays	Weekly
NHBL5110	DMV OUTGOING	Weekly
NHBL2528	DES_OUTGOING	Weekly
NHBC1310	MMIS	Weekly
NHBUEXT	UEXTL	Weekly
NHBUEXT1	create unemployment comp output file	Weekly
NEBP0999	WAGE	Weekly
NHBLSDU	SDU OUTGOING	Weekly
NHBE1910	ORSL	Weekly
NHBL6470	ACTIVITY MAINTAIN	Weekly
NHBL8080	AOC INBOUND	Weekly
NHBL8888	AOC INBOUND	Weekly
NHBE1910	ORS Extract	Weekly
NHBIF503	TIAM LOAD	Bi-Weekly
NHBIF504	TIAM PROCESS	Bi-Weekly
NHBIF505	TIEM LOAD	Bi-Weekly
NHBIF506	TIEM PROCESS	Bi-Weekly
NHBL1285	LOAD UTILITY	Monthly
NHBL1286	PROCESS UTILITY	Monthly
NHBC1350	MMIS MONTHLY INCOMING LOAD	Monthly
NHBC1360	MMIS MONTHLY INCOMING	Monthly
HW4F120	BATCH BILLING	Monthly
NHBCBTP	CBTP	Monthly
NHBCBRL	CBRL	Monthly
NHBE1310	LOAD REJECTS	Monthly
NHBE1280	PROCESS REJECTS	Monthly
NHBE1290	PROCESS RECON	Monthly
NHBE1250	FTAX ELIGIBLE	Monthly
NHBE1270	FTAX UPDATE	Monthly
NHBE1295	SUBMITS COUNT	Monthly
NHBE1300	NOTIFY CSENET	Monthly
NHBE1320	FTAX ROLLUP	Monthly
NHBL1280	UTILITIES OUTGOING	Monthly
NHBC1320	MMIS	Monthly
NHRPEN65	PAYEE REPORT	Monthly
NEBP650	VCOL	Monthly

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

NHRTEMAN	POTENTIAL EMANCIPATION REPORT	Monthly
NHBLMSUP	MSUP	Monthly
NHBF510P	IVMG	Monthly
NHBF520P	WEMO	Monthly

5. NECSES Interfaces

NECSES exchanges Data with a variety of other applications. These are listed in the table below along with their frequency.

INTERFACE	INBOUND	OUTBOUND
Federal OCSE		
New Hire	Daily	Daily
Federal Parent Locate System (FPLS)	Daily	Daily
Quarterly Wage (QW) & Quarterly Unemployment (QC)	Weekly	Weekly
Interstate Case Reconciliation File	Annual	Annual
Administrator Order of the Courts (AOC)		
1.1 State Case Registry	Bi-Weekly	Bi-Weekly
4.20.9.4.1.1.2 Bank Match	Daily	Quarterly
Federal Bank Match	Daily	Daily
State Bank Match	Daily	Quarterly
BRIDGES (IVE Interface)	Daily	Daily
Check Disbursement (Citizens Bank)	Daily	Daily
Bank Recon File		Daily
Credit Bureau		Monthly
Insurance Data Match (FOP)	Daily	
Child Support Enforcement Network (CSENet)	Daily	Daily
Department of Motor Vehicle (DMV)	Weekly	Weekly
Operational Reporting System (ORS)		Weekly
Federal Case Registry (FCR)	Daily	Daily
Federal Tax Offset		
FTX Submittal Run		Monthly
Payment File	Weekly	
Error File	Weekly	
State Disbursement Unit (SDU)		
Receipt File	Daily	
Wage Transmittals File		Weekly
EFT of Child Support Payments	Daily	Daily

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

INTERFACE	INBOUND	OUTBOUND
Billing Payment Coupons		Monthly
Strip File		Weekly
Strip File Recovery		As Needed
New HEIGHTS (IVA & Medicaid Interface)		
Eligibility Update	Daily	
Case Data Update	Daily	
Benefit Issuance File	Semi Monthly	
First Receipt & Medicaid Files		Monthly
NH Department of Employment Security		
New Hire	Daily	
Locate Match	Weekly	Weekly
Quarterly Wage & UC	Weekly	Weekly
State Verification and Exchange System (SVES)	Daily	
Utilities - Locate	Monthly	Monthly
Voice Response		Daily

B. ORS Documentation

1. Design Documentation

The ORS database has been integrated into the State’s Enterprise Data Warehouse (EDW) environment. The EDW team and the State Database Administrator were responsible for this task. The EDW database contains multiple ORS specific tablespaces. The data tables are stored in separate tablespaces from the indexes. The tablespaces for data are named: ORSD1, ORSD2, ... ORSDn and the tablespaces for the indexes are named: ORSI1, ORSI2, ... ORSIn. Please note that the tablespace for data and indexes are divided into multiple tablespaces to reduce the risk of losing the data in case the tablespace becomes corrupt.

The sections below document the Stage 1 (TMP), Stage 2 (ODS), and Stage 3 (ORS) tables and indices. For a consolidated list of tables used during the transformation process, including all of the temporary tables, see Appendix H, Database Tables.

2. Tables and Indices

TMP tables are temporary storage tables for the ORS database. TMP tables are not intended to be used by end users. Instead, TMP tables are used to store data for increasing the speed of a process. These TMP tables are truncated before they are used by any ORS SQL procedure. For example, the CSE_ADJ_RECEIPT_SUM_TMP table is used to store summarized receipts from the CSE_RECEIPT_DISTRIBUTION table at the monthly level. This table is then used to update CSE_CASE_SUMMARY and CSE_CASE_MEMBER_OBLIGATION tables.

The TMP tables are listed below. The tables are given with their respective estimated initial size and estimated annual growth rate. Column 1 lists the name of the table as

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

defined in the Oracle database. Column 2 lists the estimated initial number of rows in that table. Column 3 lists the estimated growth in the number of rows per year. Column 4 lists the estimated space required (in bytes).

Table Name	Estimated Initial Number of Rows	Estimated Growth Per Year	Estimated Initial Size (in Bytes)
CSE_AHIS_TMP	500,000	40,000	96,000,000
CSE_BCTL_TMP	20	5	360
CSE_CASE_TMP	100,000	10,000	20,500,000
CSE_CHLD_TMP	4,000	1,000	536,000
CSE_CMEM_TMP	320,000	30,000	11,200,000
CSE_DEMO_TMP	300,000	20,000	85,800,000
CSE_DSBL_TMP	35,000	1,000	2,520,000
CSE_DSTI_TMP	0	100	-
CSE_EHIS_TMP	100,000	7,500	14,200,000
CSE_FACT_TMP	2,500	100	135,000
CSE_HIRS_TMP	150	100	10,350
CSE_HRCT_TMP	3,525	1,000	151,575
CSE_ICRT_TMP	26,000	10,000	5,226,000
CSE_IVAL_TMP	10,000	1,000	970,000
CSE_LOVR_TMP	16,000	1,000	3,200,000
CSE_MEDH_TMP	3,500	1,000	343,000
CSE_MEDI_TMP	6,000	2,000	270,000
CSE_MHIS_TMP	1,100,000	300,000	77,000,000
CSE_MOBN_TMP	80,000	8,000	114,560,000
CSE_NDST_TMP	0	100	-
CSE_OBLE_TMP	75,000	8,000	9,525,000
CSE_PHLI_TMP	0	100	-
CSE_POFL_TMP	16,000	2,000	688,000
CSE_POFL_TMP	75,000	5,000	6,000,000
CSE_RCTH_TMP	2,000,000	750,000	168,000,000
CSE_RCTHL_TMP	200	10	34,400
CSE_RCTL_TMP	50,000	2,000	5,450,000
CSE_SORD_TMP	50,000	7,500	11,400,000
CSE_URCT_TMP	200	100	82,400
CSE_WORKER_TMP	300	100	19,800
CSE_CASE_MEMBER_TRANSFER_TMP	320,000	30,000	5,760,000
CSE_ADJ_RECEIPT_SUM_TMP	960,000	96,000	124,800,000
CSE_OCSE_157_ITEM_TMP	4	0	80
	Total Est. Size		0.8 GB

3. TMP Indices

The indices on the TMP tables are listed below mapped to their respective tables and columns. Column 1 lists the name of the index as defined in the Oracle database. Column 2 lists the name of the table the index was built on. Column 3 lists the column within the table that the index was built on. Note that each index only has one defined column that is indexed. Column 4 lists the estimated initial space required for each index.

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

Index Name	Table Name	Column	Estimated Initial Size (in MB)
cse_case_member_trans_tmp_idx1	cse_case_member_transfer_tmp	member_id	0.1
cse_case_member_trans_tmp_idx2	cse_case_member_transfer_tmp	case_id	0.1
cse_case_member_trans_tmp_idx3	cse_case_member_transfer_tmp	member_case_status	0.1
cse_adj_receipt_sum_tmp_idx1	cse_adj_receipt_sum_tmp	time_seq	20
cse_adj_receipt_sum_tmp_idx2	cse_adj_receipt_sum_tmp	case_information_seq	20
Total Est. Size			40.3 MB

4. ODS Tables

ODS tables are the Stage 2 tables for the ORS database. Stage 2 tables are intended to be used for Ad hoc reporting. A majority of the tables are refreshed during each transformation except for RCTL, HIRS, IVAL and DSBL. Tables in Stage 2 correspond directly to NECSES files/tables with the appropriate database naming standards incorporated. For example, the RCTL NECSES table (which stores all of the distributed receipts) is referred to as CSE_RECEIPT_LOG_TRANSFER in Stage 2 of the ORS. Stage 2 data is moved and cleaned from temporary tables. For example, the CASE_TYPE column is validated to ensure that the value exists in a Stage 3 lookup table (for referential integrity purposes) before going into Stage 2.

The tables that make up the ODS are listed below. The tables are mapped to their respective source tables/screens in NECSES. The tables are given with their respective estimated first year size and estimated annual growth rate. Column 1 lists the name of the table as defined in the Oracle database. Column 2 defines the source NECSES table/screen name. Column 3 lists the estimated number of rows in that table. Column 4 lists the estimated growth in the number of rows per year. Column 5 lists the estimated space required by the table (in bytes). See appendix H for a consolidated list of each table and its estimated initial size.

Table Name	NECSES Screen / Table Name	Estimated Initial Number of Rows	Estimated Growth per Year	Estimated Initial Size (in Bytes)
CSE_MEMBER_ADDRESS_HISTORY	AHIS	500,000	40,000	96,000,000
CSE_NECSES_EXTRACT_HISTORY	BCTL	20	5	360
CSE_CASE_TRANSFER	CASE	100,000	10,000	20,500,000
CSE_CHECK_RECIPENT_HOLD	CHLD	4,000	1,000	536,000
CSE_CASE_MEMBER_TRANSFER	CMEM	320,000	30,000	11,200,000
CSE_DEMOGRAPHIC_TRANSFER	DEMO	300,000	20,000	85,800,000
CSE_DISBURSEMENT_LOG	DSBL	2,250,000	750,000	369,000,000
CSE_IRS_DISTRIBUTION	DSTI	0	100	0
CSE_EMPLOYMENT_HISTORY	EHIS	100,000	7,500	14,200,000
CSE_FUTURES_ACCOUNT	FACT	2,500	100	135,000
CSE_HELD_IRS_DISTRIBUTION	HIRS	150	100	10,350
CSE_HELD_RECEIPT	HRCT	3,525	1,000	151,575
CSE_INTERSTATE_CASE_REQUEST	ICRT	26,000	10,000	5,226,000
CSE_IVA_DISTRIBUTION_LOG	IVAL	600,000	200,000	58,200,000
CSE_LEGAL_OVERVIEW	LOVR	16,000	1,000	3,200,000
CSE_MEDICAL_INSURANCE_HEADER	MEDH	3,500	1,000	343,000
CSE_MEDICAL_INSURANCE_INFO	MEDI	6,000	2,000	270,000
CSE_MEMBER_HISTORY	MHIS	1,100,000	300,000	77,000,000
CSE_MNTHLY_OBLIGATION_TRANSFER	MOBN	960,000	96,000	139,200,000
CSE_OBJECT_STORAGE_INFORMATION	N/A	100	10	5000

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

Table Name	NECSES Screen / Table Name	Estimated Initial Number of Rows	Estimated Growth per Year	Estimated Initial Size (in Bytes)
CSE_SPINNING_MONEY	NDST	0	100	0
CSE_CURRENT_OBLIGATION	OBLE	75,000	10,000	9,525,000
CSE_PAYEE_HOLD_INSTRUCTION	PHLI	0	100	0
CSE_PAYEE_OFFSET_INSTRUCTION	POFI	16,000	2,000	688,000
CSE_PAYEE_OFFSET_HISTORY	POFL	75,000	5,000	6,000,000
CSE_RECEIPT_HEADER_TRANSFER	RCTH	2,000,000	750,000	168,000,000
CSE_RECEIPT_ERROR	N/A	200	10	10,000
CSE_RECEIPT_LOG_TRANSFER	RCTL	3,500,000	1,200,000	381,500,000
CSE_SUPPORT_ORDER_TRANSFER	SORD	50,000	7,500	11,400,000
CSE_UNIDENTIFIED_RECEIPT	URCT	200	100	82,400
CSE_WORKER_TRANSFER	WORK	300	100	19,800
	Total Est. Size			1.4 GB

5. ODS Indices

The indices that make up the ODS are listed below mapped to their respective tables and columns. Column 1 lists the name of the index as defined in the Oracle database. Column 2 lists the name of the table the index was built on. Column 3 lists the column within the table that the index was built on. Note that each index only has one defined column that is indexed. Column 4 lists the estimated initial space required for each index.

Index Name	Table Name	Column	Estimated Initial Size (in MB)
cse_member_address_his_idx1	cse_member_address_history	member_id	10
cse_check_recipient_hold_idx1	cse_check_recipient_hold	check_recipient_id	0.1
cse_disbursement_log_idx1	cse_disbursement_log	case_id	50
cse_disbursement_log_idx2	cse_disbursement_log	check_recipient_id	50
cse_disbursement_log_idx3	cse_disbursement_log	receipt_id	50
cse_irs_distribution_idx1	cse_irs_distribution	receipt_id	0.1
cse_employment_history_idx1	cse_employment_history	member_id	2.5
cse_futures_account_idx1	cse_futures_account	case_id	0.1
cse_futures_account_idx2	cse_futures_account	receipt_id	0.1
cse_held_irs_distribution_idx1	cse_held_irs_distribution	payee_id	0.1
cse_held_irs_distribution_idx2	cse_held_irs_distribution	receipt_id	0.1
cse_held_irs_distribution_idx3	cse_held_irs_distribution	case_id	0.1
cse_held_irs_distribution_idx4	cse_held_irs_distribution	extraction_dt	0.1
cse_held_receipt_idx1	cse_held_receipt	payor_id	0.1
cse_held_receipt_idx2	cse_held_receipt	receipt_id	0.1
cse_ist_case_request_idx1	cse_interstate_case_request	case_id	0.5
cse_ist_case_request_idx2	cse_interstate_case_request	request_create_dt	0.5
cse_ist_case_request_idx3	cse_interstate_case_request	init_resp_cde	0.5
cse_iva_distribution_log_idx1	cse_iva_distribution_log	receipt_id	20
cse_legal_overview_idx1	cse_legal_overview	legal_id	0.5
cse_medi_insurance_header_idx1	cse_medical_insurance_header	absent_parent_member_id	0.2
cse_medi_insurance_header_idx2	cse_medical_insurance_header	medical_insurance_header_ctr	0.2
cse_medi_insurance_header_idx3	cse_medical_insurance_header	effective_end_dt	0.2
cse_medi_insurance_info_idx1	cse_medical_insurance_info	absent_parent_member_id	0.2
cse_medi_insurance_info_idx2	cse_medical_insurance_info	case_id	0.2

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

Index Name	Table Name	Column	Estimated Initial Size (in MB)
cse_medi_insurance_info_idx3	cse_medical_insurance_info	medical_insurance_header_ctr	0.2
cse_medi_insurance_info_idx4	cse_medi_insurance_info	effective_end_dt	0.2
cse_member_history_idx1	cse_member_history	member_id	10
cse_member_history_idx2	cse_member_history	case_id	10
cse_member_history_idx3	cse_member_history	member_case_status_eff_dt	10
cse_mnthly_obl_transfer_idx1	cse_mnthly_obligation_transfer	case_id	20
cse_mnthly_obl_transfer_idx2	cse_mnthly_obligation_transfer	member_id	20
cse_mnthly_obl_transfer_idx3	cse_mnthly_obligation_transfer	debt_type_cde	20
cse_mnthly_obl_transfer_idx4	cse_mnthly_obligation_transfer	obligation_thru_dt	20
cse_spinning_money_idx1	cse_spinning_money	receipt_id	0.1
cse_current_obligation_idx1	cse_current_obligation	case_id	2
cse_current_obligation_idx2	cse_current_obligation	member_id	2
cse_current_obligation_idx3	cse_current_obligation	debt_type_cde	2
cse_current_obligation_idx4	cse_current_obligation	obligation_end_dt	2
cse_payee_hold_instruct_idx1	cse_payee_hold_instruction	payee_id	0.1
cse_payee_hold_instruct_idx2	cse_payee_hold_instruction	payee_type_cde	0.1
cse_payee_offset_instruct_idx1	cse_payee_offset_instruction	case_id	0.5
cse_payee_offset_instruct_idx2	cse_payee_offset_instruction	check_recipient_id	0.5
cse_payee_offset_history_idx1	cse_payee_offset_history	check_recipient_id	0.1
cse_payee_offset_history_idx2	cse_payee_offset_history	check_recipient_type_cde	0.1
cse_receipt_header_tran_idx1	cse_receipt_header_transfer	receipt_id	75
cse_receipt_header_tran_idx2	cse_receipt_header_transfer	receipt_type_cde	75
cse_receipt_header_tran_idx3	cse_receipt_header_transfer	distrib_dt	75
cse_receipt_log_transfer_idx1	cse_receipt_log_transfer	receipt_id	75
cse_receipt_log_transfer_idx2	cse_receipt_log_transfer	member_id	75
cse_receipt_log_transfer_idx3	cse_receipt_log_transfer	disburse_type_cde	75
cse_receipt_log_transfer_idx4	cse_receipt_log_transfer	extraction_dt	75
cse_receipt_log_transfer_idx5	cse_receipt_log_transfer	distrib_type_cde	75
cse_receipt_log_transfer_idx6	cse_receipt_log_transfer	case_id	75
cse_receipt_log_transfer_idx7	cse_receipt_log_transfer	debt_type_cde	75
cse_receipt_log_transfer_idx8	cse_receipt_log_transfer	member_case_status_cde	75
cse_unidentified_receipt_idx1	cse_unidentified_receipt	receipt_id	0.1
cse_necses_ext_history_idx1	cse_necses_extraction_history	extraction_process_cde	0.1
cse_necses_ext_history_idx2	cse_necses_extraction_history	effective_dt	0.1
cse_necses_ext_history_idx3	cse_necses_extraction_history	creation_dt	0.1
cse_case_transfer_idx1	cse_case_transfer	case_id	1
cse_case_transfer_idx2	cse_case_transfer	case_status_cde	1
cse_case_transfer_idx3	cse_case_transfer	case_type_cde	1
cse_case_transfer_idx4	cse_case_transfer	establishment_type_cde	1
cse_case_transfer_idx5	cse_case_transfer	worker_id	1
cse_case_transfer_idx6	cse_case_transfer	district_office_cde	1
cse_case_transfer_idx7	cse_case_transfer	good_cause_approved_dt	1
cse_case_transfer_idx8	cse_case_transfer	good_cause_approved_ind	1
cse_case_transfer_idx9	cse_case_transfer	case_status_dt	1
cse_case_transfer_idx10	cse_case_transfer	case_assistance_cde	1
cse_demographic_transfer_idx1	cse_demographic_transfer	member_id	5
cse_supp_ord_transfer_idx1	cse_support_order_transfer	case_id	1
cse_supp_ord_transfer_idx2	cse_support_order_transfer	support_order_nbr	1
cse_supp_ord_transfer_idx3	cse_support_order_transfer	support_order_ctr	1
cse_supp_ord_transfer_idx4	cse_support_order_transfer	support_order_type_cde	1
cse_supp_ord_transfer_idx5	cse_support_order_transfer	order_enter_dt	1
cse_supp_ord_transfer_idx6	cse_support_order_transfer	medical_support_order_cde	1
cse_worker_transfer_idx1	cse_worker_transfer	worker_id	0.1
cse_case_mem_transfer_idx1	cse_case_member_transfer	case_id	5
cse_case_mem_transfer_idx2	cse_case_member_transfer	member_id	5
cse_case_mem_transfer_idx3	cse_case_member_transfer	case_relationship_cde	5

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

Index Name	Table Name	Column	Estimated Initial Size (in MB)
cse_case_mem_transfer_idx4	cse_case_member_transfer	member_case_status_cde	5
cse_error_log_idx1	cse_error_log	error_sequence_id	0.1
cse_error_log_idx2	cse_error_log	extraction_dt	0.1
Total Est. Size			1.2 GB

6. ORS Tables

ORS tables are the final target tables of Operational Reporting System. These tables are intended for reporting on the performance incentive measures and the lines of the OCSE-157 (herein referred to as 157). There are two types of ORS tables: dimension tables and the fact tables. The fact tables store history as well as periodic snapshot of NECSES data. These are the primary tables used to determine the performance measure percentages and the lines of the 157. The dimension tables are used to view the performance measures and lines of the 157 by different groups of data. For example, the table CSE_CASE_TYPE can be used while reporting on the number of cases with support order to determine the number of cases with support orders by case type.

The tables that make up the final target tables are listed below. The tables are given with their respective estimated initial production size and estimated annual growth rate. Column 1 lists the name of the table as defined in the Oracle database. Column 2 lists the estimated initial number of rows in that table. Column 3 lists the estimated growth in the number of rows per year. Column 4 lists the estimated space required (in bytes).

Table Name	Estimated Initial Number of Rows	Estimated Growth Per Year	Estimated Initial Size (in Bytes)
CSE_ESTABLISHMENT_TYPE	50	0	3,000
CSE_CASE_TYPE	50	0	3,000
CSE_DISTRICT_OFFICE	50	0	3,000
CSE_WORKER	300	100	21,000
CSE_TIME	3,285	365	197,100
CSE_MEMBER_CASE_STATUS	50	0	3,000
CSE_DEBT_TYPE	50	0	3,000
CSE_RECEIPT_TYPE	50	0	3,000
CSE_DISBURSEMENT_TYPE	50	0	3,000
CSE_DISTRIBUTION_TYPE	50	0	3,000
CSE_MEMBER_INFORMATION	300,000	50,000	39,000,000
CSE_CASE_INFORMATION	100,000	50,000	6,000,000
CSE_DEPENDENT_MEMBER_SUMMARY	200,000	4,000,000	7,000,000
CSE_CASE_MEMBER_HISTORY	220,000	4,400,000	19,800,000
CSE_CASE_SUMMARY	140,000	2,800,000	29,400,000
CSE_RECEIPT_DISTRIBUTION	3,500,000	1,200,000	980,000,000
CSE_CASE_MEMBER_OBLIGATION	960,000	96,000	288,000,000
CSE_CASE_MEMBER_OBLIGATION_ARC	0	1,000,000	0
CSE_OCSE_157	500	3000	10,000
CSE_OCSE_157_ITEM_INFORMATION	50	0	4000
CSE_PROGRAM_EXPENDITURES	4	4	500
CSE_PROGRAM_STAFF	2	12	200

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

Table Name	Estimated Initial Number of Rows	Estimated Growth Per Year	Estimated Initial Size (in Bytes)
CSE_STATEWIDE_PAT_ESTABLISH	2	12	200
	Total Est. Size		<i>1.5 GB</i>

7. ORS Indices

The indices that make up the ORS are listed below mapped to their respective tables and columns. Column 1 lists the name of the index as defined in the Oracle database. Column 2 lists the name of the table the index was built on. Column 3 lists the column within the table that the index was built on. Note that each index only has one defined column that is indexed. Column 4 lists the estimated initial space required for each index.

Index Name	Table Name	Column	Estimated Initial Size (in MB)
cse_case_mem_history_idx1	cse_case_member_history	time_seq	5
cse_case_mem_history_idx2	cse_case_member_history	case_information_seq	5
cse_case_mem_history_idx3	cse_case_member_history	case_type_seq	5
cse_case_mem_history_idx4	cse_case_member_history	district_office_seq	5
cse_case_mem_history_idx5	cse_case_member_history	establishment_type_seq	5
cse_case_mem_history_idx6	cse_case_member_history	worker_seq	5
cse_case_mem_history_idx7	cse_case_member_history	member_case_status_seq	5
cse_case_mem_history_idx8	cse_case_member_history	member_information_seq	5
cse_case_mem_history_idx9	cse_case_member_history	born_out_wedlock_qty	5
cse_case_mem_history_idx10	cse_case_member_history	paternity_establishment_qty	5
cse_case_mem_history_idx11	cse_case_member_history	pat_establish_during_ffy_qty	5
cse_case_mem_history_idx12	cse_case_member_history	support_order_qty	5
cse_case_summary_idx1	cse_case_summary	time_seq	3
cse_case_summary_idx2	cse_case_summary	case_information_seq	3
cse_case_summary_idx3	cse_case_summary	case_type_seq	3
cse_case_summary_idx4	cse_case_summary	district_office_seq	3
cse_case_summary_idx5	cse_case_summary	worker_seq	3
cse_case_summary_idx6	cse_case_summary	establishment_type_seq	3
cse_case_summary_idx7	cse_case_summary	zero_cash_support_qty	3
cse_case_summary_idx8	cse_case_summary	support_order_qty	3
cse_dependent_mem_sum_idx1	cse_dependent_member_summary	time_seq	4
cse_dependent_mem_sum_idx2	cse_dependent_member_summary	member_information_seq	4
cse_cmemb_oblig_arc_idx1	cse_case_member_obligation_arc	case_information_seq	15
cse_cmemb_oblig_arc_idx2	cse_case_member_obligation_arc	member_information_seq	15
cse_cmemb_oblig_arc_idx3	cse_case_member_obligation_arc	debt_seq	15
cse_cmemb_oblig_arc_idx4	cse_case_member_obligation_arc	support_order_ctr	15
cse_cmemb_oblig_arc_idx5	cse_case_member_obligation_arc	time_seq	15
cse_cmemb_oblig_arc_idx6	cse_case_member_obligation_arc	case_type_seq	15
cse_cmemb_oblig_arc_idx7	cse_case_member_obligation_arc	district_office_seq	15
cse_cmemb_oblig_arc_idx8	cse_case_member_obligation_arc	worker_seq	15
cse_cmemb_oblig_arc_idx9	cse_case_member_obligation_arc	member_case_status_seq	15
cse_cmemb_oblig_arc_idx10	cse_case_member_obligation_arc	establishment_type_seq	15
cse_cmemb_oblig_arc_idx11	cse_case_member_obligation_arc	extraction_dt	15
cse_cmemb_oblig_idx1	cse_case_member_obligation	case_information_seq	15
cse_cmemb_oblig_idx2	cse_case_member_obligation	member_information_seq	15
cse_cmemb_oblig_idx3	cse_case_member_obligation	debt_type_seq	15
cse_cmemb_oblig_idx4	cse_case_member_obligation	support_order_ctr	15
cse_cmemb_oblig_idx5	cse_case_member_obligation	time_seq	15
cse_cmemb_oblig_idx6	cse_case_member_obligation	case_type_seq	15

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services
 Child Support Systems Maintenance & Enhancement Project
 DHHS RFP 2015-141

Index Name	Table Name	Column	Estimated Initial Size (in MB)
cse_cmemb_oblig_idx7	cse_case_member_obligation	district_office_seq	15
cse_cmemb_oblig_idx8	cse_case_member_obligation	worker_seq	15
cse_cmemb_oblig_idx9	cse_case_member_obligation	member_case_status_seq	15
cse_cmemb_oblig_idx10	cse_case_member_obligation	establishment_type_seq	15
cse_receipt_distribution_idx1	cse_receipt_distribution	receipt_id	50
cse_receipt_distribution_idx2	cse_receipt_distribution	receipt_log_transfer_ctr	50
cse_receipt_distribution_idx3	cse_receipt_distribution	time_seq	50
cse_receipt_distribution_idx4	cse_receipt_distribution	debt_type_seq	50
cse_receipt_distribution_idx5	cse_receipt_distribution	receipt_type_seq	50
cse_receipt_distribution_idx6	cse_receipt_distribution	disbursement_type_seq	50
cse_receipt_distribution_idx7	cse_receipt_distribution	case_information_seq	50
cse_receipt_distribution_idx8	cse_receipt_distribution	case_type_seq	50
cse_receipt_distribution_idx9	cse_receipt_distribution	district_office_seq	50
cse_receipt_distribution_idx10	cse_receipt_distribution	member_information_seq	50
cse_receipt_distribution_idx11	cse_receipt_distribution	distribution_type_seq	50
cse_receipt_distribution_idx12	cse_receipt_distribution	establishment_type_seq	50
cse_receipt_distribution_idx13	cse_receipt_distribution	member_case_status_seq	50
cse_receipt_distribution_idx14	cse_receipt_distribution	worker_seq	50
cse_case_information_idx1	cse_case_information	case_id	2
cse_case_information_idx2	cse_case_information	case_status_cde	2
cse_case_information_idx3	cse_case_information	case_assistance_cde	2
cse_case_information_idx4	cse_case_information	interstate_cde	2
cse_member_information_idx1	cse_member_information	member_id	10
cse_member_information_idx2	cse_member_information	paternity_establishment_cde	10
cse_member_information_idx3	cse_member_information	birth_dt	10
cse_worker_idx1	cse_worker	worker_id	0.1
cse_time_idx1	cse_time	calendar_dt	0.1
cse_time_idx2	cse_time	extraction_dt	0.1
cse_time_idx3	cse_time	month_end_dt	0.1
cse_time_idx4	cse_time	federal_fiscal_yr	0.1
cse_time_idx5	cse_time	federal_fiscal_qrt	0.1
cse_time_idx6	cse_time	quarter_end_dt	0.1
cse_district_office_idx1	cse_district_office	district_office_cde	0.1
cse_case_type_idx1	cse_case_type	case_type_cde	0.1
cse_establishment_type_idx1	cse_establishment_type	establishment_type_cde	0.1
cse_member_case_status_idx1	cse_member_case_status	member_case_status_cde	0.1
cse_receipt_type_idx1	cse_receipt_type	receipt_type_cde	0.1
cse_debt_type_idx1	cse_debt_type	debt_type_cde	0.1
cse_disburse_type_idx1	cse_disbursement_type	disburse_type_cde	0.1
cse_distrib_type_idx1	cse_distribution_type	distrib_type_cde	0.1
cse_ocse_157_idx1	cse_ocse_157	time_seq	0.1
cse_ocse_157_idx2	cse_ocse_157	item_nbr	0.1
cse_ocse_157_idx3	cse_ocse_157	item_ltr	0.1
	Total Est. Size		1.2 GB

Record ID	RFP Ref. No	Assessment	Requirement
TRACKING APPLICATIONS FOR CHILD SUPPORT SERVICES			
1	CI-APP-2	Fed Req.: Y Priority: 5 Gap Rating: 3	Provide for recording the relevant data from Order Payables received from the courts.
2	CI-APP-3	Fed Req.: Y Priority: 5 Gap Rating: 5	Capable of interfacing with courts to accept and record relevant Order Payable data electronically.
3	CI-APP-11	Fed Req.: Y Priority: 5 Gap Rating: 5	Provide for self-service web interface for CP and NCP to enter and submit application data. The web interface should include data validation rules, help and prompts (suggest alternatives) to aid the worker in providing high-quality data.
CASE INITIATION – NH NON-TANF APPLICANT			
4	CI-NTF-2	Fed Req.: Y Priority: 5 Gap Rating: 2	Capable of directly interfacing with New Heights (the IV-A database) to lookup and report on member status.
5	CI-NTF-15	Fed Req.: Y Priority: 5 Gap Rating: 4	Monitor Federal timeframe from date application received to completion of Case Initiation.
CASE INITIATION – NH TANF APPLICANT			
6	CI-TNF-1	Fed Req.: Y Priority: 5 Gap Rating: 5	Automatically notify IV-A agency and the CP when his/her application pertains to an existing closed case that cannot be reopened. Automatically halt the Case Initiation process in this case.
7	CI-TNF-5	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically initiate the standard Sanction process (based on standard business rules) when the CP does not co- operate.
8	CI-TNF-6	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically notify the IV-A agency about non-cooperation on the part of the CP.
9	CI-TNF-7	Fed Req.: N Priority: 5 Gap Rating: 5	Alert the worker to check New Heights 30 days after the non-cooperation notice is sent to the IV-A agency.
10	CI-TNF-9	Fed Req.: N Priority: 5 Gap Rating: 5	Provide the capability to automatically check the sanction status of the TANF CP who is not cooperating, 30 days after the non-cooperation notice is sent to the IV-A agency.
11	CI-TNF-11	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically generate request to the IV-A agency to lift the sanction, if the CP cooperates after the sanction has been imposed.
CASE INITIATION – NH AS RESPONDING STATE			
12	CI-RSP-9	Fed Req.: Y Priority: 5 Gap Rating: 4	Ability to automatically generate Acknowledgement & Request for additional information to the Initiating State (via CSENet and/or as hard copies) based on a pre- defined set of business rules.
CASE INITIATION – MEDICAID CASES			
13	NEW		TPL data is available but we are not sure if it is reliable. This might be covered under Case Management.
GENERAL REQUIREMENTS FOR CASE INITIATION			
14	CI-GEN-1	Fed Req.: Y Priority: 5 Gap Rating: 5	Allow for case to show that both NCP and CP have applied for services on same case.
15	CI-GEN-2	Fed Req.: Y Priority: 5 Gap Rating: 5	In tracking all processes, recognize the entity that has initiated the request for the services that are being tracked.

16	CI-GEN-6a	Fed Req.: Y Priority: 5 Gap Rating: 5	Based on business rules, allow for linking and de-linking individuals incorrectly linked to a IV-A number. Capture the reason for such an action. <i>Linking and de-linking should not cause loss (and re- entry) of case information.</i>
17	CI-GEN-6b	Fed Req.: Y Priority: 5 Gap Rating: 5	Based on business rules, allow for member merging to eliminate duplicate members. Capture the reason for such an action.
18	CI-GEN-7	Fed Req.: N Priority: 5 Gap Rating: 5	Ability to interface with Vital Statistics to request for and receive the Date of Birth and paternity information.
OBTAIN MISSING INFORMATION NECESSARY FOR LOCATE			
19	LO-MIS-1	Fed Req.: Y Priority: 3 Gap Rating: 5	Regularly monitor to identify cases that lack SSN and/or DOB, address, and employer.
SUPPORT MANUAL LOCATE ACTIVITIES			
20	LO-MAN-3	Fed Req.: Y Priority: 5 Gap Rating: 5	Allow worker to edit and finalize the Locate Request form online.
AUTOMATED LOCATE - AOC, SCR AND FCR			
21	LO-AOC-1	Fed Req.: Y Priority: 5 Gap Rating: 3	Ability to automatically accept electronic submittal from AOC; and match submittal with existing SCR cases to identify new/updated SCR cases.
AUTOMATED LOCATE - NHES QUARTERLY WAGE REPORTING			
23	LO-QWR-1	Fed Req.: Y Priority: 5 Gap Rating: 1	Automatically compile a weekly list of eligible Locate cases based on business rules.
AUTOMATED LOCATE - FIDM STATE BANK MATCH			
24	LO-FDM-4	Fed Req.: Y Priority: 5 Gap Rating: 1	Automatically accept Bank Customer list received from NH Banks who opt for the All Accounts method.
25	LO-FDM-5	Fed Req.: Y Priority: 5 Gap Rating: 1	Automatically match entries in each bank's Bank Customer list with quarterly list of cases eligible for FIDM State Bank Match to identify the Bank Match list.
26	LO-FDM-6	Fed Req.: Y Priority: 5 Gap Rating: 1	Automatically process Bank Match list as Locate Lead information.
27	LO-FDM-7	Fed Req.: Y Priority: 5 Gap Rating: 1	Automatically initiate Lien process based on entries in the Bank Match list.
AUTOMATED LOCATE - FIDM FEDERAL BANK MATCH			
28	LO-FDF-2	Fed Req.: Y Priority: 5 Gap Rating: 1	Automatically initiate Lien process based on entries in the Bank Match list.
AUTOMATED LOCATE - PROCESS LOCATE LEADS			
29	LO-PLL-15	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically mark a lead that could not be verified as a bad lead.
GENERAL REQUIREMENTS FOR LOCATE			
30	LO-GEN-20	Fed Req.: Y Priority: 5 Gap Rating: 1	If caseworker action is required, the system must alert the caseworker of the needed action in sufficient time to allow the 75 day timeframe to be met.
31	LO-GEN-21	Fed Req.: Y Priority: 5 Gap Rating: 1	Maintain and report data on: - The number of cases submitted to each locate source - The transmittal and response timeframes associated with each submission.
31	LO-GEN-25	Fed Req.: Y Priority: 5 Gap Rating: 4	Incorporate industry best practices to include rules and capability to maximize quality of name and address data that is captured at source of entry.

33	LO-GEN-33	Fed Req.: Y Priority: 5 Gap Rating: 5	Automatically alert Enforcement worker of NCP's release based on the release date recorded through the interface with Dept. of Corrections.
SUPPORT ORDER & OBLIGATION PROCESSING - FUNCTIONAL REQUIREMENTS			
34	FI-SOO-1	Fed Req.: Y Priority: 5 Gap Rating: 1	Monitor for and acknowledge the receipt of court orders
35	FI-SOO-11	Fed Req.: N Priority: 5 Gap Rating: 2	Automatically calculate support obligation and payment due and generate the appropriate payment coupons automatically to the NCP (direct billing).
36	FI-SOO-15	Fed Req.: N Priority: 5 Gap Rating: 5	When an order/obligation is modified, automatically make all necessary adjustments (i.e., review and 'self-correct').
37	FI-SOO-16	Fed Req.: N Priority: 5 Gap Rating: 5	When an obligation amount is modified (especially for an NCP with multiple cases), save previous obligation amount so that business rules could be applied to correctly post a receipt across multiple cases even when the receipt is based on the previous obligation/IA amount.
38	FI-SOO-23	Fed Req.: N Priority: 5 Gap Rating: 5	Ability to add unlimited number of children to each case/ obligation. Auto-adjust obligation amounts (total as well as at the child-level) as children are added to case.
SUPPORT ORDER & OBLIGATION PROCESSING - NON FUNCTIONAL REQUIREMENTS			
39	FI-SOO-25	Fed Req.: N Priority: 5 Gap Rating: 5	Include comprehensive presentation of Support Order and Obligation data with tabs (or other easy lookup) for each debt type (Child Support, Medical Support, Miscellaneous Debt, Out of State Debt and Spousal Support) and the obligations tied to the debt. This presentation should also include all arrearage information and a checklist of activities to be completed for setting up or modifying a support order or obligation.
NCP AND EMPLOYER BILLING			
40	FI-BIL-4	Fed Req.: Y Priority: 5 Gap Rating: 1	Provide for billing suppression and adjustments (**). **When an order modification is entered the system should automatically generate coupons based on the new amounts. If billing has already happened for the next month, it should generate coupons for the current month and the next month.
41	FI-BIL-5	Fed Req.: N Priority: 3 Gap Rating: 5	Auto suppresses bills for initiating interstate cases. Allow for supervisor-authorized overrides.
42	FI-BIL-12	Fed Req.: N Priority: 4 Gap Rating: 3	Worker should have the ability to view all employees on wage assignment for any employer.
43	NEW	Fed Req.: N Priority: 4 Gap Rating: 3	Worker should have the ability to stop Wage Coupons from going out to an employer.
RECEIPT PROCESSING			
44	FI-RCT-8	Fed Req.: N Priority: 5 Gap Rating: 3	For each receipt, the system must record the Receipt Source, Payment Type, Payment Mode, Receipt Date, Processing Date, Check/Instrument Number, Payment Amount, associated Coupon/reference #s, Payment Location, etc. Receipt Sources should include but not be limited to: NCP, Employer - Direct, Employer - Payroll Company, Other State Agency, IRS Intercept, State Tax Intercept, Unemployment Compensation Intercept, Worker's Compensation Intercept, Lottery Intercept, Bank Match, CP, etc. Payment Types should include but not be limited to: Regular Payment, Arrears Only Payments, Recoupment Payments, Bad Check Payment, Genetic Testing Fees, Other Fees, Penalties, Interest, Cost Recovery, Bonds, FPLS fees, etc. Payment Modes should include but not be limited to: Cash, Check, EFT, etc. Payment Location should include but not be limited to: SDU, OOF, DO, Courts, etc.
45	FI-RCT-9	Fed Req.: N Priority: 3 Gap Rating: 5	For wage assignments, capture pay date ('for period ending' date) from employer.

46	FI-RCT-12	Fed Req.: N Priority: 4 Gap Rating: 5	Capture all identifying information for all receipt sources (i.e., whether NCP, Employer, Other State, etc.). If the source is an employer's payroll company, capture identifying details for both the employer and the payroll company.
47	FI-RCT-16	Fed Req.: N Priority: 3 Gap Rating: 5	Maintain system-generated notes at appropriate levels (batch/ case/ member, etc.). E.g., if a batch of receipts were miss-posted, then the system-generated notes should be available at case level as well as batch level.
48	FI-RCT-21	Fed Req.: N Priority: 5 Gap Rating: 5	Provide Online Reconciliation Reports & Batch Error Reports to the OOF staff (include query capability) to assist them with Daily Reconciliation.
DISTRIBUTION - FUNCTIONAL REQUIREMENTS			
49	FI-DST-2	Fed Req.: Y Priority: 5 Gap Rating: 5	If costs/fees are imposed on the non-custodial parent, ensure that the monthly support obligation and any arrearage are satisfied prior to retaining the cost/fee. If costs/fees are being imposed on the custodial parent, deduct the costs/fees from support collected on behalf of the family. In either case, the non-custodial parent's account must be credited for the full amount of the support collection. In an interstate case, both the initiating and responding State must meet this requirement.
50	FI-DST-16	Fed Req.: N Priority: 5 Gap Rating: 4	Establish robust 2-way interfaces (with appropriate business rules to validate data) with DFA, DCYF, Medicaid and other entities as required or applicable.
51	FI-DST-17	Fed Req.: N Priority: 5 Gap Rating: 5	Business rules must be defined to enable the system to appropriately process distribution of retroactive IV-A eligibility.
DISTRIBUTION - NON FUNCTIONAL REQUIREMENTS			
52	FI-DST-21	Fed Req.: N Priority: 4 Gap Rating: 5	The user interface should present all information in narrative form as opposed to using codes.
53	FI-DST-22	Fed Req.: N Priority: 4 Gap Rating: 5	Results of distribution should be accessible through a user interface that is easy to understand and intuitive to navigate through to follow the distribution hierarchy on a case.
DISBURSEMENT - FUNCTIONAL REQUIREMENTS			
54	FI-DSB-17	Fed Req.: N Priority: 4 Gap Rating: 5	Support Bank interfaces to allow workers to view the dispositions of checks.
55	FI-DSB-20	Fed Req.: N Priority: 5 Gap Rating: 5	Must be capable of tracking monies that could not disbursed (i.e., include bucket for undisbursed monies, abandoned property, and other 'out of system' Accounts Receivable' buckets)
56	FI-DSB-21	Fed Req.: N Priority: 4 Gap Rating: 5	Must be capable of processing user requested Void Holds & Void Reissues. The user must be required to enter a note when processing Void Holds and Void Reissues.
57	FI-DSB-23	Fed Req.: N Priority: 4 Gap Rating: 5	Alert the DO worker when Returned checks are recorded in the system.
58	FI-DSB-24	Fed Req.: N Priority: 4 Gap Rating: 5	Provide DO worker with access to images of the Returned Check documents.
FINANCIAL ADJUSTMENTS REQUIREMENTS			
59	FI-ADJ-3	Fed Req.: N Priority: 5 Gap Rating: 4	Identify and distinguish between requests for Regular Back-outs (where the receipt needs to continue to be associated with the original member); and requests for Global Back-outs(where receipt would not be associated with the original member anymore)
60	FI-ADJ-4	Fed Req.: N Priority: 5 Gap Rating: 5	Auto bulk back-out of receipts where OOF input is not required.
61	FI-ADJ-7	Fed Req.: N Priority: 5 Gap Rating: 5	Process receipt back-out requests <ul style="list-style-type: none"> - Reverse the effect of distribution of the receipt - Allow OOF to put receipt on distribution hold - Create offset - Generate Recoupment Coupons and Notification

62	FI-ADJ-10	Fed Req.: N Priority: 5 Gap Rating: 5	System needs to include a bad check indicator for employer or NCP.
63	NEW (#1)		When the Bad Check Indicator is active associated with either the Employer or NCP, a check received will be placed on hold according to defined business rules. Include auto-release after the hold expires.
64	NEW (#2)		Information displayed in tables throughout the new NECSES must allow users to sort the data in columns.
65	FI-ADJ-17	Fed Req.: N Priority: 4 Gap Rating: 5	Allow OOF to process Stop Payment Requests.
66	FI-ADJ-18	Fed Req.: N Priority: 4 Gap Rating: 5	Process (electronic or user-entered) bank decision/action with respect to the Stop Payment request and alert worker(s) to take next action, as appropriate.
67	NEW (#3)		All documents available in OnBase must be easily accessible directly from NECSES
68	FI-ADJ-23	Fed Req.: N Priority: 4 Gap Rating: 5	Accept and validate Demand Check Requests from authorized users. Identify Demand Check Type (FTX refund, Forgery, etc.) and include business rules to mandate that the receipt number associated with the demand check is entered, where applicable. Validate input based on receipt to which the demand check is tied, if any.
69	FI-ADJ-24	Fed Req.: N Priority: 4 Gap Rating: 5	Process Demand Check Requests. - Produce check and check stub/letter - Create offset, where appropriate (based on business rules - e.g., no offsets are created if Demand check pertains to forgery).
70	FI-ADJ-25	Fed Req.: N Priority: 4 Gap Rating: 5	All special checks (such as demand checks, refund checks, and return receipt checks) should be accompanied with either a check stub or letter providing information about why the check is being issued. The verbiage on the stub/letter should be based on both standard language and free-form input in the system.
71	FI-ADJ-30	Fed Req.: N Priority: 3 Gap Rating: 5	Based on escheatment policy guidelines provide the capability to process /release undistributed collections.
FINANCIAL ACCOUNTING REQUIREMENTS			
72	FI-FAC-4	Fed Req.: Y Priority: 5 Gap Rating: 1	The system, or an auxiliary financial system, must provide documentation needed to obtain and verify claims for Federal financial participation (FFP) and to facilitate the payment, receipt, and distribution of incentive payments by: 1. Maintaining data on collections and administrative costs. 2. Maintaining information on the receipt of incentive payments. 3. Performing calculations needed to determine Title IV-D's share of administrative costs.
73	FI-FAC-12	Fed Req.: N Priority: 5 Gap Rating: 5	Regularly report identified financial activities (e.g., exceptions, high priority activities, etc.)
74	FI-FAC-13	Fed Req.: N Priority: 3 Gap Rating: 5	Ability to record information about checks that cannot be deposited and the reason why it cannot be deposited.
FINANCIAL RECOUPMENT REQUIREMENTS			
75	FI-RCP-6	Fed Req.: N Priority: 5 Gap Rating: 5	Send Recoupment Notice and Recoupment coupons to the entity from whom the recoupment is due.
76	FI-RCP-7	Fed Req.: N Priority: 5 Gap Rating: 5	Flag cases and members from whom recoupment has been initiated.
77	FI-RCP-10	Fed Req.: N Priority: 5 Gap Rating: 3	Support recoupment to be made in installments (such as a periodic recovery that could be based on either a \$ amount or a % of the check towards recovery). This will impact disbursement and may have policy implications.
78	FI-RCP-11	Fed Req.: N Priority: 5 Gap Rating: 5	Support functionality makes direct deductions for IV-A recoupment from the monthly payment being made to IV-A each month. Such deductions should be supported by a monthly statement that includes what is owed to IV-A for the current month and monies owed by IV-A (by way of adjustments) during the month. This would need changes in policies and the consensus of the IV-A agency.
GENERAL RECOUPMENT REQUIREMENTS			
79	FI-GEN-1	Fed Req.: N Priority: 5 Gap Rating: 5	Provide comprehensive real-time Financial Profile of each case and each member. Include presentation of classified notes (that could be filtered), receipt history, disbursement history, adjustments, etc. in one view per Member/case or combination of all.

80	FI-GEN-6	Fed Req.: N Priority: 5 Gap Rating: 5	Allow certain (predefined) financial activity to continue on a closed case without having to reopen the case.
CASE MANAGEMENT IN ORDER AND APPLICATION PROCESSING – FUNCTIONAL REQUIREMENTS			
81	CM-ORD-1	Fed Req.: N Priority: 5 Gap Rating: 2	Track the receipt of court orders to ensure that applications are sent out (where required) within the federally-mandated 5-day timeframe.
82	CM-ORD-2	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically send out the application upon receipt of the Order, where applicable.
83	CM-ORD-3	Fed Req.: N Priority: 5 Gap Rating: 5	In situations where applications cannot be sent out automatically, alert and remind the appropriate worker/office until the application has been sent out.
84	CM-ORD-4	Fed Req.: N Priority: 5 Gap Rating: 3	Track the number of applications per worker and per office at the following levels: - Number of applications received - Number of applications reviewed (touched) - Number of applications pending - Number of applications processed - Number of applications returned based on court order - Number of applications that pertain to "good cause" cases.
85	CM-ORD-5	Fed Req.: N Priority: 5 Gap Rating: 5	Track the date and time of occurrence of each activity to facilitate determining Average time to taken to complete each task/step and aid the Management in realistic goal setting and planning.
86	CM-ORD-6	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically suspend applications for 'good cause'.
87	CM-ORD-7	Fed Req.: N Priority: 5 Gap Rating: 3	Track and report the source of applications ('where' the application originated; e.g. TANF, IV-E, etc.)
88	CM-ORD-9	Fed Req.: N Priority: 5 Gap Rating: 5	Provide automatic transfer functionality within the new NECSES from one office to another office, where appropriate. The system should also alert the new worker.
89	CM-ORD-14	Fed Req.: N Priority: 5 Gap Rating: 5	Incorporate business rules for validating applications and identifying discrepancies in the applications. This should also be done at source (whether the source is self-service via the web or worker-entered).
90	CM-ORD-17	Fed Req.: N Priority: 5 Gap Rating: 5	Track trends to facilitate resource planning.
CASE MANAGEMENT DURING CASE INITIATION			
91	CM-CIN-3	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically setup base case (shell) based on self service applications received via the web.
92	CM-CIN-8	Fed Req.: N Priority: 5 Gap Rating: 5	Include workflow to allow worker to complete a checklist to indicate that case setup activities have been completed.
93	CM-CIN-9	Fed Req.: N Priority: 5 Gap Rating: 5	Integrate with Document Management & Imaging so that all documents associated with case/application can be electronically filed and easily accessed when reviewing the case/ application (aim at building paperless case files).l
CASE MANAGEMENT DURING LOCATE			
94	CM-LOC-5	Fed Req.: N Priority: 5 Gap Rating: 5	Incorporate a web-based self-service component that allows a client, a payor or an employer the ability to enter a new address. Such input should be treated as another set of Locate sources.
95	CM-LOC-10	Fed Req.: N Priority: 5 Gap Rating: 5	Initiate automatic closure of cases when Federal Locate criteria/requirements have not been met.
96	CM-LOC-12	Fed Req.: N Priority: 5 Gap Rating: 4	Track and report on timeframes for successful actions upon confirmation.

97	CM-LOC-14	Fed Req.: N Priority: 5 Gap Rating: 5	Include the ability to query cases by Address type and Location.
CASE MANAGEMENT DURING ESTABLISHMENT			
98	CM-EST-2	Fed Req.: N Priority: 5 Gap Rating: 5	Automate workflows and assignments for the next action, once the presence of a 'serviceable' address has been detected.
99	CM-EST-3	Fed Req.: N Priority: 5 Gap Rating: 5	Flag addresses that were not 'serviceable' and provide the ability to query and lookup cases that do not have a 'serviceable' address.
100	CM-EST-4	Fed Req.: N Priority: 5 Gap Rating: 3	Record timeframes and priorities for completion of tasks to establish Paternity and Support Orders.
101	CM-EST-5	Fed Req.: N Priority: 5 Gap Rating: 3	Monitor activities to assess if established timeframes are being met.
102	CM-EST-10	Fed Req.: N Priority: 5 Gap Rating: 4	Track the number of cases by status at different levels (worker, office, etc.). Provide authorized users with access to these numbers. This tracking would include but not be limited to: - Number of cases pending assignment (to worker). - Number of assigned cases. - Number of cases awaiting completion of Blood Testing. - Number of cases that are not yet referred to Legal - Number of cases referred to Legal - Number of cases accepted by Legal - Number of cases pending action based on Legal Referral. - Breakup of the disposition of cases referred to Legal
103	CM-EST-12	Fed Req.: N Priority: 5 Gap Rating: 5	Provide tools to capture interview information on a real time basis.
104	CM-EST-14	Fed Req.: N Priority: 5 Gap Rating: 5	Recognize when a case changes from TANF to non-TANF (or vice-versa) and automatically initiate next action (based on business rules). Alert the worker and Legal of the change in the TANF status of the case.
CASE MANAGEMENT DURING ENFORCEMENT			
105	CM-ENF-2	Fed Req.: N Priority: 5 Gap Rating: 4	Case Maintenance activities should be automated for cases that pay regularly.
106	CM-ENF-6	Fed Req.: N Priority: 5 Gap Rating: 5	Alert the worker and/or supervisor when data discrepancies are uncovered between the system's data and the data received through an interface.
107	CM-ENF-8	Fed Req.: N Priority: 5 Gap Rating: 3	Present workers with a prioritized list of cases that need to be scheduled with the Courts.
108	CM-ENF-13	Fed Req.: N Priority: 5 Gap Rating: 4	Incorporate dynamic case assignment (the flexibility to move caseload assignments). Assignments should be permissible by various categories including alpha splits, activity based splits, skills-based splits, load-based splits, etc. II
CASE MANAGEMENT DURING CASE CLOSURE			
109	CM-CLO-3	Fed Req.: N Priority: 5 Gap Rating: 2	Capable of identifying cases eligible for case closure.
110	CM-CLO-4	Fed Req.: N Priority: 5 Gap Rating: 2	Alert workers when their respective cases meet the case closure criteria.
111	CM-CLO-5	Fed Req.: Y Priority: 5 Gap Rating: 3	Provide for supervisory review of cases prior to closure and notify the caseworker of case closure actions.
112	CM-CLO-6	Fed Req.: N Priority: 5 Gap Rating: 5	The system should not allow the closure of a case when there are pending financial events (money on hold, bad checks, etc) associated with a case.

113	CM-CLO-7	Fed Req.: N Priority: 5 Gap Rating: 5	The system should not allow the closure of a case when there are outstanding items such as recoupment from the client.
114	CM-CLO-9	Fed Req.: N Priority: 5 Gap Rating: 5	The system should place incoming receipts on hold when a case meets the Case Closure Criteria.
115	CM-CLO-14	Fed Req.: N Priority: 5 Gap Rating: 1	Automatically start pre-closure if there has been no response to an Emancipation Letter for the last child on a case with an ongoing obligation and zero arrears.
116	CM-CLO-15	Fed Req.: N Priority: 5 Gap Rating: 3	Automatically initiate all case closure actions that do not need worker intervention. Present the worker with a checklist of all actions to be taken to close the case. Include status of system-initiated checklist items. For actions that need worker action, present respective timeframes.
117	CM-CLO-16	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically close cases where no further actions are needed to close the case.
CASE MANAGEMENT AT THE WORKER LEVEL			
118	CM-WRK-4(b)	Fed Req.: N Priority: 5 Gap Rating: 3	Present each worker with a prioritized list of worker specific tasks for use as the primary source for managing individual caseloads effectively / efficiently. The list should include features such as: - Custom settings for workers who choose to not to use the default presentation of the Task List. Setting would include factors such as: - Number of entries per page - Content of (entries in) task list - Order in which task list entries are presented - Threshold for alerts pertaining to different exception situations Alert Notification timeframe
119	CM-WRK-4(c)	Fed Req.: N Priority: 5 Gap Rating: 3	Present each worker with a prioritized list of worker specific tasks for use as the primary source for managing individual caseloads effectively / efficiently. The list should include features such as: - <u>Save, Re-use & Share of frequently used queries</u>
120	CM-WRK-6	Fed Req.: N Priority: 5 Gap Rating: 4	Alert worker regarding related activities that may directly or indirectly impact the disposition of a task at hand.
121	CM-WRK-9	Fed Req.: N Priority: 5 Gap Rating: 5	Compute and present Performance Assessment Measures of expected vs. actual performance.
122	CM-WRK-10	Fed Req.: N Priority: 5 Gap Rating: 5	Provide performance alerts when certain performance thresholds have either been reached or not been reached at a in a predefined timeframe. Supervisors should be able to access these for each of their workers.
123	NEW		Need the ability to delegate alerts.
124	NEW		Need the ability to escalate alerts to a supervisor.
CASE MANAGEMENT AT THE FUNCTIONAL LEVEL			
125	CM-FNC-1	Fed Req.: N Priority: 5 Gap Rating: 5	Monitor and track activities across each functional area to determine performance, outstanding workloads, and anticipated workloads/ resource requirements for the functional area.
126	CM-FNC-2	Fed Req.: N Priority: 5 Gap Rating: 5	Performance Monitors should include: Function-specific aggregates and averages such as: - Number of Supervisory Reviews; - Number of Enforcement Remedies; - Average activity times - such as length of time (on an average) to complete a good locate; - Effectiveness of a remedy; - <u>Report on incorrect activity (based on business rules to detect potential abnormalities):</u>
127	CM-FNC-3	Fed Req.: N Priority: 5 Gap Rating: 4	Workload assessments should include function-specific totals such as: - Number of outstanding paternity establishment cases. - Tasks that must be completed in the upcoming period (day /week /month /etc.).
CASE MANAGEMENT AT THE DIVISIONAL OFFICE LEVEL			

128	CM-OFF-1	Fed Req.: N Priority: 5 Gap Rating: 5	All of the Case Management activities listed at the worker level should be adapted at the DO level so that supervisors have functionality including but not limited to: - Task Driven Alerts for escalated tasks and other task types for which alerts are specifically requested; - Accessibility to a consolidated view of actions needed by function; - Workflows pertaining to supervisory approvals, etc.; - Worker task list(s) that pertains to the Supervisor, the DO in general, and each of the DO workers; - Alerts regarding related activities:
129	CM-OFF-2	Fed Req.: N Priority: 5 Gap Rating: 5	Include automatic assignments of cases/tasks based on business rules for each DO (including but not limited to skills-based assignment).
130	CM-OFF-3	Fed Req.: N Priority: 5 Gap Rating: 5	Include supervisor-initiated Assignment/ Reassignment (both temporary & permanent) of cases/tasks based on either a specific set of criteria or on a one-off basis.
131	CM-OFF-5	Fed Req.: N Priority: 5 Gap Rating: 5	Automatically route data gathered through self-service modules to the appropriate DO (example, if a CP files a 725 application on the web, business rules must be incorporated to route the application to the appropriate DO for processing).
132	CM-OFF-7	Fed Req.: N Priority: 5 Gap Rating: 4	Allow regional administrator to accept/ deny case reallocation & transfer requests made by another DO.
133	CM-OFF-8	Fed Req.: N Priority: 5 Gap Rating: 4	Track Worker Performance Measures based on predefined metrics.
134	CM-OFF-9	Fed Req.: N Priority: 5 Gap Rating: 4	Track DO Performance Measures based on pre-defined metrics.
135	CM-OFF-10	Fed Req.: N Priority: 5 Gap Rating: 5	Provide for performance comparisons with other DOs, and among workers.
136	CM-OFF-11	Fed Req.: N Priority: 5 Gap Rating: 5	Include Performance Alerts to proactively notify the supervisor of the potential danger that some goals may not be met (e.g., not reached 80% of annual goal level 30 days prior to annual evaluation date).
CASE MANAGEMENT AT THE MANAGEMENT/DCSS LEVEL			
137	CM-MGT-1	Fed Req.: N Priority: 5 Gap Rating: 5	Incorporate Performance Monitoring to track status relative to key performance indicators.
138	CM-MGT-2	Fed Req.: N Priority: 5 Gap Rating: 5	Include alerts to notify management when certain tolerance thresholds are reached. These could be to alert the Management that certain goals are not likely to be met, etc.
139	CM-MGT-3	Fed Req.: N Priority: 5 Gap Rating: 5	Provide capability to easily drill down to a detailed level in order to examine the cause for a particular value of a specific metrics (e.g., why were only 2 of the 10 cases sent by worker/DO to Legal received back?)
CASE MANAGEMENT PERTAINING TO AUTO REVIEW & ADJUSTMENT			
140	CM-ARA-7	Fed Req.: Y Priority: 5 Gap Rating: 3	Generate all legal documents, forms, and letters necessary to complete the review and adjustment process.
GENERAL REQUIREMENTS FOR CASE MANAGEMENT			
141	CM-GEN-15	Fed Req.: Y Priority: 5 Gap Rating: 5	Include the capability for automated Self-Assessment (based on a random selection of cases) at all organizational levels.
ESTABLISHING PATERNITY & CHILD SUPPORT ORDER - FUNCTIONALITY REQUIREMENTS			

142	ES-PSO-1	Fed Req.: Y Priority: 5 Gap Rating: 4	Automatically track, monitor, and report on the status of paternity establishment and support Federal regulations and State laws and procedures for establishing paternity.
143	ES-PSO-3	Fed Req.: Y Priority: 5 Gap Rating: 5	Initiate actions for the establishment of paternity, including administrative establishment of paternity, for all cases in which paternity has not yet been established.
144	ES-PSO-9	Fed Req.: Y Priority: 5 Gap Rating: 4	Automatically generate completed administrative or judicial documents which are required to establish paternity. The date and type of documents generated must be automatically entered in the case record.
145	ES-PSO-11	Fed Req.: N Priority: 4 Gap Rating: 5	Accept and record details of worker requests for Legal Referrals. Alert Legal when such requests have been validated and accepted.
146	ES-PSO-19	Fed Req.: N Priority: 4 Gap Rating: 2	Capture details of Court Hearing notices and include in worker/Legal calendar.
147	ES-PSO-31	Fed Req.: Y Priority: 2 Gap Rating: 5	If the court/ administrative authority dismiss a support order petition without prejudice, the system must set a code in the automated case record must indicating the reason for dismissal. In such cases, the IV-D agency must determine a date when it would be appropriate to re-seek an order and enter this date into the case record. Automatically re-initiate action to obtain a support order at that time.
148	ES-PSO-40	Fed Req.: N Priority: 3 Gap Rating: 5	Provide the ability for CP & NCP to view status & history of order information on the web.
ESTABLISHMENT MEDICAL SUPPORT ORDER - FUNCTIONAL REQUIREMENTS			
149	ES-MSO -7	Fed Req.: N Priority: 4 Gap Rating: 5	Provide a Web-based self-service module for NCP to complete Form 723 - Health Insurance Questionnaire online. Include business rules to validate data entered, suggest alternatives when discrepancies are identified.
REGISTRATION OF FOREIGN ORDERS - BOTH PARTIES IN-STATE			
150	NEW		Both parties are in NH and the CP applies for services. The order is from another state. Workflow needs to be created to track this process.
NCP SERVICES - FUNCTIONAL REQUIREMENTS			
151	ES-NCP-3	Fed Req.: N Priority: 4 Gap Rating: 5	Set up the case record, if the request pertains to establishing paternity.
152	ES-NCP-4	Fed Req.: N Priority: 5 Gap Rating: 2	The worker is required to research AOP and / or Department of Vital Statistics to determine if there is a claim of paternity for the child included in the 725a. The worker must be required to enter this information in the system along with the source of this information.
153	ES-NCP-9	Fed Req.: N Priority: 4 Gap Rating: 5	Automatically notify the CP of NCP request for services that have not been denied based on preliminary findings.
154	ES-NCP-10	Fed Req.: N Priority: 4 Gap Rating: 3	Provide ability to record details of CP's consent for testing or objection to proceed, as applicable.
CENTRAL REGISTRY - FUNCTIONAL REQUIREMENTS			
155	ES-R&A-2	Fed Req.: N Priority: 5 Gap Rating: 5	Monitor cases on a daily basis to identify those that are eligible for R&A.
156	ES-R&A-4	Fed Req.: N Priority: 4 Gap Rating: 2	Ability to record the details of Financial Affidavit for R&A. Automatically initiate the R&A process and provide the worker with the information needed to make a determination about the new obligation amount.
157	ES-R&A-5	Fed Req.: N Priority: 4 Gap Rating: 2	Ability to follow business rules to automatically determine the new obligation amount based on data provided on the Financial Affidavits and notifies the worker for their review and approval.
158	ES-R&A-6	Fed Req.: N Priority: 4 Gap Rating: 3	Ability to record the Obligation amount entered by the worker and any related remarks.
159	ES-R&A-7	Fed Req.: N Priority: 4 Gap Rating: 5	Automatically determine eligibility for Order modifications based on prevailing rules (presently, the case is eligible for Order Modification if the new amount exceeds differs (+ / -) from the old amount by either 20% or \$50).
GENERAL REQUIREMENTS FOR ESTABLISHMENT - FUNCTIONAL REQUIREMENTS\			

160	ES-GEN-3	Fed Req.: N Priority: 5 Gap Rating: 4	Easy access from application interface to commonly used sites (such court system, policy, federal website for looking up Action Transmittals).
161	ES-GEN-4	Fed Req.: N Priority: 4 Gap Rating: 4	Provide limited access to authorized external trusted partners such as Courts, Probation & Parole, etc.
162	ES-GEN-6	Fed Req.: N Priority: 4 Gap Rating: 5	Users' access rights to all documents should be guided by the user's authorization level and the classification of the document.
163	ES-GEN-7	Fed Req.: N Priority: 4 Gap Rating: 5	Automatically present worker with a To Do list (WRKL screen) for the day on login.
ENFORCEMENT MONITORING			
164	EN-MON-7	Fed Req.: N Priority: 5 Gap Rating: 4	Monitor case financials and automatically respond to situations that include but are not limited to the following: - Withholding issued and no initial payment received within time frame established by business rules. - Withholding in effect and less than full amount received. - Withholding in effect and payments cease In all such situations, automatically send notice to the employer and alert the worker.
165	EN-MON-8	Fed Req.: N Priority: 5 Gap Rating: 5	Monitor case financials and automatically respond to situations where the Withholding includes arrears payment and arrears become zero. In this situation, automatically issue new withholding that does not include arrears payment.
166	EN-MON-9	Fed Req.: N Priority: 5 Gap Rating: 5	Monitor case financials and automatically respond to situations where Withholding is in effect with no arrears payment and arrears that greater than one month of obligation develop. In this situation, automatically issue new withholding including arrears payment.
167	EN-MON-11	Fed Req.: Y Priority: 5 Gap Rating: 4	Monitor Locate information and recognize and respond to newly verified information such as employer, asset, license etc. and automatically initiate Enforcement action as required.
168	EN-MON-12	Fed Req.: N Priority: 3 Gap Rating: 5	Monitor compliance with provisions of agreements reached during various Enforcement processes such as Pre Show Cause, Show Cause, Credit Reporting etc.; and report noncompliance to the worker.
169	EN-MON-13	Fed Req.: Y Priority: 5 Gap Rating: 3	Monitor all timeframes on Notices in accordance with business rules.
170	EN-MON-14	Fed Req.: N Priority: 5 Gap Rating: 3	Identify all children who are one month from 18th birthday / anticipated emancipation date and generate letter for information to CP and alert the worker.
171	EN-MON-15	Fed Req.: N Priority: 5 Gap Rating: 5	Provide query, filter and sort tools for users to access up-to-date compliance and enforcement information (including but not limited to current actions being taken on a case, status of the actions, pending actions, case worker action history, summary of case events etc.)
ENFORCEMENT – INCOME ASSIGNMENTS			
172	EN-INX-2	Fed Req.: Y Priority: 5 Gap Rating: 4	Automatically calculate withholding amount (based on current obligations and arrears due). Must follow federal rules and guidelines in calculating withholding amount.
173	EN-INX-9	Fed Req.: Y Priority: 5 Gap Rating: 5	Monitor payments based on order cycle, ordered amount, amount received and payroll cycle to determine if full amount is being remitted. Alert the Enforcement worker when the correct amount is not being received.
174	EN-INX-10	Fed Req.: N Priority: 5 Gap Rating: 5	Send Notice to employer if less than full amount is remitted
175	EN-INX-12	Fed Req.: N Priority: 5 Gap Rating: 5	Provide for worker input that less than full amount being remitted due to Consumer Protection limitations.
176	EN-INX-13	Fed Req.: Y Priority: 5 Gap Rating: 5	In monitoring for payments, bypass cases with indicator of Consumer Protection limits causing insufficient remittance.

177	EN-INX-14	Fed Req.: Y Priority: 5 Gap Rating: 4	Automatically generate delinquency aging reports to monitor obligor and employer compliance with withholding orders.
178	EN-INX-17	Fed Req.: N Priority: 5 Gap Rating: 5	Proactively recognize zero arrears (using a threshold values) and issue new wage withholding accordingly
179	EN-INX-18	Fed Req.: N Priority: 5 Gap Rating: 5	Record date and other details of Employer Termination Letters and automatically send out notice to NCP informing reminding of his/her responsibility to make payments towards Child Support obligations.
180	NEW		Ability to generate and send a Lump Sum Wage Withholding notice for past claims. Ability to subsequently initiate Wage Withholding action for periodic payments. Exclude Social Security Disability from Wage Withholding action if NCP is receiving SSI and SSD.
181	NEW		System should generate an alert to the worker when wage receipts are received and no open EHIS record exists.
182	NEW	Fed Req.: N Priority: 2 Gap Rating: 5	Activity Chain Remedy Level Exclusions
183	NEW	Fed Req.: N Priority: 2 Gap Rating: 5	IIWO Activity Chain Enhancements
ENFORCEMENT - UNEMPLOYMENT COMPENSATION BENEFIT (UIB) INTERCEPT			
184	EN-UCB-3	Fed Req.: Y Priority: 4 Gap Rating: 5	Automatically generate standard withholding documents for UCB coordinator's approval and submission to NHES.
185	EN-UCB-4	Fed Req.: Y Priority: 4 Gap Rating: 5	Automatically generate Assignment of UCB (higher Withholding Consent form) to be sent to NCP.
186	EN-UCB-5	Fed Req.: Y Priority: 4 Gap Rating: 5	Record receipt of consent form and automatically calculate new withholding, and generate UCB withholding documents for UCB coordinator's approval and submission to NHES.
187	EN-UCB-6	Fed Req.: Y Priority: 4 Gap Rating: 5	Monitor to see if NHES submits payment and notify worker if no payment received. Notifications would include: a. No payments have been received through the UCB withholding. b. Payments from UCB withholding have ceased.
188	NEW		Alert the worker when INCP stopped receiving unemployment compensation, and INCP started receiving benefits again after stopping for some time.
189	EN-UCB-7	Fed Req.: Y Priority: 4 Gap Rating: 5	Recognize when NCP has no arrears and no current support due and generate Suspend Withholding Notice for UCB coordinator's approval and submission to NHES.
190	EN-UCB-10	Fed Req.: Y Priority: 4 Gap Rating: 5	Recognize which cases have UCB IA in place and apply collections automatically.
ENFORCEMENT - LIENS			
191	NEW		Initiate wage withholding and lien enforcement actions for a workman's compensation claim.
192	NEW		System will generate lien specific forms to the NCP, Asset holder, and the secretary of state.
ENFORCEMENT - BONDS			
193	EN-BON-1	Fed Req.: Y Priority: 1 Gap Rating: 5	Produce an advance notice that informs the NCP of: (1.) Delinquency of the support payment and the requirement of posting security, bond, or guarantee (2.) His/her rights and the methods available for contesting the impending action.
194	EN-BON-2	Fed Req.: Y Priority: 1 Gap Rating: 5	Automatically generate the required documentation and notify the caseworker to offset the bond when the current support payment is not received.
195	EN-BON-3	Fed Req.: Y Priority: 1 Gap Rating: 5	Automatically generate the required documentation and notify the caseworker to restore the bond when the past-due support is received.
ENFORCEMENT - LOTTERY INTERCEPT			
196	EN-LOT-1	Fed Req.: Y Priority: 2 Gap Rating: 5	Capable of processing a Lottery Winners file, detecting matches with delinquent obligors and initiating the lottery intercept enforcement remedy by producing the necessary documents needed to withhold child support from the lottery winnings.

197	EN-LOT-2	Fed Req.: Y Priority: 2 Gap Rating: 5	Track and produce the necessary documents to resolve the intercept.
198	EN-LOT-3	Fed Req.: N Priority: 2 Gap Rating: 5	Include interface for the Lottery Commission to: (a.) Query the system for the presence of an SSN (b.) Enter SSN, date/type of lottery and amount of winning for SSNs that are in the system.
199	EN-LOT-4	Fed Req.: N Priority: 2 Gap Rating: 5	Automatically record details of lottery for NCP's who owe arrears.
200	EN-LOT-5	Fed Req.: N Priority: 2 Gap Rating: 5	Include interface for Customer Services worker to record details of lottery for NCP's who owe arrears.
201	EN-LOT-6	Fed Req.: N Priority: 2 Gap Rating: 5	Produce notification to the Lottery Commission with the amount to be intercepted from an NCP.
202	EN-LOT-7	Fed Req.: N Priority: 2 Gap Rating: 5	Accept the Lottery Intercept funds and automatically prorated and apply to the NCP's case(s) (based on business rules) without special handling.
ENFORCEMENT - PRE SHOW CAUSE			
203	EN-PRE-1	Fed Req.: N Priority: 3 Gap Rating: 1	Schedule Pre-Show Cause Hearings and record date, time and place.
204	EN-PRE-3	Fed Req.: N Priority: 3 Gap Rating: 3	Ability to record outcome of Pre-Show Cause Hearings (No Show, No Agreement, Agreement reached)
205	EN-PRE-4	Fed Req.: N Priority: 3 Gap Rating: 5	Initiate Show Cause hearing if No Show or No Agreement
206	EN-PRE-5	Fed Req.: N Priority: 3 Gap Rating: 5	Ability to record details of Agreements reached during hearing.
207	EN-PRE-6	Fed Req.: N Priority: 3 Gap Rating: 5	Generate completed Agreement Form for NCP signature.
208	EN-PRE-7	Fed Req.: N Priority: 3 Gap Rating: 5	Monitor Alert the worker after 30 days to check for compliance with Agreement terms and report non-compliance.
ENFORCEMENT - SHOW CAUSE - - FUNCTIONAL REQUIREMENTS			
209	EN-SHO-1	Fed Req.: N Priority: 5 Gap Rating: 5	Identify cases that may be eligible for Show Cause Hearing according to business rules; and alert the worker.
210	EN-SHO-2	Fed Req.: N Priority: 1 Gap Rating: 5	Accept Initiate Show Cause requests from the worker.
211	EN-SHO-3	Fed Req.: N Priority: 5 Gap Rating: 5	Generate all necessary documents to file Show Cause action for the worker to modify and finalize online.
212	NEW		Add address verification as an optional first step in pre show-cause and show-cause workflow. This step should be used if the address has not been verified in the last 60 days,
213	EN-SHO-4	Fed Req.: N Priority: 5 Gap Rating: 5	Generate all necessary final documents to be submitted to the courts to request a Show Cause Hearing.
214	EN-SHO-5	Fed Req.: N Priority: 5 Gap Rating: 1	Provide for recording of date, place and time of court hearing.
215	EN-SHO-6	Fed Req.: N Priority: 5 Gap Rating: 5	Provide for recording dates & outcomes of attempts to serve NCP.

216	EN-SHO-7	Fed Req.: N Priority: 5 Gap Rating: 5	Generate a completed Agreement Form and provide for recording of terms of any Agreement reached prior to Hearing.
217	EN-SHO-8	Fed Req.: N Priority: 5 Gap Rating: 4	Provide for recording details of an Order that resulted from the Hearing.
218	EN-SHO-9	Fed Req.: N Priority: 5 Gap Rating: 3	Provide for recording details of all actions requested to the Courts. Actions would include but not be limited to: - Motion to Withdraw, Motion for Continuance, Motion for Capias, Request for failure to comply.
219	EN-SHO-10	Fed Req.: N Priority: 5 Gap Rating: 5	Monitor Alert worker after 30 days to check for compliance with agreement and report non compliance.
220	NEW		There could be a "Further show cause (review hearing)" some times in the show cause workflow. This means the show-cause process is not complete and another hearing is needed. Ability to accommodate this functionality in the workflow.
221	EN-SHO-11	Fed Req.: N Priority: 5 Gap Rating: 3	Provide for recording date, time and place of all court hearings and provide alert as the dates approach.
ENFORCEMENT - SHOW CAUSE - NON FUNCTIONAL REQUIREMENTS			
222	New		The group expressed the desire to include the "seek work" option either included in the form that is generated in the Pre Show Cause or Show Cause hearing results (order).
ENFORCEMENT - CRIMINAL NON SUPPORT			
223	EN-CRM-1	Fed Req.: Y Priority: 2 Gap Rating: 5	Enable the worker to manually start the remedy on cases that may need Criminal Non-Support.
224	NEW		Upon worker request, generate the document(s) to CP, and alert the worker after 30 days to check for response.
225	EN-CRM-2	Fed Req.: N Priority: 2 Gap Rating: 4	If the client cooperates, then Record request for Legal Referral for Criminal Non- Support and alert Legal. If the client does not cooperate or does not respond, then close the remedy.
226	EN-CRM-3	Fed Req.: N Priority: 2 Gap Rating: 5	Record rejection of Legal Referral for Criminal Non-Support and alert worker.
227	EN-CRM-4	Fed Req.: N Priority: 2 Gap Rating: 5	Record details of Legal's decision to pursue case for Criminal Non-Support and alert worker.
228	EN-CRM-5	Fed Req.: N Priority: 2 Gap Rating: 5	Automatically produce all documents necessary to pursue case for Criminal Non-Support and alert worker.
229	EN-CRM-6	Fed Req.: N Priority: 2 Gap Rating: 5	Record details of final order from the court.
230	EN-CRM-7	Fed Req.: N Priority: 2 Gap Rating: 5	Track and record all events in processing this remedy.
ENFORCEMENT – IRS FULL COLLECTION			
231	EN-IRS-1	Fed Req.: Y Priority: 1 Gap Rating: 5	Automatically identify those cases in which: (a.) A court or administrative order for support has been issued (b.) The amount to be collected under the support order is at least \$750 in arrears (c.) At least six months has elapsed since the last request for referral to the Secretary of the Treasury (d.) The case has an assignment of support rights or an application for child support services (e.) Reasonable efforts to collect support through all other mechanisms have been made by the IV-D agency, client, or client's representative.
232	EN-IRS-2	Fed Req.: Y Priority: 1 Gap Rating: 5	Support enforcement through IRS full collection services when previous enforcement attempts have failed

233	EN-IRS-3	Fed Req.: Y Priority: 1 Gap Rating: 5	Maintain information necessary to submit a request for IRS full collection services, including: (a.) The non-custodial parent's name, Social Security Number, address, and place of employment (b.) Amount owed under support orders (c.) Amounts previously referred to IRS for collection (d.) Dates of previous referrals to IRS for collection (e.) Previous enforcement actions taken in the case and the reasons for failure (f.) Information about the non-custodial parent's income and assets, including their nature and location if known (g.) Source of information h. Date information was verified
234	EN-IRS-4	Fed Req.: Y Priority: 1 Gap Rating: 5	Support the notification of the appropriate ACF Regional Office of changes to the amount of support due, the nature or location of assets, or address of the debtor.
ENFORCEMENT - MEDICAL SUPPORT			
235	EN-MED-1	Fed Req.: Y Priority: 5 Gap Rating: 5	Electronically interface with the State Title XIX system to automatically exchange information required to enforce the medical support provisions of an order.
236	EN-MED-2	Fed Req.: Y Priority: 5 Gap Rating: 5	Automatically generate documents needed to enforce medical support provisions.
237	EN-MED-3	Fed Req.: Y Priority: 5 Gap Rating: 5	Alert the caseworker when information required to fulfill a medical support order has not been received, and automatically generate required documents to secure the information.
238	EN-MED-4	Fed Req.: Y Priority: 5 Gap Rating: 5	Automatically monitor employer and non-custodial parent compliance with ordered medical support provisions and prompt needed caseworker action when there is a failure to comply with such orders.
239	EN-MED-5	Fed Req.: Y Priority: 5 Gap Rating: 5	Periodically exchange data electronically with the State Title XIX agency to determine if there have been lapses in health insurance coverage.
240	EN-MED-6	Fed Req.: Y Priority: 5 Gap Rating: 5	At least once, request employers and other groups offering health insurance coverage to notify the IV-D agency of changes and/or lapses in health insurance coverage.
241	NEW		When employment terminates, and the MEDI record is closed then a notice should go out to the CP about termination of the coverage.
ENFORCEMENT - REGISTRATION OF ORDER			
242	EN-REG-2	Fed Req.: Y Priority: 5 Gap Rating: 5	Generate all documents necessary to Register an Order.
243	EN-REG-3	Fed Req.: Y Priority: 5 Gap Rating: 5	Arrears calculation must be produced in the Federally mandated format. Use both system data and user input data, as needed in carrying out calculations.
244	EN-REG-5	Fed Req.: Y Priority: 5 Gap Rating: 5	Continue to monitor these cases for compliance.
ENFORCEMENT - MISTAKE OF FACT			
245	NEW		Regenerate the letter every 6 months (September and January) if the child is still not emancipated.
ENFORCEMENT - CASE CLOSURE			
246	EN-CLO-1	Fed Req.: Y Priority: 5 Gap Rating: 5	Identify cases eligible for case closure according to business rules.
247	EN-CLO-4	Fed Req.: Y Priority: 5 Gap Rating: 5	Notify worker of case closure and provide for supervisory review of cases subject to case closure.
248	EN-CLO-6	Fed Req.: Y Priority: 5 Gap Rating: 5	Automatically close outstanding issues internally, where possible. Automatically terminate outstanding external issues such as withholding, liens, revocations and passport denial.
249	EN-CLO-7	Fed Req.: Y Priority: 5 Gap Rating: 5	Provide worker with a checklist of outstanding items that need their attention prior to Case Closure
250	EN-CLO-8	Fed Req.: Y Priority: 5 Gap Rating: 5	Capture and track the status of outstanding issues and associate a Reason Code with each issue that is closed.

251	EN-CLO-10	Fed Req.: Y Priority: 5 Gap Rating: 5	Ability to deal with unresolved financial issues such as held monies or recoupments after case closure, without having to reopen the case.
ENFORCEMENT - GENERAL REQUIREMENTS			
252	EN-GEN-10	Fed Req.: N Priority: 5 Gap Rating: 5	Capable of reporting on Case history from the perspective of the effectiveness of attempted remedies on each case.
253	NEW		If the case is a current assistance case (TANF or Federally funded foster care), but the NCP is on SSI or any kind of cash assistance, then all enforcement remedies should automatically suspend on the case. Also, the case must stop accruing.
254	NEW - GENERAL		If the case is a non-public assistance case with NCP on SSI or some kind of cash assistance, then enforcement remedies must stop <u>but the case must continue to accrue.</u>
255	NEW		When both the NCP and DP(s) are receiving SSI or cash assistance: Non TANF case, suspend enforcement but accruals continue! TANF or IV-E case, suspend enforcement and stop the accruals.
OPERATIONAL REPORTS			
256	RP-OPR-1	Fed Req.: N Priority: 5 Gap Rating: 4	<i>Exception Reports:</i> Timely reports to the worker (and supervisor, based on the extent of the exception) indicating exception situations that need immediate attention. These would also include time sensitive exception reporting to the Supervisor when certain types of alerts go out to the worker. Such reports would identify 'time sensitive' activities performed by workers, to aid supervisors in proactively ensuring that required activities are being completed on time. Examples of exceptions would be when money cannot go into a case, on receipt of bad check, when a member's address changes too frequently, etc.
257	RP-OPR-2	Fed Req.: N Priority: 5 Gap Rating: 5	<i>Proactive Reports/ Action Reports:</i> Potential upcoming activities that could require action by the worker. These reports would present upcoming event specific activities such as arrears being paid off, emancipation, etc. This category of reports would also include a proactive view of financial activities to help stay ahead of phone calls (e.g. list of cases <u>that did not distribute/ disburse money last night</u>).
258	RP-OPR-3	Fed Req.: N Priority: 5 Gap Rating: 4	<i>Financial Tracking reports:</i> Provide the status of financial activities at various levels: Case level, member level, account level, 'bucket' level, etc. for each District Office as well as across all District offices.
259	RP-OPR-6	Fed Req.: N Priority: 5 Gap Rating: 3	<i>Standardized financial reporting.</i> This would include reports such as General Ledger. Reports under this category would include but not be limited to: - General ledger Reports- Bank reconciliation (for the Office of Finance) - Bank reconciliation with the DO's banks - Variance Reports with drill down capability (e.g., access to the details of the General Ledger) for analysis.
PLANNING REPORTS			
260	RP-PLA-1	Fed Req.: N Priority: 5 Gap Rating: 5	<i>Staff allocation reports</i> Present staff allocation vis-à-vis caseloads, worker skills, and job functions.
261	RP-PLA-2	Fed Req.: N Priority: 5 Gap Rating: 5	<i>Trends and patterns</i> Comparisons (based on user-specified criteria) over specified timeframes, across functions, within functions, across District Offices or within Divisional offices.
262	RP-PLA-3	Fed Req.: N Priority: 5 Gap Rating: 5	Capability for all Planning reports to be extracted into Excel or other such tool for further (in-depth) analysis.
PERFORMANCE AND MEASUREMENT REPORTS			
263	RP-PER-1	Fed Req.: N Priority: 5 Gap Rating: 5	<i>Disposition of cases</i> i.e., numbers of cases at each stage of the lifecycle.
264	RP-PER-2	Fed Req.: N Priority: 5 Gap Rating: 5	<i>Time spent on each court activity vs. outcome</i> (either using average time spent or time range).
265	RP-PER-3	Fed Req.: N Priority: 5 Gap Rating: 5	<i>Outcomes of activities by worker</i> i.e., count of each activity type performed by each worker and breakup of outcome for each activity type.

266	RP-PER-4	Fed Req.: N Priority: 5 Gap Rating: 5	<i>Worker activity Tracking</i> Report tracking worker activities over time. For example, track worker activities from month-to-month along with an indication of the type/volume of his/her caseload assignments during the period of activity tracking.
267	RP-PER-5	Fed Req.: N Priority: 5 Gap Rating: 5	<i>Time measurements</i> Time Measurement by activity at the worker level and District Office level.
268	RP-PER-6	Fed Req.: N Priority: 5 Gap Rating: 5	<i>Threshold Reports</i> Reports that indicate that a pre-set threshold value of a performance measure has/has not been reached at a given point in time.
FEDERAL REPORTS			
269	RP-FED-1	Fed Req.: Y Priority: 5 Gap Rating: 3	The system must maintain information required to prepare Federal reports.
270	RP-FED-2	Fed Req.: Y Priority: 5 Gap Rating: 3	The system or the State's accounts management system must maintain all information required to complete the OCSE-157 report.
271	RP-FED-3	Fed Req.: Y Priority: 5 Gap Rating: 3	The system must maintain all information required to complete the OCSE- 34A report.
272	RP-FED-4	Fed Req.: Y Priority: 5 Gap Rating: 3	The system or the State's accounts management system must maintain all information required to complete the OCSE-396A report.
273	RP-FED-5	Fed Req.: Y Priority: 5 Gap Rating: 3	The system or the State's accounts management system must maintain all information necessary to complete other reports defined as necessary, and for which instructions have been issued, by OCSE to complete its Annual Report to Congress
REVIEW AND ANALYSIS REPORTS			
274	RP-REV-1	Fed Req.: Y Priority: 5 Gap Rating: 3	Support the expeditious review and analysis of all data that is maintained, generated, and reported by the system.
REPORTING GENERAL REQUIREMENTS			
275	RP-GEN-2	Fed Req.: Y Priority: 5 Gap Rating: 3	Automatically generate operational reports at the caseworker and unit level to facilitate their day-to-day work. As determined necessary by the IV-D agency, the on-line report/work list must provide the following types of information, at a minimum: 1. Cases needing review per prioritization or case aging (e.g., program standards and timeframes) criteria 2. Any required follow-up case reviews and/or actions triggered manually by the caseworker, unit or jurisdiction, or automatically by the system 3. Cases to be automatically acted on by the system, e.g., wage withholding cases, which may require caseworker review and/or action 4. Cases newly assigned that require caseworker review and/or action. Note: All triggered caseworker review and action requirements on the automated daily online report/work list should include some form of case aging indicator, relative to applicable Federal and State IV-D program standards and timeframes.
276	RP-GEN-3	Fed Req.: Y Priority: 5 Gap Rating: 3	Generate reports required to ensure and maintain the accuracy of data and to summarize accounting activities.
277	RP-GEN-5	Fed Req.: Y Priority: 5 Gap Rating: 1	Capability to: (1.) Maintain the requisite data on State performance with respect to paternity establishment and child support enforcement in the State to calculate the paternity establishment percentage for the State for each fiscal year. (2.) Have in place system controls to ensure the completeness and reliability of, and ready access to, the paternity establishment data and calculations of paternity establishment percentage.
278	RP-GEN-6I	Fed Req.: Y Priority: 5 Gap Rating: 1	At a minimum, automatically generate reports pertaining to the following financial activities (as applicable): (1.) Collections; (2.) Escrowed collectibles; (3.) Adjustments; (4.) Fees collected; (5.) Future and arrearage payments; (6.) Interstate collections; (7.) Checks and check registers; (8.) Summary of distribution of child support; (9.) Summary of receipts by collecting agency; (10.) Interest collected

279	RP-GEN-7	Fed Req.: Y Priority: 5 Gap Rating: 1	Provide management reports for monitoring and evaluating employee, office/unit and program performance.
280	RP-GEN-8	Fed Req.: Y Priority: 5 Gap Rating: 3	Automatically generate workload management reports that provide information to an employee, office/unit, and program level on: (1.) Backlog identification; (2.) Workload allocation; (3.) Caseload tracking and aging
281	RP-GEN-9	Fed Req.: Y Priority: 5 Gap Rating: 3	Automatically generate employee and office/unit performance reports that provide information on: (1.) Caseload statistics (e.g., age of cases, breakdown by category including interstate, and status); (2.) Collections; (3.) Obligations; (4.) Cases for which orders could not be established or enforced (indicating the numbers and reasons for failures); (5.) Employee activity and accomplishments;
282	RP-GEN-10	Fed Req.: Y Priority: 5 Gap Rating: 3	Offer a reporting capability to provide management the flexibility to obtain information on an as-needed basis and to satisfy new information needs.
283	RP-GEN-11	Fed Req.: N Priority: 5 Gap Rating: 5	Provide all users the ability to easily access case, member, worker and activity information in various predefined formats.
284	RP-GEN-12	Fed Req.: N Priority: 5 Gap Rating: 5	Generate periodically a set of reports that are identified as standard reports that all users of a specific user group would use regularly and be made available electronically for the user to access, when needed.
285	RP-GEN-13	Fed Req.: N Priority: 5 Gap Rating: 5	Provide a 'Query' screen that would allow the user to define selection criteria to filter the contents of reports and sort criteria to request the order in which data should be presented.
286	RP-GEN-14	Fed Req.: N Priority: 5 Gap Rating: 5	Provide the ability for users to a save report (contents after the filter and sort have been applied) and publish them in an area where it can be accessed by other users.
287	RP-GEN-15	Fed Req.: N Priority: 5 Gap Rating: 5	Users should have the capability to request that certain reports (with a set filter and sort) be promoted as standard reports that will be presented to identified user groups.
288	RP-GEN-17	Fed Req.: N Priority: 5 Gap Rating: 5	Provide a degree of drill down capability for the financial reports and the performance measurement reports. This could be achieved by providing the capability to export reports into Excel (or other tools) so that further detailed analysis can be performed, and graphs and charts created, where appropriate.
289	RP-GEN-18	Fed Req.: N Priority: 5 Gap Rating: 5	Include self-service web interface and IVR interface to present external users such as CPs, NCPs, employers, etc. with status updates and other relevant information.
SYSTEM - WIDE GENERAL REQUIREMENTS			
290	GEN-GEN-1	Fed Req.: N Priority: 5 Gap Rating: 4	Fully integrated system with single point of entry into the system to perform all activities.
291	GEN-GEN-20	Fed Req.: N Priority: 5 Gap Rating: 5	Ability to support linking and easy lookup of an NCP with multiple cases and multiple dependents.
292	GEN-GEN-24	Fed Req.: N Priority: 5 Gap Rating: 5	Include automatic mail / email notifications to clients about follow-up actions taken.
293	GEN-GEN-40	Fed Req.: N Priority: 5 Gap Rating: 5	Ability for external users to manage their PIN, and security profiles; and reset passwords in and through the use of fully secure processes and technologies.
294	GEN-GEN-48	Fed Req.: N Priority: 5 Gap Rating: 5	Provide automatic case audit where worker selects the criteria for the audit and the system, per business rules, performs the audit and creates the audit report.
295	GEN-GEN-52	Fed Req.: N Priority: 5 Gap Rating: 5	Ability to interface with the Courts to: - Receive electronic orders; - File motions electronically;

296	NEW	Fed Req.: N Priority: 5 Gap Rating: 5	The integration of OnBase and NECSES - ability to keep Worker, Case and Member information in sync between the two databases in real time
APPLICATION SECURITY AND USER MAINTENANCE			
297	SP-ASU-9	FED REQ.: N PRIORITY: 5 GAP RATING: 5	Be capable of authorizing/ restricting user access at the data element level. Confidential case access restrictions are also a desired functionality.
298	SP-ASU-10	FED REQ.: N PRIORITY: 5 GAP RATING: 3	Track Logins and generate periodic reports on application usage. The federally mandated (IRS - 90 day) reports should part of this report set.
FORMS MAINTENANCE			
299	SP-FRM-1	FED REQ.: N PRIORITY: 5 GAP RATING: 5	Include the functionality for all forms that are generated by the system to be maintained within the system.
MAINTENANCE OF HELP / FAQ / GLOSSARY			
300	SP-HLP-1	FED REQ.: N PRIORITY: 5 GAP RATING: 5	Include the functionality for the Application Support Group to maintain Help text and other static text/pages such as FAQ, Policy and Glossary.
STATE'S SECURITY PREFERENCES			
301	SP-SEC-19	FED REQ.: N PRIORITY: 5 GAP RATING:	Support the State's Enterprise Security policy including the following areas: Networks, Internet, Email, Host, Applications, Clients - (Accounts & Passwords), Mobile Devices, Data, and Communications
STATE'S SELF-SERVICE PREFERENCES			
302	SP-SLF-1	FED REQ.: N PRIORITY: 5 GAP RATING:	Self-service components would need to be made available to external user communities comprising of payors, payees, courts, attorneys, etc.
303	SP-SLF-2	FED REQ.: N PRIORITY: 5 GAP RATING:	Self service could be provided either via the web and / or through IVR.
304	SP-SLF-3	FED REQ.: N PRIORITY: 5 GAP RATING:	Must address electronic signature requirements.
305	SP-SLF-4	FED REQ.: N PRIORITY: 5 GAP RATING:	Web Self-service support requirements could include 24x7 support and may need to be supported by online chat lines, etc.
STATE'S INTERFACES AND DATA SHARING PREFERENCES			
306	NEW	FED REQ.: Y PRIORITY: 5 GAP RATING: 1	DHHS is constructing a Client Services Center and Master Client Index. NECSES will need to interface with the MCI on multiple levels.
STATE'S PERFORMANCE & TUNING REQUIREMENTS			
307	SP-SPT-1	FED REQ.: N PRIORITY: 5 GAP RATING:	Must provide tools to tune and optimize performance of all application components during testing.
LAN / WAN IMPACT CONSIDERATIONS			
308	SP-LAN-1	FED REQ.: N PRIORITY: 5 GAP RATING:	Impact on the DCSS LAN & State's WAN must be anticipated.
309	SP-LAN-2	FED REQ.: N PRIORITY: 5 GAP RATING:	The infrastructure currently used by DCSS (for NECSES) is expected to have sufficient capacity to handle the expected traffic based current/ anticipated transaction volumes. However, if documents are imaged and would need to be shared across offices, transportation of large number of image files over the network may require the network infrastructure to be upgraded. Must perform network capacity planning analysis to determine whether the system/solution suite would require increased bandwidth to function optimally.
STATE'S ARCHIVE AND PURGE STRATEGY			
310	NEW		The data to be converted will need to be identified based on business rules. Data which wasn't converted but could have been will need to be available on a demand basis. Data which wasn't converted because it couldn't be converted may not be available on demand.
STATE'S KNOWLEDGE TRANSFER REQUIREMENTS			
311	SP-KTR-2	FED REQ.: N PRIORITY: 5 GAP RATING:	Preference for a contract that includes participation of State staff in implementation efforts.
312	SP-KTR-3	FED REQ.: N PRIORITY: 5 GAP RATING:	In general, the implementation model would put the vendor in charge of installation and setup of the application components in the development and testing environments, and the State in charge of installation and set up of application components in the production environment.
313	SP-KTR-4	FED REQ.: N PRIORITY: 5 GAP RATING:	State staff must participate in and sign off on design specifications and in code reviews.
314	SP-KTR-5	FED REQ.: N PRIORITY: 5 GAP RATING:	System/code must be well commented and well documented.

315	SP-KTR-6	FED REQ.: N PRIORITY: 5 GAP RATING:	Knowledge Transfer should cover Configuration/Management tools/ processes.
316	SP-KTR-7	FED REQ.: N PRIORITY: 5 GAP RATING:	Vendor must provide the State in advance with the skill sets of the personnel required to maintain and support the application in the production environment.
FEDERAL REQUIREMENTS			
317	SP-FED-30	FED REQ.: Y PRIORITY: 5 GAP RATING: 1	The State must have an approved disaster recovery plan which provides detailed actions to be taken in the event of a natural disaster (fire, water damage, etc.) or a disaster resulting from negligence, sabotage, mob action, etc. The disaster recovery plan should at a minimum include: 1. Documentation of approved backup arrangements. 2. Formal agreement of all parties. 3. An established processing priority system. 4. Arrangements for use of a back-up facility. 5. <u>Periodic testing of the backup procedures/facility</u>
318	NEW	FED REQ.: Y PRIORITY: 5 GAP RATING: 1	The State is required to implement the use of the federal E-IWO system with NH employers.
319	NEW	FED REQ.: Y PRIORITY: 5 GAP RATING: 1	The State is required to implement the use of the federal Quick system for intergovernmental case processing.
ESTABLISHING PATERNITY & CHILD SUPPORT ORDER - FUNCTIONAL REQUIREMENTS			
320	ES-PSO-12	Fed Req.: N Priority: 4 Gap Rating: 5	Accept and record details of Legal requests to close Legal Referrals. Alert worker when such requests have been validated and accepted.
321	ES-PSO-19	Fed Req.: N Priority: 4 Gap Rating: 2	Capture details of Court Hearing notices and include in worker/Legal calendar.
CENTRAL REGISTRY - FUNCTIONAL REQUIREMENTS			
322	ES-CRF-8	Fed Req.: N Priority: 4 Gap Rating: 5	Initiate a Legal referral if the NCP objects to the court's 20-day letter.
GENERAL REQUIREMENTS FOR ESTABLISHMENT - FUNCTIONAL REQUIREMENTS			
323	ES-GEN-2	Fed Req.: N Priority: 5 Gap Rating: 5	Include flexibility to incorporate business rules that specify when a Legal referral is needed. For example, should include the ability to not require that legal referrals be required for petitions.
LEGAL REFERRALS - FUNCTIONAL REQUIREMENTS			
324	NEW		System must allow for more than one referral per category type on a case.
325	NEW		On legal referrals, the system must: - Maintain the referrals types as a selectable list and automatically record petition type based on the selected workflow and the business rules. - Must enable the user to record additional notes based on the referral type. - Must automatically record date the case is referred to legal unit based on the workflow and business rules. - Must automatically record the name of the worker who referred the case to legal. - Enable associating a court with the referral based on business rules, and record the associated court on the referral. - Enable associating an attorney with the referral based on business rules, and record associated attorney on the referral.
326	NEW		New Legal Referral Activity Chain. Develop a new activity for the creation of legal referrals.
327	NEW		Reassignment of Attorneys to Cases. Develop the ability to reassign attorneys to cases when Attorneys change positions, locations, etc..