



State of New Hampshire

REQUEST FOR PROPOSALS

NH Department of Health and Human Services
Division of Public Health Services

Home Visiting Data System

RFP 2012-009

RFP ISSUED.....November 7, 2011

VENDOR CONFERENCE CALLNovember 15, 2011, 1:00 PM EST

STATE POINT of CONTACT..... Shannon Wood
Shannon.wood@dhhs.state.nh.us
(603) 271-4566

CONTRACT TYPE NOT TO EXCEED

PROPOSALS DUE.....December 21, 2011 4:30 PM

AT:

State of New Hampshire
Department of Health and Human Services
DPHS, Maternal and Child Health Section
ATTN: Shari Campbell
29 Hazen Dr.
Concord, NH 03301

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

1. INTRODUCTION

The State of New Hampshire Department of Health and Human Services (NH DHHS), Division of Public Health Services (DPHS), is preparing to implement the federal Maternal, Infant & Early Childhood Home Visiting (MIECHV) program. In New Hampshire, we have selected the Healthy Families America (HFA) home visiting model and will provide services in eleven at-risk communities across the state: one site in each of New Hampshire's ten Counties and an additional site in the City of Manchester. DPHS intends to contract with community agencies to implement this program, Home Visiting New Hampshire - Healthy Families America (HVNH-HFA).

The State's intention is to utilize an existing Commercial-Off-The-Shelf (COTS) application or Software as a Service model (SaaS) to collect and manage data and reporting for this program. To this end, the State of New Hampshire, acting through the DPHS, is releasing this Request for Proposals (RFP) to procure a secure, web-based, COTS software, or SaaS model, Home Visiting Data System.

HVNH-HFA home visitors will use this application to enter client demographic and service utilization data, as well as data related to case management and performance measures. DPHS would like to offer home visitors the option of entering data during home visits. Therefore, DPHS seeks an application that is web-based, functional on tablets and laptops, and accessible through wireless and cellular networks. State staff will use the application to run reports for federal data benchmark reporting and continuous quality improvement. Agency supervisors will run reports on HFA home visiting model fidelity requirements, and for continuous quality improvement at the agency and individual staff member levels. In serving the eleven HVNH-HFA agencies and state administrative staff, the data system will have approximately 75 users in year one.

In subsequent years, additional home visiting or family service programs may be added to the system, and share in the cost. We hope that data collection and reporting may be streamlined in this way, thereby reducing administrative burden on agencies implementing multiple state programs. Further description of this future function can be found in Section 1.3: *Scope of Work*.

The **Objectives** for the Home Visiting Data System are as follows. For a further explanation of the scope of the Project, please see Section 1.3: *Scope of Work*. For the list of detailed requirements, please see Appendix C: *System Requirements and Deliverables*.

The Home Visiting Data System will:

- Measure progress and generate reports on:
 - participant outcomes,
 - DPHS performance measures, and
 - federal Maternal, Infant, and Early Childhood Home Visiting (MIECHV) Program benchmark data constructs,

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

- Collect data and generate reports required for Healthy Families America (HFA) home visiting model accreditation,
- Serve as a tool for continuous quality improvement (CQI) at three levels: state, agency, and individual staff person,
- In years two and beyond, serve to streamline data collection and reporting across multiple home visiting and family service programs in the state.

1.1 Contract Award

The State plans to execute a Not to Exceed (NTE) Contract as a result of this RFP, which will include a Firm Fixed Price (FFP) component with a 5% reserve for changes required by legislative mandate. The award will be based upon criteria, standards, and weighting identified in this RFP. The NTE amount available will be \$100,000 for the first year of the contract (SFY12) and \$60,000 for each subsequent year. The State expects to receive Proposals to provide the Services described in this RFP within the available funding. The State will accept and consider Proposals that exceed available funding.

1.1.1 Non-Exclusive Contract

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.

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.

1.2 Contract Term

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

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

The Vendor's initial term will begin on the Effective Date and extend through September 30, 2015.

The Vendor shall commence work upon issuance of a Notice to Proceed by the State.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

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 and a Notice to Proceed, such work shall be performed at the sole risk of the Vendor. In the event that the Contract does not become effective, the State shall be under no obligation to pay the Vendor for any costs incurred or Services performed.

1.3 Scope of Work

This section of the RFP, along with the detailed requirements and Deliverables provided in Appendix C: *System Requirements and Deliverables*, describes New Hampshire's HVNH-HFA program and plans for data management. Prospective bidders are expected to fully comprehend the program's services and data management needs, and respond to this RFP with a proposal to provide DPHS with the services described in this scope of work.

This section includes the following information:

- Overview of the HVNH-HFA program
- Overview of the larger system of home visiting in the state and plans for future collaboration in data collection and reporting
- High-level description of the Home Visiting Data System

Overview of the HVNH-HFA Program

HVNH-HFA is a targeted initiative of the Division of Public Health Services (DPHS), Maternal and Child Health Section (MCHS). DPHS has received funding to implement the federal Maternal, Infant, and Early Childhood (MIEC) Home Visiting Program to address the diverse needs of children and families in communities at risk and provide for collaboration and partnership at the State and community levels to improve health and development outcomes for at-risk children through evidence-based home visiting programs.

The health of mothers, infants, and children is a reflection of the overall health of a community and a predictor of the health of the next generation. HVNH-HFA addresses multiple public health problems, including

- lack of adequate prenatal care, leading to poor outcomes;
- lack of adequate parenting help, leading to negative consequences;
- lack of parental knowledge of child's development, leading to maltreatment;
- lack of employment; and
- lack of coordination between community agencies.

HVNH-HFA will utilize specially trained home visitors and nurses to regularly visit pregnant women and their families in their homes to deliver a health and parenting education curriculum, information, referrals, and support to participants. Families are enrolled during the prenatal period or the child's early

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

infancy, and services are offered through the child's third birthday. The priority population for this program is women and families who:

- Are first time mothers;
- Have low incomes;
- Are pregnant women who have not attained age 21;
- Have a history of child abuse or neglect or have had interactions with child welfare services;
- Have a history of substance abuse or need substance abuse treatment;
- Are users of tobacco products in the home;
- Have, or have children with, low student achievement;
- Have children with developmental delays or disabilities;
- Are in families that include individuals who are serving or have formerly served in the armed forces, including such families that have members of the armed forces who have had multiple deployments outside of the United States.

A New Hampshire Home Visiting Needs Assessment conducted in 2010 identified Coos, Carroll, Strafford & Sullivan Counties, and the City of Manchester, as the communities at highest risk for the negative outcomes addressed by this program. Agencies in these five communities will be implementing HVNH-HFA beginning February 1, 2012. New Hampshire has been granted an additional MIECHV award to provide HVNH-HFA services in the remaining six Counties (Belknap, Cheshire, Grafton, Merrimack, Hillsborough, and Rockingham). DPHS anticipates that agencies in these communities will begin providing services April 1, 2011.

Healthy Families America (HFA) has been selected as the evidence-based home visiting program model that will best meet the needs of the identified at-risk communities. The HFA model is very prescriptive around the initiation of services for families; the content and intensity of services; and staff characteristics, training and supervision. Preference will be given to bidders responding to this Data System RFP who are able to demonstrate extensive experience with the HFA home visiting model, as described in Appendix E: *Standards for Describing Vendor Qualifications*.

Overview of the larger system of home visiting in New Hampshire

The comprehensive system of home visiting in New Hampshire consists of a broad spectrum of programs, from those well known and funded by State agencies to informal programs that address the needs of specific populations, such as refugee groups. The five primary home visiting programs in New Hampshire, prior to the addition of the new HVNH-HFA program, include:

- Home Visiting NH (HVNH),
- Child and Family Health Supports (CFHS),
- Comprehensive Family Supports (CFS),

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

- Family Centered Early Supports and Services (FCESS), and
- Head Start and Early Head Start.

These programs range in size from those offering statewide services, to those being available in just a few communities. They serve a variety of age ranges, from the prenatal period to the child's 19th birthday. They have separate, but often similar, goals for the families they serve. What they have in common is their service delivery model of providing services in families' homes, and the overarching goal of improving outcomes for the children of New Hampshire.

Many of these programs are implemented by community agencies at the local level. This has often resulted in a single community agency providing home visiting services for families through several state and/or federal contracts, being responsible for reporting similar data to multiple funders in multiple formats.

In years two and beyond of the implementation of this Home Visiting Data System, the State of New Hampshire would like to use the data system to better meet agency data collection and reporting needs for multiple programs, thereby reducing administrative burden for agencies. DPHS has begun further collaboration with other state agencies that will pave the way for this streamlining of data collection and reporting. DPHS asks that Home Visiting Data System bidders address the capacity of their solution to serve multiple home visiting programs in future years. This will include capacity of the Data System to track multiple programs a family might be enrolled in, including multiple Individualized Family Service Plans (IFSP).

High-level description of the Home Visiting Data System

DPHS is seeking a secure, web-based, COTS Software, or SaaS model, data system, hosted outside the NH Department of Health and Human Services, to collect, store, and report on data associated with the HVNH-HFA program. The data system will serve as a data collection and reporting tool at both the state and agency level, and as a case management tool at the agency level. The following figure illustrates the current vision for the Home Visiting Data System.

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

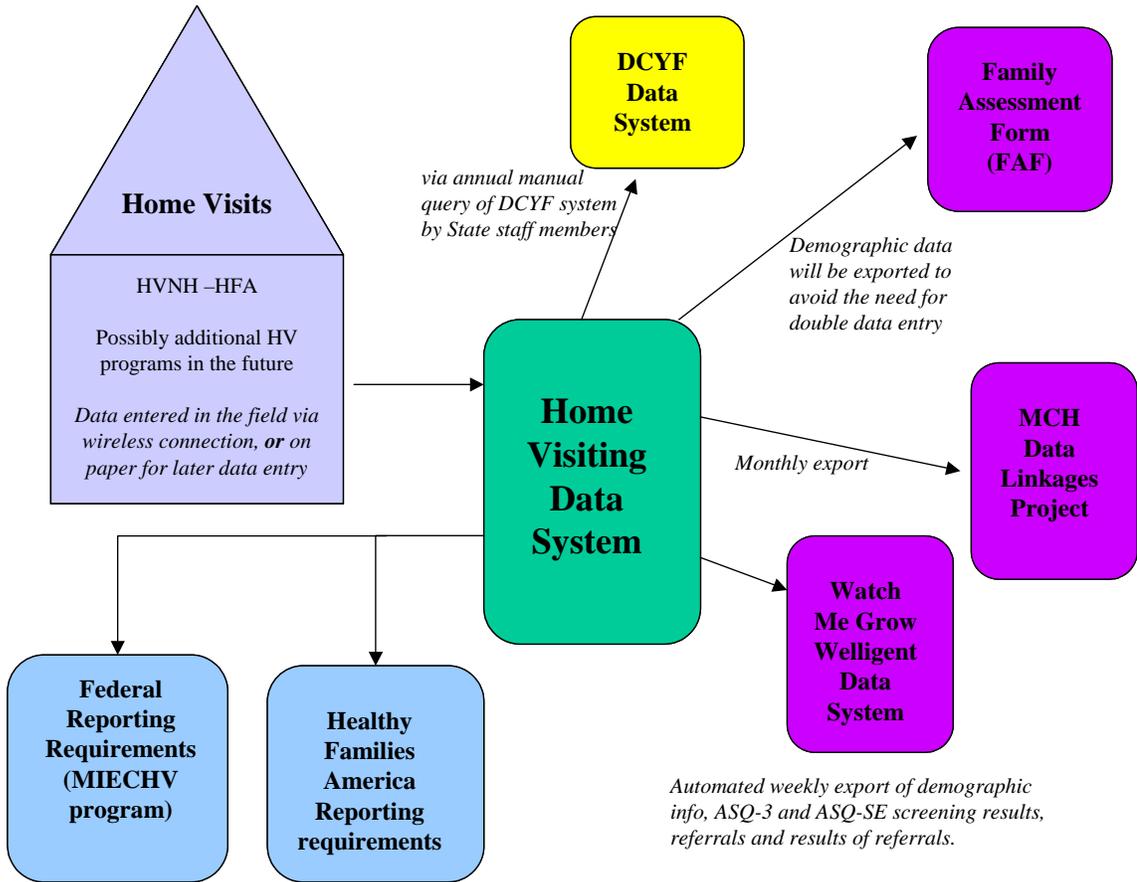


Figure 1: Home Visiting Data System workflow diagram

The data collection and reporting functions illustrated on the left side of the figure above are based on required federal data benchmark reporting and HFA model fidelity reporting. These requirements are detailed in Appendix C: *System Requirements and Deliverables*. DPHS will work with the successful Vendor to develop the reports required by the federal Maternal, Infant and Early Childhood Home Visiting (MIECHV) program.

DPHS would like to provide home visitors with the option of entering data during home visits via wireless connection or cellular networks on tablet or laptop computers. Since wireless connections and cellular networks are not available in all areas of New Hampshire, DPHS requires that Home Visiting Data System bidders propose a plan to ensure efficient data entry by home visitors working in those areas.

Case management functions of the Home Visiting Data System will include supporting fidelity to the Healthy Families America home visiting model (i.e. frequency and schedule of visits) and guiding agency staff in completing the screenings and data collection required by the federal MIECHV Program.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

Again, these functions are further detailed in Appendix C: *System Requirements and Deliverables*.

Interfaces to be developed for this System include exports to the Family Assessment Form (FAF) data system, developed by The Children's Bureau of Southern California; the Watch Me Grow Welligent Data System; and the NH Maternal and Child Health (MCH) Data Linkages Project. Our preference is for exports to be automated.

As is detailed in Appendix C: *System Requirements and Deliverables*, the Home Visiting Data System should provide at least one of the following methods for exporting the data to the Watch Me Grow data system, the MCH Data Linkages Project, and the Family Assessment Form:

1. Tools that can be used by approved DoIT and DHHS personnel to export home visiting data in a format compatible with DoIT, DHHS, and external stakeholder formats.
2. An electronic file(s) of exported home visiting data, created according DoIT/DHHS specifications, and made available to the data systems described above for importing.

The Family Assessment Form (FAF) is both a standardized tool for family assessment, and a web-based data system. New Hampshire has selected the FAF as the family assessment tool to be used with our MIECHV program for several reasons. The Healthy Families America home visiting model requires programs to use a standardized screening tool to determine family eligibility for the program. In addition, New Hampshire needed to select a tool with which to measure enrolled families' progress in multiple federally mandated data constructs. The FAF was the tool out of the eight considered that addressed the highest number of data constructs, which in turn minimizes the number of discrete assessments that home visitors will need to manage. It also serves multiple functions, including the family screening instrument required by HFA, and the foundation for developing and monitoring the Individual Family Support Plan (IFSP) for families enrolled in this program. Finally, it will track service delivery, family goal achievement, and outcome measures. The FAF has received a positive response from home visiting agencies across the state, particularly in light of the usefulness of this tool in helping to develop the IFSPs.

Home visitors will use the FAF data system to record ratings on multiple family assessment domains for each family they serve. As noted above, the FAF will also assist home visitors in developing an Individualized Family Service Plan for each family. DPHS would like to reduce the need for home visitors to enter demographic data twice. Therefore the vision of the Home Visiting Data System includes export of demographic information to the FAF. The current intention is to have this be an automated, weekly data export.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

The Watch Me Grow initiative collects data on child development screenings administered and/or collected by Family Resource Centers across New Hampshire. The HVNH-HFA program will be implemented by some of the same agencies, and will use the same screening tools, the Ages and Stages Questionnaire, 3rd edition (ASQ-3), and the Ages and Stages Questionnaire- Social and Emotional (ASQ-SE). Agencies that are both HVNH-HFA and Watch Me Grow sites will be asked to enter the ASQ-3 and ASQ-SE screening outcomes into the Home Visiting Data System, which will then be exported to the Watch Me Grow system to ensure that the Watch Me Grow system contains all the required data, and to reduce the potential burden of double data entry. The current intention is to have this be an automated, weekly data export.

The third interface will be with the NH MCH Data Linkages Project. The MCH Data Linkages Project is a comprehensive, integrated system of several linked datasets related to Maternal and Child Health. Information needed from the Home Visiting Data System includes all available Home Visiting Program data associated with the services provided, the participants receiving those services, and the staff administrators. The current intention is to set up an automated, monthly export of this data, with the ability to export more frequently, on occasion.

The query to the Division of Children, Youth and Families illustrated in Figure 1 above will be a manual query executed by State staff members. The data elements to be collected to support this query are included in the table in Appendix C: *System Requirements and Deliverables*, and must be included in the Home Visiting Data System. However, Proposals submitted in response to this RFP do not need to propose a method to implement this query.

The HVNH-HFA program is scheduled to begin providing services to families on February 1, 2012. In anticipation that the Home Visiting Data System will not be functional at that time, DPHS is developing Excel workbooks to collect data in the interim. Responses to this RFP should propose a plan for importing data from the Excel workbooks so that the Home Visiting Data System will contain complete records for all families enrolled in the program.

1.4 Subcontractors

The Vendor shall identify all Subcontractors to be provided to deliver required Services subject to the terms and conditions of this RFP, including but not limited to, in Appendix H Section H-25: *General Contract Requirements* herein and Appendix H: *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.

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

2. SCHEDULE OF EVENTS

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

EVENT	DATE	TIME
RFP released to Vendors (on or about)	November 7, 2011	
Vendor Inquiry Period begins	November 7, 2011	
Notification to the State of the number of representatives participating in the Optional Vendor Conference Call	November 14, 2011	1:00 PM EST
Optional Vendor Conference Call; call-in instructions referenced in <i>General Instructions</i> , Section 4.3	November 15, 2011	2:00 PM EST
Vendor Inquiry Period ends (final inquiries due)	November 18, 2011	
Final State responses to Vendor inquiries	November 23, 2011	
Final date for Proposal submission	December 21, 2011	4:30 PM EST
Invitations for oral presentations	Week of January 2, 2012	
Vendor presentations/discussion sessions/interviews, if necessary	Week of January 9, 2012	
Notices will be sent to selected Vendor (on or about)	January 16, 2012	
Anticipated Governor and Council approval	TBD	
Anticipated Notice to Proceed	TBD	

3. SOFTWARE, REQUIREMENTS AND DELIVERABLES

3.1 Software

The State will consider two models, Commercial-Off-the-Shelf (COTS) Software, or Software as a Service (SaaS) for this Contract. Each Proposal must present Software that can fully support the required functionality listed in Appendix C: *System Requirements and Deliverables*.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

3.2 Requirements

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

3.2.2 Appendix C: *System Requirements and Deliverables*

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

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

3.3 Deliverables

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

4. 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, Division of Public Health Services (DPHS), no later than the time and date specified in Section 2: *Schedule of Events*. Proposals must be addressed to:

State of New Hampshire
Department of Health and Human Services
DPHS, Maternal and Child Health Section
ATTN: Shari Campbell
29 Hazen Dr.
Concord, NH 03301

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

Cartons containing Proposals must be clearly marked as follows:

STATE OF NEW HAMPSHIRE
Division of Public Health Services

RESPONSE TO DPHS RFP 2012-009
Home Visiting Data System

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

Vendors are permitted to submit only **one (1)** Proposal in response to this RFP.

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

- a. One (1) original and **four** clearly identified copies of the Proposal, including all required attachments,
- b. One (1) copy of the *Proposal Transmittal Form Letter* (described in Section 4.18.2: *Transmittal Form Letter*, herein) shall be signed by an official authorized to legally bind the Vendor and shall be marked "ORIGINAL."
- c. One (1) electronic copy on CD ROM in MS WORD format.

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

4.2 Proposal Inquiries

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

Shannon Wood, Home Visiting Program Coordinator
Division of Public Health Services, Maternal & Child Health Section
29 Hazen Dr.
Concord, NH 03301
Email: shannon.wood@dhhs.state.nh.us
Fax: 603-271-3827

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

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

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

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

4.2.1 Restriction of Contact With State Employees

From the date of release of this RFP until an award is made and announced regarding the selection of a Vendor, all communication with personnel employed by or under contract with the State regarding this RFP is forbidden unless first approved by the RFP State Point of Contact listed in Section 4.2: *Proposal Inquiries*. State employees have been directed not to hold conferences and/or discussions concerning this RFP with any Vendor during the selection process, unless otherwise authorized by the RFP State Point of Contact.

4.3 Vendor Conference

A non-mandatory Vendor Conference Call will be held on the date and at the time identified in Section 2: *Schedule of Events*. All Vendors who intend to submit Proposals are encouraged to participate in the Vendor Conference Call. Call information will be provided to those who RSVP via e-mail to shannon.wood@dhhs.state.nh.us no later than the time specified for notification to the state of the number of representatives participating in the optional vendor conference call (see Section 2: *Schedule of Events*).

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, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

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 posted to the website by the date specified as the final State responses to Vendor inquiries as specified in Section 2: *Schedule of Events*. Vendors are responsible for any costs associated with participating in the Vendor Conference Call.

4.4 Alteration of RFP

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

4.5 RFP Addendum

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

4.6 Non-Collusion

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

4.7 Validity of Proposal

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

4.8 Property of the State

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

4.9 Confidentiality of a Proposal

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

4.10 Public Disclosure

Subject to applicable law or regulations, the content of each Vendor's Proposal shall become public information upon the Effective Date of any resulting Contract.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

4.11 Security

The Vendor must comply with the Health Insurance Portability and Accountability Act, Public Law 104-191 and with the Standards for Privacy and Security of Individually Identifiable Health Information, 45 CFR Parts 160 and 164 and those parts of the HITECH Act as applicable. The Vendor must ensure that appropriate levels of security are implemented and maintained in order to protect the integrity and reliability of its information technology resources, information, and services. Vendor resources, information, and services must be available on an ongoing basis, with the appropriate infrastructure and security controls to ensure business continuity and safeguard Vendor networks, Systems and data.

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

4.12 Non-Commitment

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

4.13 Proposal Preparation Cost

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

4.14 Oral Presentations/Interviews and Discussion

The State reserves the right to require Vendors to make oral presentations of their Proposals and/or to make available for oral presentations/interviews the IT consultants proposed to implement the COTS application. All costs associated with oral presentations/interviews shall be borne entirely by the Vendor. Vendors may be requested to provide demonstrations of their proposed Systems as part of their presentations.

4.15 Required Contract Terms and Conditions

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

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

4.16 Proposal Format

Proposals should follow the following format:

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

4.17 Proposal Organization

Proposals should adhere to the following outline and should not include items not identified in the outline.

- **Cover Page**
- **Transmittal Form Letter**
- **Table of Contents**
- **Section I:** Executive Summary
- **Section II:** Glossary of Terms and Abbreviations
- **Section III:** Responses to Requirements and Deliverables
- **Section IV:** Narrative Responses
- **Section V:** Corporate Qualifications
- **Section VI:** Qualifications of key Vendor staff
- **Section VII:** Cost Proposal
- **Section VIII:** Copy of the RFP and any signed Addendum (a) - *required in original Proposal only*
- **Section IX:** Appendix

4.18 Proposal Content

4.18.1 Cover Page

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

STATE OF NEW HAMPSHIRE
Department of Health and Human Services
Division of Public Health Services

RESPONSE TO DPHS RFP 2012-009
Home Visiting Data System

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

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

4.18.2 Transmittal Form Letter

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

Remainder of this page intentionally left blank

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

State of New Hampshire Proposal Transmittal Form Letter

Company Name _____

Address _____

To: NH Department of Health and Human Services State Point of Contact: Shannon Wood
Telephone: (603) 271-4566
Email: shannon.wood@dhhs.state.nh.us

RE: Proposal Invitation Name: Home Visiting Data System
Proposal Number: RFP 2012-009
Proposal Due Date and Time: December 21, 2011 at 4:30 PM

Dear Madam:

Company Name: _____ hereby offers to sell to the State of New Hampshire the Services indicated in RFP NH DPHS 2012-009 Home Visiting Data System at the price(s) quoted in Vendor Response Section VII: *Cost Proposal*, and Appendix F: *Pricing Worksheets*, in complete accordance with all conditions of this RFP and all Specifications set forth in the RFP and in the State of New Hampshire Terms and Conditions outlined in RFP Appendix H: *State of New Hampshire Terms and Conditions*.

Company Signor: _____ is authorized to legally obligate

Company Name: _____.

We attest to the fact that:

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

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

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

The Vendor has read and included a copy of RFP 2012-009 and any subsequent signed Addendum (a).

Our official point of contact is _____

Title _____

Telephone _____, Email _____

Authorized Signature Printed _____

Authorized Signature _____

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

4.18.3 Table of Contents

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

4.18.4 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.

4.18.5 Section II: Glossary of Terms and Abbreviations

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

4.18.6 Section III: Responses to System Requirements and Deliverables

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

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

4.18.7 Section IV: Narrative Responses

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

4.18.8 Section V: Corporate Qualifications

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

4.18.9 Section VI: Qualifications of key Vendor staff

This Proposal section must be used to provide required information on key Vendor staff. Specific information to be provided is described in Sections: E-2: *Team Organization and Designation of key Vendor staff*; E-3: *Candidates*

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

for Project Manager; and E-4: Candidates for key Vendor staff Roles, of Appendix E: Standards for Describing Vendor Qualifications.

4.18.10 Section VII: Cost Proposal

The Cost Proposal must include the following:

- The *Activities/Deliverables/Milestones Pricing Worksheet* prepared using the format provided in Table F-1 of Appendix F: *Pricing Worksheets* and any discussion necessary to ensure understanding of data provided;
- A *Proposed Position – Initial Contract Term Vendor Rates Worksheet* prepared using the format provided in Table F-2 of Appendix F: *Pricing Worksheets* and any discussion necessary to ensure understanding of data provided;
- A *Future Vendor Rates Worksheet* prepared using the format provided in Table F-3 of Appendix F: *Pricing Worksheets* and any discussion necessary to ensure understanding of data provided;
- A *Software Licensing, Maintenance and Support Pricing Worksheet* prepared using the format provided in Table F-4 of Appendix F: *Pricing Worksheets* and any discussion necessary to ensure understanding of data provided.

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

4.18.12 Section IX: Appendix- This section provided for extra materials as referenced in Appendix D- Topic O-Product Literature, Topic 3-Ad Hoc/Federal Reporting, Topic 6-Interface Standards, Topic 12-Testing (For UAT Plan) and Topic 18-Status Meetings and Reports.

5. PROPOSAL EVALUATION PROCESS

5.1 Scoring Proposals

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

The State will issue an intent to award notice 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.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

The State will use a scoring scale of 100 points, which shall be applied to the Solution as a whole. Points will be distributed among four (4) factors:

- 40 points - Proposed Software Solution;
- 15 points – Vendor’s Technical, Service and Project Management Experience;
- 15 points – Vendor Company and Staffing Qualifications; and
- 30 points – Solution Cost (Rates and Pricing)
- 100 points - Total Possible Score.

5.2 Rights of the State in Evaluating Proposals

The State reserves the right to:

- a. Consider any source of information in evaluating Proposals;
- b. Omit any planned evaluation step if, in the State’s view, the step is not needed;
- c. At its sole discretion, reject any and all Proposals at any time; and
- d. Open Contract discussions with the second highest scoring Vendor, if the State is unable to reach an agreement on Contract terms with the highest scoring Vendor.

5.3 Planned Evaluations

The State plans to use the following process:

- Initial screening;
- Preliminary scoring of the Proposals and reference and background checks;
- Oral interviews and product demonstrations;
- 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 conditions defined in Appendix B: *Minimum Standards for Proposal Consideration*. A Proposal that fails to satisfy either submission requirements or minimum standards may be rejected without further consideration.

5.3.2 Preliminary Scoring of Proposals and Reference and Background Checks

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

5.3.3 Oral Interviews and Product Demonstrations

Preliminary scores from the initial evaluation of the Proposals will be used to select Vendors to invite to oral interviews and product demonstrations.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

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

For each invited Vendor, the oral interview and product demonstrations will be **up to two hours** in length. A highly structured agenda will be used for oral interviews and product demonstrations to ensure standard coverage of each invited Vendor. Information gained from oral interviews and product demonstrations will be used to refine scores assigned from the initial review of the Proposals.

5.3.4 Best and Final Offer (If appropriate)

The State may, at its sole option, either accept a Vendor's initial Proposal by award of a Contract or enter into discussions with Vendors whose Proposals are deemed best qualified to be considered for an award. After discussions are concluded a Vendor may be allowed to submit a "Best and Final Offer" for consideration.

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. After making a preliminary determination of award, the State reserves the right to conduct site visits to a Vendor location and/or government site(s) that utilizes the Vendor Software.

5.4 Scoring Detail

The State will select a Vendor based upon the criteria and standards contained in this RFP.

5.4.1 Scoring of the Proposed Software Solution

The Vendor's Proposed Software Solution will be allocated a maximum score of 40 points. These points will include, but not be limited to, the following sub-factors for the software Solution: Overall Fit, Software Features and Usability, and Plan for Proposed Interfaces (including with the Family Assessment Form).

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

Vendor proposed Services will be allocated a maximum score of 15 points, which will include, but not be limited to, the following sub-factor narratives on: Technical Expertise; Ability to provide Professional Services; and Project Management Competence.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

5.4.3 Scoring of Vendor Company and Staffing Qualifications

Vendor qualifications (including any Subcontractors) will be allocated a maximum score of 15 points which will include, but not be limited to, the following sub-factors: corporate qualifications; organization and size of the Vendor's proposed Project Team; qualifications of the proposed Project Manager; and qualifications of proposed key Vendor staff. (See Appendix E for requirements)

5.4.4 Scoring the Software Solution Cost

Vendor proposed Software Solution cost will be allocated a maximum score of 30 points. Cost information required in a Proposal is intended to provide a sound basis for comparing costs. The State will evaluate the Solution cost based upon any licensing, implementation, and all operating costs, including but not limited to hosting, support, maintenance, and upgrades, for a period of 5 years.

THE FOLLOWING FORMULA WILL BE USED TO ASSIGN POINTS FOR COSTS:

Vendor's Cost Score= (Lowest Proposed Cost / Vendor's Proposed Cost) times NUMBER OF maximum points for Solution costs defined in Section 5.1: Scoring Proposals.

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.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

APPENDIX A: BACKGROUND INFORMATION

A-1 Division of Public Health Services

The New Hampshire Division of Public Health Services (DPHS) is a responsive, expert, leadership organization that promotes optimal health and well being for all people in New Hampshire and protects them from illness and injury. DPHS is responsible to serve the public - individuals, families, communities and organizations - by delivering high quality, evidence-based services. DPHS responds promptly to public health threats, inquiries, and emerging issues

The mission of the DPHS is to assure the health and well-being of communities and populations in New Hampshire by promoting and protecting the physical, mental and environmental health of its citizens, by preventing disease, injury, disability and death, and preparing for public health emergencies. This mission is carried out, to a large degree, in partnership with community-based agencies that are awarded contracts through a Request for Proposals (RFP) process.

Despite New Hampshire's placement as a leading state for many prenatal-related measures, further analysis reveals pockets of disparities in maternal and infant health, child abuse and neglect, school readiness and achievement, domestic violence, family economic self-sufficiency, and coordination of community resources and supports. Reducing these disparities requires a lifespan approach to health that accounts for socioeconomic and environmental as well as medical issues.

The health of mothers, infants, and children is a reflection of the overall health of a community and a predictor of the health of the next generation. Lack of adequate prenatal care, leading to poor outcomes; lack of adequate parenting help, leading to negative consequences; lack of parental knowledge of child's development leading to maltreatment; lack of employment; and lack of coordination of community agencies are among the public health problems addressed by home visiting programs in New Hampshire.

Project Overview/Justification

Goals and Objectives for the Home Visiting Data System:

The Home Visiting Data System will:

1. Serve as a case management tool, supporting fidelity to the Healthy Families America home visiting model and guiding agency staff in completing the screenings and data collection required by the federal Maternal, Infant and Early Childhood Home Visiting (MIECHV) Program
2. Measure progress and generate reports on:
 - a. participant outcomes,
 - b. DPHS performance measures, and

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

- c. MIECHV Program benchmark data constructs,
3. Collect data and generate reports required for Healthy Families America (HFA) home visiting model accreditation,
4. Serve as a tool for continuous quality improvement (CQI) at three levels: state, agency, and individual staff person,
5. Serve to streamline data collection across multiple home visiting programs in the state.

A-2 Department of Information Technology and Technology Status

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

A-2.1 New Hampshire Information Technology Plan (NHITP)

The Department of Information Technology published a State of New Hampshire Information Technology Plan (NHITP). The New Hampshire Information Technology Plan contains the vision, goals, and strategy for the electronic delivery of government services on the Internet and details future e-government direction and implementation strategy. The NHITP helps government leaders anticipate and respond to significant external changes, accelerates IT learning across State agencies, and leverages investments in information technology across State agencies.

A-2.2 Technical Architecture

Components of the State's technical architecture include:

- State Network Environment: The State operates multiple wide-area networks using various technologies including frame relay, fiber, dedicated lines, wireless, Voice over IP (VOIP) and VPN technologies. Networks have varying levels of integration and connectivity to the statewide core for resource sharing and centralized administration by the Department of Information Technology (DoIT). Direct support is provided for twenty-one partner agencies; other State agencies support their own networks, out-source the support, or use the resources of another agency.
- Internet Access: All State agencies are connected to the State's intranet, which is being redesigned to function as the statewide core network in addition to facilitating access to e-mail, the Internet, and the State's financial applications. Some agencies additionally have their own Internet service providers. PCI Compliance is also an element in this effort.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

A-2.3 Future Systems Environment

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

A-3 Related Documents Required at Contract time

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

A-4 State Project Team

State high-level staffing for the Project will include:

A-4.1 Project Sponsor

The Project Sponsor, Lisa Bujno, DPHS Bureau Chief, will be responsible for securing financing and resources, addressing issues brought to her attention by the State Project Manager, and assisting the State Project Manager in promoting the Project throughout the State. The Project Sponsor or an appropriate designee will be available to resolve issues on a timely basis.

A-4.2 State Project Manager

The State Project Manager, Shannon Wood, will be responsible to the Project Sponsor for everything that the Project does or fails to do, and has the primary responsibility for seeing to the Project's success.

Major duties include:

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

A-4.3 State Technical Manager

The State Technical Manager, Mark Parris, shall advise the State Project Manager with regard to

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

- Review and Acceptance of Contract Deliverables,
- Invoice sign off,
- Review and Approval of Change Proposals (CP) utilizing the Change Control Procedures (CCP), and
- Development of amendments to the Contract.

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STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

APPENDIX B: MINIMUM STANDARDS FOR PROPOSAL CONSIDERATION

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

B-1 Submission requirements

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

B-2 Current Use of Vendor Proposed Software – Current Implemented Sites of Vendor proposed software

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

B-3 Vendor Implementation Service Experience

Preference will be given to Implementation Vendors who have completed the Vendor proposed Software Implementation for at least one (1) client comparable in size and complexity to the State of New Hampshire, and at least one (1) Healthy Families America Home Visiting program, within the last three (3) years. The specific Vendor proposed Software version and functionality must be described.

B-4 Proposed Project Team

Preference will be given to Implementation Vendors whose proposed Project Team includes individuals with substantial experience in:

- The Healthy Families America home visiting model, including data collection and reporting requirements;
- Data collection and outcome monitoring for home visiting programs;
- Expertise in generating reports and report writing; and
- Expertise in data base management.

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

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STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

APPENDIX C: SYSTEM REQUIREMENTS AND DELIVERABLES

C-1 SCOPE OF WORK

See Section 1.3 of this RFP.

C-2 REQUIREMENTS

Vendors shall complete the checklist below. Indicate whether the requirement is included in the Solution without modification (Y), with modification (M), or not at all (N) and add additional information in the Vendor Comments column. If modifications are needed to meet requirements, those modifications must be included in the cost. M/O indicates whether a requirement/D eliverable is mandatory or optional.

The State recognizes that the Home Visiting Data System Requirements within the tables below are comprehensive with the expectation that vendor solutions will respond favorably to each mandatory requirement. **Vendors should clearly state within the requirements table the reason a requirement that is Mandatory cannot be met.** Based on vendor responses, the State may waive a requirement when it is in the State's best interest to do so.

Table C-2 General System Requirements -Vendor Response Checklist

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
GENERAL REQUIREMENTS				
G-1	Vendor shall participate in an initial kick-off meeting to initiate the Project.	M		
G-2	Vendor shall provide Project Staff as specified in the RFP.	M		
G-3	Vendor shall submit a finalized Work Plan within ten (10) days after Contract award and approval by Governor and Council. The Work Plan shall include, without limitation, a detailed description of the Schedule, tasks, Deliverables, critical events, task dependencies, and payment Schedule. The plan shall be updated no less than <i>every two weeks</i> .	M		
G-4	Vendor shall provide detailed <i>bi-weekly</i> status reports on the progress of the Project, which will include expenses incurred year to date.	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
G-5	All user, technical, and System Documentation as well as Project Schedules, plans, status reports, and correspondence must be maintained as Project Documentation. (WORD format)	M		
G-6	Vendor must have experience with Healthy Families America home visiting model data collection and reporting requirements	M		
G-7	System will capture billable activities	O		
G-8	Solution includes home visiting data system software and any upgrades to the data system software that are necessary to maintain acceptable performance.	M		
G-9	NH State-level staff have the capacity to customize the System, including customizing menus	O		
G-10	Core set of 49 reports will be delivered with the System (further explained below). The State recognizes that some reporting requirements may not be able to be met initially. However, the State anticipates that over time, these reporting requirements will be part of the System.	M		
G-11	Capability for ad hoc reporting at the local and State level	M		
G-12	Ability to have customized reports	M		
G-13	Have audits in place to track each Data System login session. Required information for each session includes: login date; start and end time; user name	M		
G-14	Have audits in place to identify any saves to locations outside the Data System	O		
G-15	Have audits in place to identify who modified a record and when	M		
FUNCTIONAL REQUIREMENTS				
F-1	Capacity to collect data on different programs, including multiple programs per family and multiple Individualized Family Service Plans (HVNH, HVNH-HFA, others at a later date)	O		
F-2	All Home Visiting data must be exportable to the New Hampshire MCH Data Linkages System. The Home Visiting Data System should provide at least one of the following methods for exporting the data:	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
F-2.A	A. Tools that can be used by approved DoIT and DHHS personnel to export home visiting data to the MCH Data Linkages System in a format compatible with DoIT, DHHS, and external stakeholder formats.	O		
F-2.B	B. An electronic file(s) of exported home visiting data, created according DoIT/DHHS specifications, and made available to the MCH Data Linkages System for importing.	O		
F-3	Home Visiting data must be exportable to the New Hampshire Watch Me Grow child development screening Welligent data system through at least one of the methods described above in F- 2.A-B.	M		
F-4	Home Visiting data must be exportable to the New Hampshire Family Assessment Form data system through at least one of the methods described above in F- 2.A-B.	M		
F-5	Exports should be able to be automated	O		
STAFF ADMINISTRATION REQUIREMENTS				
SA-1	The HV Data System will prompt home visitors with tasks due for each family in their caseload- based on a look up table of the required schedule of services. For instance, the schedule for child development screenings is based on the birth of the child. The System will notify the home visitor that a screening is due when the child is 4 months old. OR Home visitors will be able to pre-schedule screenings and visits according to the required visit schedule.	O		
SA-2	Home visitors and supervisors will enter and report on staff training data, including title of training, topics covered/achieved by the training, date training completed, date first implemented with families (tool, curric, etc)	M		
SA-3	Home visitors and supervisors will enter and run reports on staff members' full time equivalency (FTE)	M		
SA-4	Home visitors and supervisors will enter and run reports on the number of families being served by each home visitor and the service level of those families	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
SA-5	Home visitors and supervisors will enter and run reports on supervisory sessions for each staff person, including the name of the supervisor providing the supervision, date, time, and length of meeting	M		
DATA COLLECTION REQUIREMENTS				
D-1	Document demographic data for the participant child(ren), pregnant woman, expectant father, parent(s), or primary caregiver(s) receiving home visiting services including: *names, addresses, phone numbers, and email addresses, *Medicaid ID numbers, *child's sex and date of birth, *dates of birth for all family members, *racial and ethnic background of all participants in the family, using Census categories, * education level of all family members, *primary language of all family members, *child's exposure to languages other than English * income level, * employment status, • Smoking status. <i>(income level, education level, employment status updated every 6 months)</i>	M		
D-2	Extensibility: System configuration to include the ability to add data for future home visiting programs to be added to the System, including HVNH, Early Supports and Services.	O		
D-3	Document the home visitor assigned to each family	M		
D-4	Upload Individual Family Service Plan, record goals and have notes section to report on progress towards goals	M		
D-5	Record level of service for each family (according to the Healthy Families America model), and dates of level change, including Levels 1-3 and Creative Outreach	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
D-6	Home Visit Documentation: Document the family's IFSP goal(s) addressed at each visit, what curriculum was used, module/activity used, and documentation of discussion of the 3 HFA topics (positive parent-child interaction, child dev't skills, and health & safety practices)	M		
D-7	Record current medical/health care provider for each child	M		
D-8	Record the date prenatal care first received and a record of prenatal care visits (for calculating Kotelchuck Index)	M		
D-9	Record whether mother would like to access birth control at 8 weeks postpartum, and if she is able to access her method of choice	M		
D-10	Record subsequent pregnancies within 18-months of the birth of the enrolled child	M		
D-11	Record date and outcome of Edinburgh Depression screening, referral if necessary, and whether care was received	M		
D-12	Record initiation of breastfeeding, and continuation of breastfeeding through 3 months (exclusive or supplemented with formula)	M		
D-13	Record of immunizations due at what ages according to <i>CDC schedule</i> ; record of immunizations received for each child	M		
D-14	Record health insurance status and provider at enrollment, at child's birth, and whether family has submitted Medicaid recertification application by child's first birthday	M		
D-15	Record monthly client report of Emergency Department (ED) visits for children enrolled in the program	M		
D-16	Record monthly client report of ED visits for mothers enrolled in the program	M		
D-17	Record date of implementation of Healthy Homes One-Touch screening and resulting referrals	M		
D-18	Record date of annual car seat check by certified inspector	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
D-19	Record dates and scores of ASQ-3s and ASQ-SE's administered with families, align with recommended ASQ-3 and ASQ-SE schedules; recommend referral based on scores "near the cutoff" (as defined by the developers of the ASQ) and below; track referrals and whether follow-up care was received	M		
D-20	Record whether family is enrolled in WIC at time of HVNH-HFA enrollment and monthly thereafter (self-report)	M		
D-21	Record administration (incl. Date) of domestic violence screening protocol developed by the NH Coalition Against Domestic and Sexual Violence; document referrals, and completion of referrals	M		
D-22	Record child's dental provider and date of 1st dental checkup	M		
D-23	At the agency-level: Record MOUs between contracted Home Visiting agencies and other community providers	M		
D-24	At the agency-level: Record collaborative meetings among community partners (date, agencies attending, title or brief descrip. of meeting)	M		
D-25	Record TWEAK screening for alcohol use during pregnancy and whether a brief intervention was received	M		
BENCHMARK REPORTING				
BR-1	Report % of women enrolled receiving "Adequate" prenatal care, according to the Kotelchuck Index	M		
BR-2	Annual % of visits in which a brief intervention is provided on the topic of smoking cessation, to smokers in the program	M		
BR-3	Rate of enrolled women who want birth control who are able to access birth control by 8 weeks postpartum	M		
BR-4	Rate of women who report a subsequent pregnancy within 18 months of the birth of their enrolled child	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
BR-5	Rate of women enrolled in the program who were screened for depression between 6-8 weeks postpartum	M		
BR-6	Rate of infants in the program exclusively breastfeeding through 3 months of age	M		
BR-7	Rate of children in compliance with CDC schedule of recommended immunizations at 24 months	M		
BR-8	Rate of children, whose mother was enrolled in Medicaid at birth, whose family has submitted a Medicaid recertification application for the child by child's first birthday.	M		
BR-9	Number of ED visits for children enrolled in the program	M		
BR-10	Number of ED visits for mothers participating in the program	M		
BR-11	Rate of families who receive a Healthy Homes One-Touch assessment by the birth of their child	M		
BR-12	Rate of families who receive an annual car seat check by a certified inspector	M		
BR-13	Rate of enrolled children who receive at least one ASQ screening by 5 months of age	M		
BR-14	Rate of enrolled children who receive a referral for further evaluation after scoring "below the cutoff" on the ASQ.	M		
BR-15	Rate of children enrolled in the program who receive one ASQ-SE screening by 5 months of age	M		
BR-16	Rate of enrolled children who receive a referral for further evaluation after scoring below the "cutoff" on the ASQ-SE.	M		
BR-17	Rate of WIC-eligible children enrolled in WIC	M		
BR-18	Percent of women screened for domestic violence by their third home visit	M		
BR-19	Of mothers identified for possible domestic violence concerns, rate of completed referrals (i.e. known contact between mother and crisis center)	M		
BR-20	Of mothers with completed referrals for domestic violence, rate for whom a safety plan was developed	M		
BR-21	Rate of families enrolled in the program making a livable wage, as identified by the Poverty In America Living Wage Calculator	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
BR-22	Rate of mothers who complete the program, who have a high school degree or GED upon exit from the program	M		
BR-23	Rate of children enrolled in the program who receive all of the ASQ screenings on schedule	M		
BR-24	Rate of enrolled children who visit a dental provider by their first birthday.	M		
BR-25	Number of MOUs between contracted Home Visiting agencies and other community providers.	M		
BR-26	Rate of change annually, of number of collaborative meetings among community partners.	M		
BR-27	Rate of enrolled children who receive further evaluation after scoring below the "cutoff" on the ASQ-3 or ASQ-SE.	M		
HEALTHY FAMILIES AMERICA (HFA) REPORTING				
HFA-1	Report illustrating the number of assessments (Family Assessment Form) that occurred prenatally, within the first two weeks of the birth of the baby, and more than two weeks after the birth of the baby.	O		
HFA-2	Report indicating the date of the first home visit and the date of the baby's birth for all families who entered the program during the prior 12-month period.	M		
HFA-3	<u>Report on Program Acceptance Rate</u> HFA methodology for calculating a program's acceptance rate is: 1. Count the total number of participants, during a specified time period, who accepted home visiting services and completed a first home visit, and 2. Divide this number by the total number of potential participants who, during the same time period, verbally agreed to further program follow-up at the time of the initial screen/assessment. Report generated more than once per year.	M		
HFA-4	Report staff training including titles of trainings, topics covered/achieved by the training, date training completed, date first implemented with families (screening tool, curric, etc)	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
HFA-5	Report for individual staff members and all staff detailing dates of hire, date she/he began providing services to families, trainings due (according to policies), trainings completed, and dates of completion	M		
HFA-6	<p><u>Report on Program Retention Rate</u> HFA methodology for calculating a program's retention rate is:</p> <ol style="list-style-type: none"> 1. Select a specified time period, e.g., January 1, 2006 to December 31, 2006; 2. Count the number of families who received a first home visit during this time period, 3. Count the number of families in this group that remained in services over specified periods of time (e.g., six months, 12 months, two years or more, etc.); 4. Divide this number by the total number of families that received a first home visit during the time period. 5. For accuracy, a time period must be selected that ended at least one year ago for one year retention rate, two years ago for two year retention rate, three years ago for three year retention rate, and so on. This is to ensure that all families beginning services during the specified time period have had the opportunity to stay for the full retention period being measured. For example, a family enrolled in December 2006 could not be counted as retained for one year until December 2007. 	M		
HFA-7	Report intensity/level of service for each family, and dates of level change, including Service Levels 1-3 and Creative Outreach	M		
HFA-8	Report length of time each family remains on each level	M		
HFA-9	Report the % of families who remain on a weekly home visitation level (Level 1) for a minimum of six months after the birth of the baby or six months after enrollment (whichever is longer), excluding time on Creative Outreach.	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
HFA-10	Report of % of families receiving at least 75% of the appropriate number of home visits based upon the level of service to which they are assigned	M		
HFA-11	Report for each family on # of sessions, # of possible sessions (according to the Service Level to they are assigned) and duration of sessions	M		
HFA-12	Report indicating the current number of families who have been enrolled for at least 3 years	M		
HFA-13	Report indicating all of the families who have graduated within the most recent 12-month period, and their length of service.	M		
HFA-14	Sites must be able to customize a Report on cultural characteristics of programs service population, including ethnic and racial characteristics, language characteristics, demographic characteristics, and other cultural characteristics identified by the program	M		
HFA-15	Forms used to document supervisory sessions between supervisors and home visitors, including a record of review of issues identified by the family in the initial assessment	M		
HFA-16	Report on % of IFSP goals that have been met for all families in the program	M		
HFA-17	Report of % of enrolled children who currently have a medical/health care provider	M		
HFA-18	Report detailing all enrolled children and whether or not they are up-to-date on immunizations according to CDC schedule, and the percentage of enrolled children whose immunizations are up-to-date.	M		
HFA-19	Report showing the caseload size of all current home visitors, annually, or by quarter, including the home visitor's FTE, # of families assigned to her/him, and the service level of each family	M		
HFA-20	Report detailing staff retention, including all staff names, date of hire, and date of termination of service	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
HFA-21	Report on frequency and duration of supervisory sessions for each staff person, quarterly and annually	M		
HFA-22	Report of each supervisor, their full time equivalency (FTE), percentage of time spent in the role (self report), and the staff he/she supervises (with FTE for each position).	M		
TECHNICAL REQUIREMENTS				
T-1	Web-based compatible and in conformance with the following W3C standards as required for State staff access: XHTML 1.0 CSS 2.1 XML 1.0 (fourth edition) <i>The vendor should have the ability to support mobile devices for field staff, as stated in T-2. The State understands that these mobile devices may have various operating systems and standards.</i>			
T-2	The Data System should be functional on laptops and tablets, and available on wireless and cellular networks. The State of NH has limited experience in this area. Vendors should list the systems and standards on which the System would be functional, for both laptops and tablets, as applicable.			
SECURITY REQUIREMENTS				
S-1	Verify the identity and authenticate all of the system client applications before allowing use of the System to prevent access to inappropriate or confidential data or services.	M		
S-2	Verify the identity or 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. .	M		
S-3	Enforce unique user names.	M		
S-4	Enforce the use of complex passwords for general users using capital letters, numbers and special characters, consisting of at least 10 characters	M		
S-5	Encrypt passwords in transmission and at rest within the database.	M		
S-6	Expire passwords after 60 days.	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
S-7	Authorize users and client applications to prevent access to inappropriate or confidential data or services.	M		
S-8	Provide ability to limit the number of people that can grant or change authorizations	M		
S-9	Establish ability to enforce session timeouts during periods of inactivity.	M		
S-10	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) The results of these tests will be submitted to DoIT for review and approval.	M		
S-11	The application shall not store authentication credentials or sensitive data in its code.	M		
S-12	Audit all attempted accesses that fail identification, authentication and authorization requirements	M		
S-13	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 twelve (12) months.	M		
S-14	The application must allow a user to explicitly terminate a session. No remnants of the prior session should then remain.	M		
S-15	Use only the Software and System Services designed for use	M		
S-16	The application data shall be protected from unauthorized use when at rest	M		
S-17	Keep any sensitive data or communications private from unauthorized individuals and programs.	M		
S-18	Subsequent application enhancements or upgrades shall not remove or degrade security requirements	M		
S-19	Create change management documentation and procedures	M		
HOSTING REQUIREMENTS - OPERATIONS				

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
H-1	<p>Vendor shall maintain a secure hosting environment providing all necessary hardware, software, and Internet bandwidth to manage the application and support users with permission based logins.</p> <p>State access will be via Internet Browser.</p>	M		
H-2	<p>At a minimum, the System should support this client configuration for State users: Pentium 4, 630/3.0GHz PC, Microsoft Windows XP Professional Version 2002, Internet Explorer 6, and 128-bit encryption.</p> <p>At a minimum, the System should support this client configuration for field machines: Pentium 4, 630/3.0GHz PC, Microsoft Windows 7, Internet Explorer 9, and 128-bit encryption.</p> <p>If the vendor solution also works with mobile devices that require other than the minimum state standard, the vendor should list all hardware/software/connectivity requirements for the field user machines</p> <p>The State will be responsible for equipment, labor, and /or services necessary to set-up and maintain the internet connectivity at the State.</p>	M		
H-2.a	<p>Vendor will not be responsible for network connection issues, problems or conditions arising from or related to circumstances outside the control of the Vendor, for State computers and network, for example: bandwidth, network outages and /or any other conditions arising on the State's internal network or, more generally, outside the Vendor's firewall or any issues that are the responsibility of the State Internet Service Provider. .</p>	M		
H-3	<p>Vendor shall provide a secure Class A Data Center providing equipment (including dedicated servers), an on-site 24/7 system operator, managed firewall services, and managed backup Services.</p>	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
H-4	Data Center Air Conditioning – used to control temperature and humidity in the Data Center. Temperature ranges shall be between 68 and 75 °F.	O		
H-5	Data Center Humidity shall be non-condensing and be maintained between 40-55% with a maximum dew point of 62 °F.	O		
H-6	Data Center Backup Power – uninterruptible power supplies shall be sized to sustain computer systems and associated components for, at a minimum, the amount of time it takes for a backup generator to take over providing power. Where possible, servers shall contain redundant power supplies connected to commercial power via separate feeds.	M		
H-7	Data Center Generator – shall be sufficient to sustain computer systems and associated components for, at a minimum, the amount of time it takes for commercial power to return. Fuel tanks shall be large enough to support the generator at full load for a period not less than 1 ½ days of operation.	M		
H-8	Data Center Floor – A raised floor is required for more uniform air circulation in the form of a plenum for cold air as well as to provide space for power cabling and wetness monitoring.	M		
H-9	Data Center Fire Protection System – fire detectors in conjunction with suppression gaseous systems must be installed to reduce the risk of loss due to fire.	M		
H-10	The Data Center must be physically secured – restricted access to the site to personnel with controls such as biometric, badge, and others security solutions. Policies for granting access must be in place and followed. Access shall only be granted to those with a need to perform tasks in the Data Center.	M		
H-11	Vendor must monitor the application and all servers.	M		
H-12	Vendor shall manage the databases and services on all servers located at the Vendor's facility.	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
H-13	Vendor shall install and update all server patches, updates, and other utilities within 60 days of release from the manufacturer. Critical or high vulnerability patches should be 30 days or less.	M		
H-14	Vendor shall monitor System, security, and application logs.	M		
H-15	Vendor shall manage the sharing of data resources.	M		
H-16	Vendor shall manage daily backups, off-site data storage, and restore operations.	M		
H-17	The Vendor shall monitor physical hardware.	M		
H-18	The Vendor shall immediately report any breach in security to the State of New Hampshire.	M		
HOSTING REQUIREMENTS - DISASTER RECOVERY				
H-19	Vendor shall conform to adequate disaster recovery procedures as defined by the State of New Hampshire.	M		
H-20	Vendor shall have documented disaster recovery plans that address the recovery of lost State data as well as their own. Systems shall be architected to meet the defined recovery needs.	M		
H-21	The disaster recovery plan shall identify appropriate methods for procuring additional hardware in the event of a component failure. In most instances, systems shall offer a level of redundancy so the loss of a drive or power supply will not be sufficient to terminate services however, these failed components will have to be replaced.	M		
H-22	Vendor shall adhere to a defined and documented back-up schedule and procedure.	M		
H-23	Back-up copies of data are made for the purpose of facilitating a restore of the data in the event of data loss or System failure.	M		
H-24	Scheduled backups of all servers must be completed on a daily basis.	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
H-25	The minimum acceptable frequency is differential backup daily, and complete backup weekly.	M		
H-26	Tapes or other back-up media tapes must be securely transferred from the site to another secure location to avoid complete data loss with the loss of a facility.	M		
H-27	If State data is personally identifiable, data must be encrypted in the operation environment and on back up tapes.	M		
H-28	Data recovery – In the event that recovery back to the last backup is not sufficient to recover State Data, the Vendor shall employ the use of database logs in addition to backup media in the restoration of the database(s) to afford a much closer to real-time recovery. To do this, logs must be moved off the volume containing the database with a frequency to match the business needs.	M		
HOSTING REQUIREMENTS – NETWORK ARCHITECTURE				
H-29	The Vendor must operate hosting Services on a network offering adequate performance to meet the business requirements for the State application. For the purpose of this RFP, adequate performance is defined as 99.9% uptime, exclusive of the regularly scheduled maintenance window.	M		
HOSTING REQUIREMENTS - SECURITY				
H-30	The Vendor shall employ security measures ensure that the State's application and data is protected.	M		
H-31	If State Data is hosted on multiple servers, data exchanges between and among servers must be encrypted.	M		
H-32	All servers and devices must have currently-supported and hardened operating systems, the latest anti-viral, anti-hacker, anti-spam, anti-spyware, and anti-malware utilities.	M		
H-33	Orgaznization will have an aggressive IDS/IPS solution and Firewall system, with Logging going to centralize log system. These should be monitored on a daily basis.	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
H-34	The Vendor shall notify the State's Project Manager of any security breaches within two (2) hours of the time that the Vendor learns of their occurrence.	M		
H-35	The Vendor shall ensure its complete cooperation with the State's Chief Information Officer in the detection of any security vulnerability of the Vendor' hosting infrastructure and/or the application.	M		
H-36	The Vendor shall be solely liable for costs associated with any breach of State data housed at their location(s) including but not limited to notification and any damages assessed by the courts.	M		
H-37	The Vendor shall authorize the State to perform scheduled and random security audits, including vulnerability assessments, of the Vendor' hosting infrastructure and/or the application upon request.	O		
H-38	The Vendor shall provide fire detection and suppression system, physical security of and infrastructure security of the proposed hosting facility. The environmental support equipment of the Vendor website hosting facility: power conditioning; HVAC; UPS; generator must be acceptable to the State.	M		
HOSTING REQUIREMENTS - SERVICE LEVEL AGREEMENT				
H-39	The Vendor's System support and maintenance shall commence upon the Effective Date and extend through the end of the Contract term, and any extensions thereof.	M		
H-40	Maintain the hardware and Software in accordance with the Specifications, terms, and requirements of the Contract, including providing, upgrades and fixes as required.	M		
H-41	Repair or replace the hardware or Software, or any portion thereof, so that the System operates in accordance with the Specifications, terms, and requirements of the Contract.	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
H-42	The State shall have unlimited access, via phone or Email, to the Vendor technical support staff between the hours of 8:30am to 5:00pm- Monday thru Friday EST;	M		
H-43	The Vendor response time for support shall conform to the specific Deficiency class as described in Appendix H-25, Section 11.2	M		
H-44	The hosting server for the State shall be available twenty-four (24) hours a day, 7 days a week except for during scheduled maintenance.	M		
H-45	The Vendor will guide the State with possible solutions to resolve issues to maintain a fully functioning, hosted System.	M		
H-46	A regularly scheduled maintenance window shall be identified (such as weekly, monthly, or quarterly) at which time all relevant server patches and application upgrades shall be applied.	M		
H-47	The Vendor will give two-business days prior notification to the State Project Manager of all changes/updates and provide the State with training due to the upgrades and changes.	M		
H-48	The Vendor shall guarantee 99.9% uptime, exclusive of the regularly scheduled maintenance window	M		
H-49	If The Vendor is unable to meet the 99.9% uptime requirement, The Vendor shall credit State's account in an amount based upon the following formula: (Total Contract Item Price/365) x Number of Days Contract Item Not Provided. The State must request this credit in writing.	M		
H-50	The Vendor shall use a change management policy for notification and tracking of change requests as well as critical outages.	M		
H-51	A critical outage will be designated when a business function cannot be met by a nonperforming application and there is no work around to the problem.	M		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

REQ #	REQUIREMENT/DELIVERABLE	M/O	Y/M/N (SEE ABOVE)	VENDOR COMMENTS
H-52	All hardware and software components of the Vendor hosting infrastructure shall be fully supported by their respective manufacturers at all times. All patches for operating systems, databases, web services, etc, shall be applied within sixty (60) days of release by their respective manufacturers. Critical or high vulnerability patches shall be applied within 30 days or less.	M		
H-53	The Vendor shall maintain a record of the activities related to repair or maintenance activities performed for the State and shall report quarterly on the following: <ul style="list-style-type: none"> • Server up-time • All change requests implemented, including operating system patches • All critical outages reported including actual issue and resolution • Number of deficiencies reported by class with initial response time as well as time to close. 	M		
H-54	The Vendor shall provide the State with a personal secure FTP site to be used by the State for uploading and downloading files.	M		

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STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

C-3 DELIVERABLES

Table C-3 Deliverables Vendor Response Checklist

Activity, Deliverable or Milestone	Deliverable Type	How does your solution meet the requirement? Cite the page of your Proposal.	Comments
Project management			
Project work plan, including milestones	Written		
Conduct Project Kickoff Meeting	Non-software		
Design documentation	Written		
Participate in design review	Non-software		
Status reports/meetings and updates to work plan	Non-software		
System software			
System ready for review and user testing	Software		
System walkthrough/ review	Non-software		
User acceptance test (UAT)			
Test plan and scripts	Written		
Train testers	Non-software		
Test functionality	Non-software		
Test security	Non-software		
Perform volume and stress test	Non-software		
Support State during UAT	Non-software		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

Activity, Deliverable or Milestone	Deliverable Type	How does your solution meet the requirement? Cite the page of your Proposal.	Comments
Training			
Training plan and schedule	Written		
Train users	Non-software		
Deployment			
Deployment plan	Written		
Set up and configure software for New Hampshire	Software		
Implement customized software, if necessary	Software		
User operation manual	Written		
User support plan	Written		
Other			
Project close out meeting	Non-software		

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STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

APPENDIX D: TOPICS FOR MANDATORY NARRATIVE RESPONSES

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

Topic	Page Limit
Proposed Software Solution	
Topic 0 - Product Literature	1
Topic 1 - Software Architecture	3
Topic 2 - Software Releases	5
Topic 3 - Ad Hoc / Federal Reporting	5
Topic 4 - System Security	10
Topic 5 - Hosted System	5
Technical, Services and Project Management Experience	
Topic 6 - Interface Standards	2
Topic 7 - Backup and Recovery	2
Topic 8 - Assurance of Business Continuity	3
Topic 9 - Archiving	2
Topic 10 - Environment Setup	2
Topic 11 - Implementation Approach	10
Topic 12 - Testing	6
Topic 13 - Migration Strategy	3
Topic 14 - Interfaces	3
Topic 15 - User Training Approach	6
Topic 16 - Help Desk Support	3
Topic 17 - System Acceptance Criteria	6
Topic 18 - Status Meetings and Reports	3
Topic 19 - Risk and Issue Management	3
Topic 20 - Preparation of State Staff	3
Topic 21 - Quality Assurance Approach	6
Topic 22 - Work Plan	No Limit
Topic 23 - Support and Maintenance	2

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

D-1 PROPOSED SOFTWARE SOLUTION

This section provides a series of topics related to the proposed Software Solution that the State of New Hampshire will consider in evaluating proposals.

Topic 0 – Product Literature

Response Page Limit: 1

Provide an appendix with sales literature describing the functionality of the proposed Software. Provide a table with references to pages in the appendix that describe functionality addressed for all appropriate topics for narrative responses.

Topic 1 – Software Architecture

Response Page Limit: 3

The State will evaluate the degree to which the architecture can be supported over an extended period, including the ease of support.

The State prefers a Web-based System, with a browser as the principal user interface. The State will consider the licensed/hosted COTS model or a SaaS model. If the vendor's solution is a COTS, the vendor should describe the hardware, software and tools used to help us decide if the solution could be brought in-house at a later date. If the solution is Software as a Service (SaaS) then the vendor solution will be considered unable to be brought in-house at a later date, therefore the vendor's hardware, software and tools will be evaluated as "non transportable" - this will be weighed in conjunction with other factors as the state reviews proposals. Depending on whether the solution is a COTS or SaaS, Topic 1 should be completed by the vendor with transportability in mind.

Provide a description of the technical architecture of the proposed Solution. The following topics, at a minimum, should be addressed:

- Is the proposed Software based upon an n-tiered, browser-based architecture?
- Does any part of the proposed Solution require Software (other than a browser) to be installed on the client workstation? If yes, describe Software that must be installed and the access authorization level required to install it.
- Are there any components of the System that must reside on another platform?
- What application servers are used to support the proposed Solution?
- What add-on or third-party Software is required to support the functionality desired by the State?
- What programming languages are used for development, configuration, and customization of the proposed Solution?

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

- What components of the software, such as middleware, are proprietary?
- What is the growth potential of the proposed System?
- What is the timeframe for technical obsolescence of the proposed Software? (For the purpose of this question, the version of the proposed Software would be considered obsolete when support is no longer available.)
- What type of staffing is typically required to support the proposed product for a client of the size and complexity of the State of New Hampshire? (Discuss both number of staff and skills required.)

Topic 2 – Software Releases

Response Page Limit: 5

The State will evaluate the degree to which the Software appears likely to evolve and the burden, if any, of keeping pace with the expected evolution.

Discuss the following aspects of anticipated future releases of the proposed Software. Coverage should include but not be limited to the following:

- What types (maintenance, enhancement, other) of releases are planned?
- What is the historical (past 3 years) and expected frequency of each type of new release?
- What is the version of the current release?
- How is the content of future releases determined?
- How is the content of a release communicated to the client?
- Do government clients have input through a users' group or some other mechanism?
- Are enhancements made for specific clients included in future releases?
- What specific enhancements are planned for release within the next 24 months?
- What resources, planning, and technical skills are required to install a release of each type?
- Can components of a release be applied individually or by module without adversely affecting the overall functionality of the System?
- Do configuration settings carry forward from one release to the next or must they be reinstalled?
- Do patches carry forward from one release to the next, or must they be reinstalled?
- How long is a release supported?

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

Topic 3 – Ad Hoc/Federal Reporting

Response Page Limit: 5

The State will evaluate reporting capabilities for robustness, ease of use and impact on transaction processing. It will also evaluate the degree to which standard federal reports are incorporated into the Software.

In this Software Solution, the State seeks capability to produce ad hoc reports from the production System. Provide an overview of the ad hoc reporting capability to be provided in the proposed Solution. If a third-party tool is employed, identify and describe the tool. Discuss capability, sophistication, and ease of use, including training required.

Discuss how support is provided for ad hoc reporting without disruption to processing of transactions. Describe how the following needs are addressed:

- Ad hoc reporting;
- Online analytical processing (OLAP);
- Creation of Data extracts, and
- Historical reporting.

Topic 4 - System Security

Response Page limit: 10

The State will evaluate the degree to which System issues can be avoided.

Software Systems must be reliable, regardless of how they are delivered. The State's workers and citizens expect government services and information to be reliable and available on an ongoing basis to ensure business continuity. Describe the System security design and architectural features incorporated into the proposed Software. At a minimum, discuss the following:

- The identification and authentication methods used to ensure that users and any interfacing applications are identified and that their identities are properly verified.
- The authorization methods used to ensure that users and client applications can only access Data and services for which they have been properly authorized.
- The immunity methods used to ensure that unauthorized malicious programs (e.g., viruses, worms and Trojan horses) do not infect the application.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

- The methods used to ensure that communications and Data integrity are not intentionally corrupted via unauthorized creation, modification or deletion.
- The methods used to ensure that the parties to interactions with the application cannot later repudiate or rebut those interactions.
- The intrusion detection methods used to ensure the detection, recording and review of attempted access or modification by unauthorized individuals.
- The privacy methods used to ensure that confidential Data and sensitive communications are kept private.
- The System maintenance methods used to ensure that unauthorized System maintenance does not unintentionally disrupt the security mechanisms of the application or supporting hardware.
- The testing methods conducted to load and stress test your software to determine its ability to withstand Denial of Service (DoS) attacks.
- Your Software patch schedule employed to protect the Software from new security vulnerabilities as they arise.
- The ability of your Software to be installed in a “locked-down” fashion so as to turn off unnecessary features (user accounts, operating System services, etc.) thereby reducing the software’s security vulnerabilities and attack surfaces available to System hackers and attackers.
- The organization and operation of user rights and access to data contained in the system.

Describe the System assurance provisions incorporated into the proposed Software. At a minimum, discuss the following:

- What process or methodology is employed within the proposed Software to ensure Data integrity?
- To what degree does the approach rely on System assurance capabilities of the relational database management system (RDMS)?
- If multiple databases are employed, what extra procedures are employed to ensure synchronization among databases?

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

- What out-of-the-box system assurance reports are provided for online and offline processing?
- What policies and procedures are/will be implemented to ensure that the data system conforms to HIPAA regulations?

Topic 5 – Hosted System

Response Page limit: 5

The State will evaluate the degree to which the hosted System or SaaS environment will suit its needs.

Describe the hosting plan or SaaS environment including hardware and software platforms, software utilities, telecommunications resources, security measures and business continuity plans. Include a description of servers, computers, software, programming capability and other equipment and technical resources which will be used to design, develop, implement and maintain the application. Provide the type and speed of the connection including information on redundancy, disaster recovery and security.

D-2 Technical, Services and Project Management Experience

This section provides a series of technical topics that the State of New Hampshire will consider in evaluating proposals. A maximum length of response for each topic is defined.

Topic 6 – Interface Standards

Response Page Limit: 2

The State will evaluate the ease of interfacing custom Software from State agencies and business partners with the proposed Vendor Solution product.

The State anticipates that some agencies and business partners will need to interface custom Software to the State's new System. Describe the mechanisms and tools included in the proposed System to implement these interfaces. Be sure to address the following aspects of this topic:

- What types of interfaces are possible with the proposed System (e.g., online, batch, etc.)?
- How will the proposed System interface with the Maternal and Child Health (MCH) Data Linkages system?
- How will the proposed System interface with the Watch Me Grow data system?
- How will the proposed System interface with the Family Assessment Form data system?

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

- How will the proposed System export data into Microsoft Excel?
- How could exports be automated? What challenges do you foresee in automating exports, and how could these be mitigated?
- What Data is available to other systems? What Data may be imported/updated from other systems?
- What tools are provided with the System for the development of interfaces?
- What programming languages and/or query languages are required for development of interfaces?
- What scheduling tools are required for initiation of interfaces? Are these tools included with the proposed Software?
- Are there any constraints upon the timing of batch interfaces?
- Does the System employ standard definitions or file layouts for interfaces? If so, include a sample in an appendix.
- What standard interface formats are used with the proposed Software? What degree of flexibility is available?

Topic 7 – Backup and Recovery

Response Page Limit: 2

The State will evaluate the degree to which proposed backup and recovery processes protect mission-critical Data, ease of use of these processes, and impact of these processes on operation of the System.

The State seeks a sound backup and recovery provision as part of the Solution. Describe the tools used for backup and recovery of applications and data. Describe the impact of the proposed backup process on the operation of the System. Also, address the following:

- Use of and method for logging and journalizing;
- Single points of failure and recommended approaches for their elimination;
- Approach to redundancy; and
- Impact of Software license fees.

The State believes that additional Software license fees solely related to redundancy for backup and recovery would be inappropriate. If the Proposal differs from this standard, describe and provide rationale for the difference.

Topic 8 – Assurance of Business Continuity

Response Page Limit: 3

The State will evaluate the degree to which the plan proposed to assure business continuity mitigates risk to the State, and its potential for Implementation (cost effective and easy to implement).

- The State wishes to employ a hosted solution and the vendor will be responsible for appropriate business continuity. This should be a

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

standard aspect of the vendor's hosted solution and should be fully outlined.

Topic 9 – Archiving

Response Page Limit: 2

The State will evaluate the degree to which the proposed archiving and retrieval scheme balances response time, or offline and online processing with the value of accessing historical Data.

- The Vendor will be expected to provide and implement an archiving and retrieval scheme that balances response time of offline and online processing with the value of accessing historical Data. Describe the scheme (online and off line) that will be implemented and discuss why the balance is optimal. Also, describe the proposed approach for the permanent retention of Data selected by the State in an off-line format. Provide a methodology and appropriate tools for the retrieval of the off-line formatted Data.

Topic 10 – Environment Setup

Response Page Limit: 2

The State will evaluate whether proposed environments are sufficient to satisfy Project needs.

- Describe the different Software and hardware environments required for the concurrent development, testing, and production of the proposed Solution. Discuss how the proposed environments support the Implementation of the COTS Software System or SaaS environment, including all necessary training.
- The State believes that additional Software license fees solely related to establishing environments for normal activities would be inappropriate. If the Proposal differs from this standard, describe and provide rationale for the difference.

Topic 11 – Implementation Approach

Response Page Limit: 10

The State will evaluate the quality of analysis, reasonableness, and flexibility evident in the proposed Implementation approach.

- The State would like to implement all modules of the selected Software as quickly as feasible at the lowest possible price. The State recognizes, however, that it might have difficulty coping with a “big bang” Implementation strategy. Consequently, the State seeks suggestions on an Implementation approach.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

- Provide one or more feasible Implementation plans. For each plan provided:
 - a. Identify timeframes for major milestones, including timing for discontinuing legacy Systems;
 - b. Discuss cost implications of the plan, including implications on maintenance fees; and
 - c. Address the level of risk associated with the plan.

To assist the State in evaluation of the Implementation Plan or plans discussed, include:

- a. A listing of modules that constitute the proposed Software;
- b. Identification of modules that should be considered "core;"
- c. Identification of modules that are neither required nor proposed to satisfy State requirements; and
- d. A general description of functionality contained in each module.

Identify the Implementation Plan used as a basis for the cost Proposal.

Topic 12 – Testing

Response Page Limit: 6 – Appendix Required

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*. To define the type of support that will be provided, address the following questions:

- 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?

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

- What Documentation of configured Software will be available to the testing team?
- Based on experience in similar projects, how many and what types of Defects are likely to be encountered in Acceptance Testing? (Include metrics from other projects to support this response.)
- How much time is available for comprehensive testing and correction of Defects prior to Implementation? Based on metrics from similar projects, is it sufficient? (Provide information from other projects to support this response.)
- If frequency exceeds the expected level, what corrective actions will be instituted?
- How quickly will a suspected Defect be investigated, and what classifications are planned for suspected Defects?
- How quickly will Software Defects be corrected?
- What specific Software tools will be used to isolate performance problems?
- What tools will be used to document and track status of suspected Defects?
- Will these tools be available to the State after the Project is completed?
- What role will the State play in classification and prioritization of Defects?
- Will System performance be measured and documented using the State's infrastructure and data? If yes, how?

Provide a sample User Acceptance Test Plan from a completed project as an appendix.

Topic 13 – Migration Strategy

Response Page Limit: 3

The State will evaluate the degree to which the Vendor will ensure that data conversion from the interim Excel workbooks is effective and burdens State staff to the minimum extent possible. Please see discussion of Interim Excel Workbooks in Section 1.3 of this RFP.

- Provide recommendations for assessing Data quality and conducting Data cleansing prior to conversion, and discuss use of automated tools in conversion.
- Also, address procedures for populating the initial production Database and Data transfer procedures. Distinguish between State and Vendor roles. Discuss approach for dealing with incomplete records. References to approaches employed successfully in other projects should be provided where appropriate.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

Topic 14 – Interfaces

Response Page Limit: 3

The State will evaluate the quality, ease of programming, and the nature of the proposed assistance in developing required interfaces.

- Interfaces to be developed with three data systems are described in Section 1.3 and *Appendix C: System Requirements and Deliverables*.
- Constructing interfaces will require cooperative efforts involving State and Vendor staff. Submit a proposed architectural drawing of the interfaces and discuss the proposed approach for their development. Be sure to distinguish between State and Vendor responsibilities.

Topic 15 – User Training Approach

Response Page Limit: 6

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.

- 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 16 – Help Desk Support

Response Page Limit: 3

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

The State will evaluate the degree to which the Vendor will absorb demand for help desk support upon Implementation of the new System.

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;
- 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 17 – System Acceptance Criteria

Response Page Limit: 6

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.

- Propose measurable criteria for State final Acceptance of the System. Discuss how the proposed criteria serve the interest of the State.

Topic 18 – Status Meetings and Reports

Response Page Limit: 3 – Appendix Required

The State will evaluate the degree to which Project reporting will serve the needs of State Project leaders.

- The State believes that effective communication and reporting are essential to Project success. At a minimum, the State expects the following:
 - Introductory Meeting: Participants will include Vendor key Project staff and State Project leaders from both the Department of Health and Human Services and the Department of Information Technology. 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 and major stakeholders. This meeting is to establish a sound foundation for activities that will follow.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

- Status Meetings: Participants will include, at a minimum, Vendor Project Manager and the State Project Manager. These meetings, which will be conducted at least biweekly, will address overall Project status and any additional topics needed to remain on schedule and within budget. A status and error report from the Vendor will serve as the basis for discussion.
- **The Work Plan:** must be reviewed at each Status Meeting and updated, at minimum, on a biweekly basis, in accordance with the Contract.
- 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 status reports in accordance with the Schedule and terms of the Contract. All status reports shall be prepared in formats approved by the State. The Vendor's Project Manager shall assist the State's Project Manager, or itself produce reports related to Project Management as reasonably requested by the State, all at no additional cost to 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;

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

- Availability for special meetings; and
- Agenda for the exit meeting.

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

As reasonably requested by the State, Vendor shall provide the State with information or reports regarding the Project. Vendor shall prepare special reports and presentations relating to Project Management, and shall assist the State in preparing reports and presentations, as reasonably requested by the State, all at no additional cost to the State.

Topic 19 – Risk and Issue Management

Response Page Limit: 3

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 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.

Topic 22 – Quality Assurance Approach

Response Page Limit: 6

The State will evaluate the degree to which proposed procedures will ensure that Deliverables require limited modification when submitted for approval.

- The State has identified three categories of Deliverables:
 - Written Deliverables, such as a training plan;
 - Software Deliverables, such a configured software module; 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;

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

- 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 23 - Work Plan

Response Page Limit: None –

The State will evaluate whether the Vendor’s preliminary proposed Work Plan includes a description of the Schedule, tasks, Deliverables, major milestones, task dependencies, and a payment schedule. The Work Plan shall also address resource allocations (both State and Vendor team members). This narrative should reflect current Project management “best practices” and be consistent with narratives on other topics. The software to be used to support the ongoing management of the Project should also be described in the Work Plan.

- 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 prior to Contract approval with the selected Vendor and to incorporate the refined Work Plan by reference into a Contract.
- Provide a preliminary Work Plan depicting tasks, task dependencies, Schedule, milestones, Deliverables, and payment Schedule. Define both proposed Written and Software Deliverables. 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.
- 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.
- 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 biweekly and for every status meeting. Explain how the State will know whether the Project is on Schedule and within budget.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

Topic 24 – Support and Maintenance

Response Page Limit: 2

The State will evaluate whether the Vendor’s proposed support and maintenance plan includes a description of the types and frequency of support, detailed maintenance tasks – including scheduled maintenance and upgrades, and any other dependencies for on-going support and maintenance of the system. This narrative should reflect current “best practices” for these tasks.

- 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

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

APPENDIX E: STANDARDS FOR DESCRIBING VENDOR QUALIFICATIONS

Vendor qualifications are important factors in selecting Home Visiting Data System Software and accompanying Implementation and follow on support Services. To facilitate evaluation of Vendor qualifications, the State seeks information about:

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

This appendix identifies specific information that must be submitted.

E-1 Required Information on Corporate Qualifications

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

E-1.1 Vendor and Subcontractors

The Vendor submitting a Proposal to this Project must provide the following information:

E-1.1.1 Corporate Overview (2 page limit)

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

E-1.1.2 Financial Strength

Provide at least one of the following:

- 1 The current Dunn & Bradstreet report on the firm; or
- 2 The firm's two most recent audited financial statements; and the firm's most recent un-audited, quarterly financial statement; or
- 3 The firm's most recent income tax return. For example, either a copy of the IRS Form 1065, U.S. Return of Partnership Income or Schedule E (IRS Form 1040) Supplemental Income and Loss (for partnerships and S corporations) OR IRS Form 1120, U.S. Corporation Income Return. These forms are typically submitted when a Vendor does not have audited financial statements.

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

E-1.1.3 Litigation

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

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

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

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

E-1.1.5 Subcontractor Information

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

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

E-2 Team Organization and Designation of key Vendor staff

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

Define the responsibilities and length of assignment for each of the roles depicted in the organizational chart. Identify the positions that should be designated key

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

staff. Ensure that designation of key Vendor staff includes subject matter experts in the following areas:

- Project Management
- The Healthy Families America home visiting model, including data collection and reporting requirements;
- Data collection and outcome monitoring for home visiting programs;
- Expertise in generating reports and report writing;
- Expertise in data base management; and
- Provider training.

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

E-2.1 State Staff Resource Worksheet

Append a completed State Staff Resource Worksheet to coverage of organization. The required format follows.

Table E-2: Proposed State Staff Resource Hours Worksheet

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

E-3 Candidates for Project Manager

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

The State requires that the Project Manager be assigned full time, on site for the duration of the Project. For the Project Manager candidate, provide a resume not to exceed five (5) pages in length addressing the following:

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS - RFP 2012-009
PART 1

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

E-4 Candidates for key Vendor staff Roles

Provide a resume not to exceed three (3) pages for each key Vendor staff position on the Project Team. Each resume should address the following:

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

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

APPENDIX F: PRICING WORKSHEETS

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

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

The Vendor must include, within the Not-to-Exceed for IT service activities, tasks and preparation of required Deliverables, pricing for the Deliverables required based on the proposed approach, and methodology and tools. The following format must be used to provide this information.

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

Activity, Deliverable or Milestone	Proposed Date	Pricing/Payment
Project management		
Project work plan, including milestones		
Conduct Project Kickoff Meeting		
Design documentation		
Participate in design review		
Status reports/meetings and updates to work plan		
System software		
System ready for review and user testing		
System walkthrough/review		
User acceptance test (UAT)		
Test plan and scripts		
Train testers		
Test functionality		
Test security		
Perform volume and stress test		
Support State during UAT		
Training		
Training plan and schedule		

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

Activity, Deliverable or Milestone	Proposed Date	Pricing/Payment
Train users		
Deployment		
Deployment plan		
Set up and configure software for New Hampshire		
Implement customized software		
User operation manual		
User support plan		
Other		
Project close out meeting		

F-2 Proposed Position – Initial Contract Term Vendor Rates Worksheet

Using the format provided in the following table, list titles of proposed positions on the Project Team to be filled by Vendor staff. Include hours and rates for all staff on the Vendor Project Team through September 30, 2015.

Table F-2: Proposed Position – Initial Contract Term Vendor Rates Worksheet

Position Title	Hours	Hourly Rate	Subtotal (Hours X Rate)
Position #1			
Position #2			
Position #3			
TOTAL			

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

F-3 Future Vendor Rates Worksheet

The State may request additional Services from the selected Vendor and requires rates in the event that additional Service is required. The following format must be used to provide this information. "SFY" refers to State Fiscal Year. The New Hampshire State Fiscal Year runs from July 1 through June 30 of the following calendar year. Positions not identified in the Proposed Position Worksheet may be included in the Future Vendor Rates Worksheet.

Table F-3: Future Vendor Rates Worksheet

Position Title	SFY 2012 Contract effective date-6/30/12	SFY 2013 7/1/12- 6/30/13	SFY 2014 7/1/13- 6/30/14	SFY 2015 7/1/14- 6/30/15	SFY 2016 <i>Partial year due to federal funding</i> 7/1/15- 9/30/15
Project Manager					
Position #1					
Position #2					
Position #3					

STATE OF NEW HAMPSHIRE
 Department of Health and Human Services, Division of Public Health Services (DPHS)
 Home Visiting Data System
 DPHS - RFP 2012-009
 PART 1

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

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

Perpetual License Type	Initial Cost	Support / Maintenance SFY 2013 7/1/12-6/30/13	Support / Maintenance SFY 2014 7/1/13-6/30/14	Support / Maintenance SFY 2015 7/1/14-6/30/15	Support / Maintenance SFY 2016 <i>Partial year due to federal funding</i> 7/1/15-9/30/15
Software As a Service	Initial cost	Annual Cost SFY 2013	Annual Cost SFY 2014	Annual Cost SFY 2015	Annual Cost SFY 2016
Hosting Cost		Annual Cost SFY 2013	Annual Cost SFY 2014	Annual Cost SFY 2015	Annual Cost SFY 2016
Subtotal					
Total Five Year Cost					

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS -RFP 2012-009
PART 2

APPENDIX G-1 TESTING REQUIREMENTS

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

G-1.1 Test Planning and Preparation

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

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

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

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

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

G-1.2 Testing

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

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS -RFP 2012-009
PART 2

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

Unit Testing	<p>Application components are tested on an individual basis to verify that the inputs, outputs, and processing logic of each application component functions without errors. Unit Testing is performed in either the development environment or a testing environment.</p> <p>The goal is to find errors in the smallest unit of Software. If successful, subsequent integration testing should only reveal errors related to the integration between application components.</p>
System Integration Testing	<p>a.) Validates the integration between the individual unit application components and verifies that the new System meets defined requirements and supports execution of interfaces and business processes. The Systems Integration Test is performed in a test environment.</p> <p>b.) Emphasizes end-to-end business processes, and the flow of information across applications. It includes all key business processes and interfaces' being implemented, confirms data transfers with external parties, and includes the transmission or printing of all electronic and paper documents.</p> <p>c.) The State will conduct System Integration Testing, utilizing scripts developed, as identified in the Test Plan, to validate the functionality of the System and its interfaces. The State will also use System Integration Testing to validate modifications, fixes and other System interactions with the Vendor supplied Software Solution.</p>
Conversion /Migration Validation Testing	<p>The Conversion/Migration Validation Testing should replicate the entire flow of the converted data through the Software Solution. As the Software Solution is interfaced to legacy or third-party applications, the testing verifies that the resulting converted legacy data performs correctly.</p>
Installation Testing	<p>Application components are installed in the System test environment to test the installation routines and are refined for the eventual production environment. This activity serves as a dry run of the installation steps in preparation for configuring the production System.</p>
User Acceptance Testing	<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</p>

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS -RFP 2012-009
PART 2

<p>(UAT)</p>	<p>the successful execution of approved business processes.</p> <p>a.) The Vendor's Project Manager must certify in writing, that the Vendor's own staff has successfully executed all prerequisite Vendor testing, along with reporting the actual testing results prior to the start of any testing executed by State staff.</p> <p>b.) The State will be presented with a State approved Test Plan, test scenarios, test cases, test scripts, test data, and expected results, as well as written Certification of the Vendor's having completed the prerequisite tests, prior to the State staff involvement in any testing activities</p> <p>c.) UAT will also serve as a performance and stress test of the System. It may cover any aspect of the new System, including administrative procedures such as backup and recovery. The results of the UAT provide evidence that the new System meets the User Acceptance criteria as defined in the Work Plan.</p> <p>d.) Upon successful conclusion of UAT and successful System deployment, the State will issue a letter of UAT Acceptance and the respective Warranty Period shall commence as described in Section H-25.10.1: Warranty Period.</p>
<p>Performance Tuning and Stress Testing</p>	<p>Vendor shall develop and document hardware and software configuration and tuning of System infrastructure as well as assist and direct the State's System Administrators and Database Administrators in configuring and tuning the infrastructure to support the software throughout the project</p> <p>Performance Tuning and Stress Testing</p> <p><u>Scope</u></p> <p>The scope of performance testing shall measure the system level metrics critical for the development of the applications infrastructure and operation of the applications in the production environment. It will include the measurement of response rates of the application for end-user transactions and resource utilization (of various servers and network) under various load conditions. These response rates shall become the basis for changes and retesting until optimum system performance is achieved.</p> <p>The application transactions shall be identified with specific roles and selected transactions shall be recorded for the performance measurements. These will be compared to baselines to determine if object and/or system performance increases as changes are made.</p>

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS -RFP 2012-009
PART 2

Performance testing shall consider the full scope of the application infrastructure with emphasis on the most heavily used or shared transactions. Performance testing of the application will profile the identified user transactions and assist in the identifying performance gaps to improve the most critical parts of the applications.

Performance testing and tuning shall occur in the final production environment and shall use a copy of the final production database to provide the best results.

Vendor must lead this effort. Responsibilities include identifying appropriate tunable parameters and their default and recommended settings, developing scripts, which accurately reflect business load and coordinating reporting of results.

Test types

Performance testing shall use two different types of tests to determine the stability of the application. They are baseline tests and load tests

Baseline Tests: Baseline tests shall collect performance data and load analysis by running scripts where the output is broken down into business transactions or functions. The test is like a single user executing a defined business transaction. During baseline testing, each individual script is run to establish a baseline for transaction response time, throughput and other user-based metrics. Usually each business transaction is executed multiple times during a single test run to obtain an average for the user-based metrics required for the performance testing evaluations. It must be noted that changes made to the code after baseline testing is completed will skew the results collected to date. All effort will be made to provide a code test base that is tested in the environment for problems prior to the establishment of the baseline, which 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.

Load Tests: Load testing will determine if the behavior of a system can be sustained over a long period of time while running under expected conditions. Load test helps to verify the ability of the

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS -RFP 2012-009
PART 2

application environment under different load conditions based on workload distribution. System response time and utilization is measured and recorded.

Tuning

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

For infrastructure tuning, parameters will be identified for all components prior to undertaking the load testing 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.

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. Vendor is open to use any open source product with the approval of State Team. Consideration must be give 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.

Scheduling Performance and Stress Testing

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

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

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS -RFP 2012-009
PART 2

	<p>Initial test runs shall be completed to establish that the tests and data sets can be run to completion without errors. The ratio of types of transactions which makeup the test shall be reviewed prior to the beginning of testing and then again once testing has begun to make sure that testing accurately reflects the system performing in production.</p> <p>Initial tests shall be used to establish a baseline from which all subsequent tests will be compared. Tests will be considered for baseline status once two of them have been run within 2% of each other in key and overall performance areas. No changes to the test scripts or data sets (with the exception of restores after each test) can be done to the test environment once tuning has begun so as to not damage the comparison to baseline results. The systems must be restarted prior to each test run to assure all cache is cleaned out. All effort will be made to run these tests at a time when system and network infrastructure utilization doesn't impact the results. Tests will be run in close proximity to our infrastructure to eliminate the public network from our environment.</p> <p>Post test reporting and result assessment will be scheduled following each test. The team will compare these results to the baseline and a determination must be made to make additional changes to the parameter being tuned or return to the prior configuration and select another parameter to tune while keeping in mind that significant changes to any one parameter may require the retesting of some others. Careful work on identifying dependencies up front should minimize this impact.</p> <p>If defects are identified in the application during testing, they will be recorded; however, changes to the application code should be avoided if possible so as not to affect baseline comparisons. If a change to the application is required new baselines will be established (and possibly the execution of prior tests to validate changes with the new application) before testing can continue.</p> <p>When performing capacity testing against a GUI the focus will be on the ability of the interface to respond to user input.</p> <p>During stress/load testing the tester will attempt to stress or load an aspect of the system to the point of failure. The goal being to</p>
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STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS -RFP 2012-009
PART 2

	<p>determine weak points in the system architecture. The tester will identify peak load conditions at which the program will fail to handle required processing loads within required time spans.</p> <p>During Performance testing the tester will design test case scenarios to determine if the system meets the stated performance criteria (i.e. A Login request shall be responded to in 1 second or less under a typical daily load of 1000 requests per minute.). In both cases, the tester will determine the capacity of the system under a known set of conditions.</p>
<p>Regression Testing</p>	<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

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS -RFP 2012-009
PART 2

	<p style="text-align: center;">operate correctly; and</p> <p style="text-align: center;">3. Manage the entire cyclic process.</p> <p>e.) The Vendor will be expected to execute the regression test, provide actual testing results, and certify its completion in writing to the State prior to passing the modified Software application to the users for retesting.</p> <p>In designing and conducting such regression testing, the Vendor will be required to assess the risks inherent to the modification being implemented and weigh those risks against the time and effort required for conducting the regression tests. In other words, the Vendor will be expected to design and conduct regression tests that will identify any unintended consequences of the modification while taking into account Schedule and economic considerations.</p> <p>In their Proposals Vendors must acknowledge their responsibilities for regression testing as described in this section.</p>																
<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="483 1184 1446 1875"> <thead> <tr> <th data-bbox="483 1184 792 1262">Service Component</th> <th data-bbox="792 1184 1446 1262">Defines the set of capabilities that:</th> </tr> </thead> <tbody> <tr> <td data-bbox="483 1262 792 1402">Identification and Authentication</td> <td data-bbox="792 1262 1446 1402">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="483 1402 792 1476">Access Control</td> <td data-bbox="792 1402 1446 1476">Supports the management of permissions for logging onto a computer or network</td> </tr> <tr> <td data-bbox="483 1476 792 1549">Encryption</td> <td data-bbox="792 1476 1446 1549">Supports the encoding of data for security purposes</td> </tr> <tr> <td data-bbox="483 1549 792 1623">Intrusion Detection</td> <td data-bbox="792 1549 1446 1623">Supports the detection of illegal entrance into a computer system</td> </tr> <tr> <td data-bbox="483 1623 792 1730">Verification</td> <td data-bbox="792 1623 1446 1730">Supports the confirmation of authority to enter a computer system, application or network</td> </tr> <tr> <td data-bbox="483 1730 792 1770">Digital Signature</td> <td data-bbox="792 1730 1446 1770">Guarantees the unaltered state of a file</td> </tr> <tr> <td data-bbox="483 1770 792 1875">User Management</td> <td data-bbox="792 1770 1446 1875">Supports the administration of computer, application and network accounts within an organization.</td> </tr> </tbody> </table>	Service Component	Defines the set of capabilities that:	Identification and Authentication	Supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users	Access Control	Supports the management of permissions for logging onto a computer or network	Encryption	Supports the encoding of data for security purposes	Intrusion Detection	Supports the detection of illegal entrance into a computer system	Verification	Supports the confirmation of authority to enter a computer system, application or network	Digital Signature	Guarantees the unaltered state of a file	User Management	Supports the administration of computer, application and network accounts within an organization.
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STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS -RFP 2012-009
PART 2

	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.	
<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 may include Penetration Tests (pen test) or code analysis and review.</p> <p>Prior to the System being moved into production, the Vendor shall provide results of all security testing to the Department of Information Technology for review and acceptance. All Software and hardware shall be free of malicious code (malware).</p>			

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS -RFP 2012-009
PART 2

APPENDIX G-2: CERTIFICATES

A. Certificate of Good Standing

As a condition of Contract award, the Vendor, if required by law, must furnish a Certificate of Authority/Good Standing dated after April 1, 201X, from the Office of the Secretary of State of New Hampshire. If your company is not registered, an application form may be obtained from:

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

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

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

B. Certificate of Authority/Vote

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

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

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

STATE OF NEW HAMPSHIRE
Department of Health and Human Services, Division of Public Health Services (DPHS)
Home Visiting Data System
DPHS -RFP 2012-009
PART 2

CERTIFICATE OF AUTHORITY/VOTE CHECKLIST

SOURCE OF AUTHORITY

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

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

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

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

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

APPROPRIATE PERSON SIGNED THE CERTIFICATE

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

**APPENDIX H – STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS
AGREEMENT**

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name		1.2 State Agency Address	
1.3 Contractor Name		1.4 Contractor Address	
1.5 Contractor Phone Number	1.6 Account Number	1.7 Completion Date	1.8 Price Limitation
1.9 Contracting Officer for State Agency		1.10 State Agency Telephone Number	
1.11 Contractor Signature		1.12 Name and Title of Contractor Signatory	
1.13 Acknowledgement: State of _____, County of _____ On _____, before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace [Seal]			
1.13.2 Name and Title of Notary or Justice of the Peace			
1.14 State Agency Signature		1.15 Name and Title of State Agency 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: _____			

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

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, this Agreement, and all obligations of the parties hereunder, shall not become effective until the date the Governor and Executive Council approve this Agreement ("Effective Date").

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

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

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

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

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

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

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

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

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county, or municipal authorities, which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. In addition, the Contractor shall comply with all applicable copyright laws.

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

6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and

with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

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

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

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

8. EVENT OF DEFAULT/REMEDIES.

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

8.1.1 failure to perform the Services satisfactorily or on schedule;

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

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

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

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

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

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

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

9. DATA/ACCESS/CONFIDENTIALITY/ PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

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

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

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

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement, the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS. The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written consent of the N.H. Department of Administrative Services. None of the Services shall be subcontracted by the Contractor without the prior written consent of the State.

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

14. INSURANCE.

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

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

14.1.2 fire and extended coverage insurance covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

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

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than 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 and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to endeavor to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than ten (10) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

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

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake

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

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

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

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire.

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

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

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

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

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

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

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

H-25. GENERAL CONTRACT REQUIREMENTS

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

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

H-25.2 Vendor Responsibilities

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

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

H-25.3 Project Budget/Price Limitation

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

H-25.4 State Contracts

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

H-25.5 Vendor Staff

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

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

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

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

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

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

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

H-25.6 Work Plan

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

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

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

In the event of a delay in the Schedule, the Vendor must immediately notify the State in writing. The written notification will identify the nature of the delay, i.e., specific actions or inactions of the Vendor or State causing the problem; its estimated duration period to reconciliation; specific actions that need to be taken to correct the problem; and the expected Schedule affect the Project.

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

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

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

H-25.7 Change Orders

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

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

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

H-25.7 Deliverables

The Vendor shall provide the State with the Deliverables and Services in accordance with the time frames in the Work Plan. All Deliverables shall be subject to the State's Acceptance as set forth in Section H-25.9: Testing and Acceptance herein.

Upon its submission of a Deliverable, the Vendor represents that it has performed its obligations under the Contract associated with the Deliverable.

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

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

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

H-25.7.1 Written Deliverables Review

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

H-25.7.2 Software Deliverables Review

Described in Section H-25.9: Testing and Acceptance.

H-25.7.3 Non-Software Deliverables Review

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

H-25.8 Licenses

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

H-25.8.1 Software License Grant

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

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

H-25.8.2 Software and Documentation Copies

The Vendor shall provide the State with a sufficient number of hard copy versions of the Software's associated Documentation and one (1) electronic

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009

PART 2

version in Microsoft WORD and PDF format. The State shall have the right to copy the Software and its associated Documentation for its internal business needs. The State agrees to include copyright and proprietary notices provided to the State by the Vendor on such copies.

H-25.8.3 Restrictions

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

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

H-25.8.4 Title

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

H-25.8.5 Third Party

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

H-25.9 Testing and Acceptance

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

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

In addition, the Vendor will provide a mechanism for reporting actual test results vs. expected results and for the resolution and tracking of all errors and problems identified during test execution. The Vendor will also provide training as necessary to the State staff responsible for test activities.

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

See Appendix G-1 for Testing Requirements

H-25.9.1 Remedies

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

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

H-25.9.2 System Acceptance

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

H-25.10 Warranty

H-25.10.1 Warranty Period

The Warranty Period will initially commence upon the State issuance of a Letter of Acceptance for UAT and will continue for ninety (90) days.

If within the last thirty (30) calendar days of the Warranty Period, the System Software fails to operate as specified, the Warranty Period will cease, the Vendor will correct the Deficiency, and a thirty (30) calendar day Warranty Period will begin. Any further Deficiencies with the Software must be corrected and run fault free for thirty (30) days.

H-25.10.2 Warranties

H-25.10.2.1 System

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

H-25.10.2.2 Software

The Vendor shall warrant that the Software is properly functioning within the System, compliant with the requirements of the Contract, and will operate in accordance with the Specifications.

Software shall be archived and or version controlled through the use of Harvest Software.

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

H-25.10.2.3 Non-Infringement

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

H-25.10.2.4 Viruses; Destructive Programming

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

H-25.10.2.5 Compatibility

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

H-25.10.2.6 Professional Services

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

H-25.10.3 Warranty Services

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

Warranty Services shall include, without limitation, the following:

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

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

response within two (2) hours of request, with assistance response dependent upon issue severity;

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

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

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

H-25.11 Ongoing Software Maintenance and Support Levels

The Vendor shall maintain and support the system in all material respects as described in the applicable program documentation for five (5) years of maintenance after delivery and the warranty period of ninety (90) days

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

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

H-25.11.1 Maintenance Releases

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

H-25.11.2 Vendor Responsibility

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

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

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

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

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

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

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

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

If the Vendor fails to correct a Deficiency within the allotted period of time Stated above, the Vendor shall be deemed to have committed an Event of

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

Default, pursuant to Appendix H Section H-25.14, and the State shall have the right, at its option, to pursue the remedies in H-25.14, as well as to return the Vendor's product and receive a refund for all amounts paid to the Vendor, including but not limited to, applicable license fees, within ninety (90) days of notification to the Vendor of the State's refund request

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

H-25.12 Administrative Specifications

H-25.12.1 Travel Expenses

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

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

H-25.11.2 Shipping and Delivery Fee Exemption

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

H-25.12.3 Project Workspace and Office Equipment

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

H-25.12.4 Work Hours

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

H-25.12.5 Access/Cooperation

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

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

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

H-25.12.6 State-Owned Documents and Data

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

H-25.12.7 Intellectual Property

The State shall hold all ownership, title, and rights in any Custom Software developed in connection with performance of obligations under the Contract, or modifications to the Software, and their associated Documentation including any and all performance enhancing operational plans and Vendors' special utilities. The State shall have sole right to produce, publish, or otherwise use such Software, modifications, and Documentation developed under the Contract and to authorize others to do so.

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

H-25.12.8 IT Required Work Procedures

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

H-25.12.9 Computer Use

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

- a. Every Authorized User has the responsibility to assure the protection of information from unauthorized access, misuse, theft, damage, destruction, modification, or disclosure.

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

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

H-25.12.10 Email Use

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

H-25-12.11 Internet/Intranet Use

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

H-25.12.12 Regulatory/Governmental Approvals

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

H-25.12.13 Force Majeure

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

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

acts of Government, fire, power failures, nuclear accidents, earthquakes, and unusually severe weather.

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

H-25.12.14 Confidential Information

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

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

Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which: (i) shall have otherwise become publicly available other than as a result of disclosure by the receiving party in breach hereof; (ii) was disclosed to the receiving party on a non-confidential basis from a source other than the disclosing party, which the receiving party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing party; (iii) is developed by the receiving party independently of, or was known by the receiving party prior to, any disclosure of such information made by the disclosing party; or (iv) is disclosed with the written consent of the disclosing party. A receiving party also may disclose Confidential Information to the extent required by an order of a court of competent jurisdiction.

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

In the event of unauthorized use or disclosure of the State's Confidential Information, the Vendor shall immediately notify the State, and the State shall

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

immediately be entitled to pursue any remedy at law and in equity, including, but not limited to injunctive relief.

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

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

H-25.13 Pricing

H-25.13.1 Activities/Deliverables/Milestones Dates and Pricing

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

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

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

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

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

H-25.13.3 Invoicing

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

H-25.13.4 Overpayments to the Vendor

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

H-25.13.5 Credits

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

H-25.13.6 Records Retention and Access Requirements

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

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

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

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

including all appeals or the expiration of the appeal period. The Vendor shall include the record retention and review requirements of this section in any of its subcontracts.

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

H-25.13.7 Accounting Requirements

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

H-25.14 Termination

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

H-25.14.1 Termination for Default

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

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

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

- a) Unless otherwise provided in the Contract, the State shall provide the Vendor written notice of default and require it to be remedied within, in the absence of a greater or lesser specification of time, within thirty (30) days from the date of notice, unless otherwise indicated within by the State ("Cure Period"). If the Vendor fails to cure the default within the Cure Period, the State may terminate the Contract effective two (2) days after giving the Vendor notice of termination, at its sole discretion, treat the Contract as breached and pursue its remedies at law or in equity or both.
- b) Give the Vendor a written notice specifying the Event of Default and suspending all payments to be made under the Contract and ordering that the portion of the Contract price which would otherwise accrue to the Vendor during the period from the date of

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

such notice until such time as the State determines that the Vendor has cured the Event of Default shall never be paid to the Vendor.

- c) Set off against any other obligations the State may owe to the Vendor any damages the State suffers by reason of any Event of Default;
- d) Treat the Contract as breached and pursue any of its remedies at law or in equity, or both.
- e) Procure Services that are the subject of the Contract from another source and the Vendor shall be liable for reimbursing the State for the replacement Services, and all administrative costs directly related to the replacement of the Contract and procuring the Services from another source, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time costs; all of which shall be subject to the limitations of liability set forth in the Contract.

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

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

H-25.14.2 Termination for Convenience

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

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

H-25.14.3 Termination for Conflict of Interest

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

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

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

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

H-25.14.4 Termination Procedure

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

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

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

H-25.15 Limitation of Liability

H-25.15.1 State

Subject to applicable laws and regulations, in no event shall the State be liable for any consequential, special, indirect, incidental, punitive, or exemplary

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

damages. Subject to applicable laws and regulations, the State's liability to the Vendor shall not exceed the total Contract price set forth in Contract Agreement, Appendix H Section 1.8 of the Contract Agreement – General Provisions.

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

H-25.15.2 The Vendor

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

H-25.15.3 State's Immunity

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

H.25.15.4 Survival

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

H-25.16 Change of Ownership

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

H-25.17 Assignment, Delegation and Subcontracts

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

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

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

H-25.18 Dispute Resolution

Prior to the filing of any formal proceedings with respect to a dispute (other than an action seeking injunctive relief with respect to intellectual property rights or Confidential Information), the party believing itself aggrieved (the "Invoking Party") shall call for progressive management involvement in the dispute negotiation by written notice to the other party. Such notice shall be without prejudice to the Invoking Party's right to any other remedy permitted by this Agreement.

H-25.19 Venue and Jurisdiction

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

H-25.20 Project Holdback

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

H-25.21 Escrow of Code

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

- a. the Vendor has made an assignment for the benefit of creditors;
- b. the Vendor institutes or becomes subject to a liquidation or bankruptcy proceeding of any kind;
- c. a receiver or similar officer has been appointed to take charge of all or part of the Vendor's assets; or
- d. the Vendor or its Subcontractor terminates its maintenance and operations support Services for the State for the Software or has ceased supporting and maintaining the Software for the State, whether due to its ceasing to conduct

STATE OF NEW HAMPSHIRE
Department of Health & Human Services, Division of Public Health Services
Home Visiting Data System
DPHS RFP2012-009
PART 2

- business generally or otherwise, except in cases where the termination or cessation is a result of the non-payment or other fault of the State;
- e. Vendor defaults under the Contract; or
 - g. Vendor ceases its on-going business operations or that portion of its business operations relating to the licensing and maintenance of the Software.

TERMS AND DEFINITIONS

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

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

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

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

Harvest	Software to archive and/or control versions of software
Identification and Authentication	Supports obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users
Implementation	The process for making the System fully operational for processing the Data.
Implementation Plan	Sets forth the transition from development of the System to full operation, and includes without limitation, training, business and technical procedures.
Information Technology (IT)	Refers to the tools and processes used for the gathering, storing, manipulating, transmitting, sharing, and sensing of information including, but not limited to, Data processing, computing, information systems, telecommunications, and various audio and video technologies.
Input Validation	Ensure the application is protected from buffer overflow, cross-site scripting, SQL injection, and canonicalization
Intrusion Detection	Supports the detection of illegal entrance into a computer system
Invoking Party	In a dispute, the party believing itself aggrieved
Key Project Staff	Personnel identified by the State and by the contracted vendor as essential to work on the Project.
Licensee	The State of New Hampshire
Non Exclusive Contract	A contract executed by the State that does not restrict the State from seeking alternative sources for the Deliverables or Services provided under the Contract.
Non-Software Deliverables	Deliverables that are not Software Deliverables or Written Deliverables, e.g., meetings, help support, services, other
Normal Business Hours	Normal Business Hours – 8:00 a.m. to 5:00 p.m. EST, Monday through Friday excluding State of New Hampshire holidays. State holidays are: New Year’s Day, Martin Luther King Day, President’s Day, Memorial Day, July 4 th , Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day. Specific dates will be provided
Notice to Proceed (NTP)	The State Contract Manager’s written direction to the Vendor to begin work on the Contract on a given date and time
Operating System	System is fully functional, all Data has been loaded into the System, is available for use by the State in its daily operations.
Operational	Operational means that the System is operating and fully functional, all Data has been loaded; the System is available for use by the State in its daily operations, and the State has issued an Acceptance Letter.
Order of Precedence	The order in which Contract/Documents control in the event of a conflict or ambiguity. A term or condition in a document controls over a conflicting or ambiguous term or condition in a document that is lower in the Order of Precedence
Project	The planned undertaking regarding the entire subject matter of an RFP and Contract and the activities of the parties related

	hereto.
Project Team	The group of State employees and contracted Vendor's personnel responsible for managing the processes and mechanisms required such that the Services are procured in accordance with the Work Plan on time, on budget and to the required specifications and quality
Project Management Plan	A document that describes the processes and methodology to be employed by the Vendor to ensure a successful project.
Project Managers	The persons identified who shall function as the State's and the Vendor's representative with regard to Review and Acceptance of Contract Deliverables, invoice sign off, and review and approval of Change Requests (CR) utilizing the Change Control Procedures (CCP)
Project Staff	State personnel assigned to work with the Vendor on the project
Proposal	The submission from a Vendor in response to the Request for a proposal or statement of work.
Regression Test Plan	A plan integrated into the Work Plan used to ascertain whether fixes to defects have caused errors elsewhere in the application/process.
Review	The process of reviewing Deliverables for Acceptance
Review Period	The period set for review of a Deliverable. If none is specified then the review period is five (5) business days.
RFP (Request for Proposal)	A Request For Proposal solicits Proposals to satisfy State functional requirements by supplying data processing product and/or Service resources according to specific terms and conditions
Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network
Schedule	The dates described in the Work Plan for deadlines for performance of Services and other Project events and activities under the Contract
SaaS	Software as a Service- Occurs where the COTS application is hosted but the State does not own the license or the code.
Service Level Agreement (SLA)	A signed agreement between the Vendor and the State specifying the level of Service that is expected of, and provided by, the Vendor during the term of the Contract.
Services	The work or labor to be performed by the Vendor on the Project as described in the Contract.
Software	All custom Software and COTS Software provided by the Vendor under the Contract
Software Deliverables	COTS Software and Enhancements
Software License	Licenses provided to the State under this Contract
Solution	The Solution consists of the total Solution, which includes, without limitation, Software and Services, addressing the requirements and terms of the Specifications. The off-the-shelf Software and configured Software customized for the State

	provided by the Vendor in response to this RFP.
Specifications	The written Specifications that set forth the requirements which include, without limitation, this RFP, the Proposal, the Contract, any performance standards, Documentation, applicable State and federal policies, laws and regulations, State technical standards, subsequent State-approved Deliverables, and other Specifications and requirements described in the Contract Documents. The Specifications are, by this reference, made a part of the Contract as though completely set forth herein.
State	Reference to the term "State" shall include applicable agencies as defined in Section 1: INTRODUCTION of this RFP.
Statement of Work (SOW)	A Statement of Work clearly defines the basic requirements and objectives of a Project. The Statement of Work also defines a high level view of the architecture, performance and design requirements, the roles and responsibilities of the State and the Vendor. The SOW defines the results that the Vendor remains responsible and accountable for achieving.
State's Confidential Records	State's information regardless of its form that is not subject to public disclosure under applicable state and federal laws and regulations, including but not limited to RSA Chapter 91-A
State Data	Any information contained within State systems in electronic or paper format.
State Fiscal Year (SFY)	The New Hampshire State Fiscal Year extends from July 1 st through June 30 th of the following calendar year
State Project Leader	State's representative with regard to Project oversight
State's Project Manager (PM)	State's representative with regard to Project management and technical matters. Agency Project Managers are responsible for review and Acceptance of specific Contract Deliverables, invoice sign off, and Review and approval of a Change Proposal (CP).
Subcontractor	A person, partnership, or company not in the employment of, or owned by, the Vendor, which is performing Services under this Contract under a separate Contract with or on behalf of the Vendor
System	All Software, specified hardware, and interfaces and extensions, integrated and functioning together in accordance with the Specifications.
TBD	To Be Determined
Technical Authorization	Direction to a Vendor, which fills in details, clarifies, interprets, or specifies technical requirements. It must be: (1) consistent with Statement of Work within statement of Services; (2) not constitute a new assignment; and (3) not change the terms, documents of specifications of the SOW.
Test Plan	A plan, integrated in the Work Plan, to verify the code (new or changed) works to fulfill the requirements of the Project. It may consist of a timeline, a series of tests and

	test data, test scripts and reports for the test results as well as a tracking mechanism.
Term	The duration of the Contract.
Transition Services	Services and support provided when the contracted vendor is supporting system changes.
UAT	User Acceptance Test
Unit Test	Developers create their own test data and test scenarios to verify the code they have created or changed functions properly as defined.
User Acceptance Testing	Tests done by knowledgeable business users who are familiar with the scope of the Project. They create/develop test cases to confirm the System was developed according to specific user requirements. The test cases and scripts/scenarios should be mapped to business requirements outlined in the user requirements documents.
User Management	Supports the administration of computer, application and network accounts within an organization
Vendor/Contractor	The contracted individual, firm, or company that will perform the duties and Specifications of the contract.
Verification	Supports the confirmation of authority to enter a computer system, application or network
Walk Through	A step-by-step review of a specification, usability features or design before it is handed off to the technical team for development
Warranty Period	A period of coverage during which the contracted vendor is responsible for providing a guarantee for products and services delivered as defined in the contract.
Warranty Releases	Code releases that are done during the warranty period.
Warranty Services	The Services to be provided by the Vendor during the Warranty Period.
Work Hours	Vendor personnel shall work normal business hours between 8:00 am and 5:00 pm, eight (8) hour days, forty (40) hour weeks, excluding State of New Hampshire holidays. Changes to this schedule may be made upon agreement with the State Project Manager. However, the State requires an unpaid lunch break of at least thirty (30) minutes be taken after five (5) consecutive hours of work.
Work Plan	The overall plan of activities for the Project created in accordance with the Contract. The plan and delineation of tasks, activities and events to be performed and Deliverables to be produced under the Project as specified in Appendix C. The Work Plan shall include a detailed description of the Schedule, tasks/activities, Deliverables, critical events, task dependencies, and the resources that would lead and/or participate on each

	task.
Written Deliverables	Non-Software written deliverable Documentation (letter, report, manual, book, other) provided by the Vendor either in paper or electronic format.