



# State of New Hampshire

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DEPARTMENT OF ADMINISTRATIVE SERVICES  
OFFICE OF THE COMMISSIONER  
25 Capitol Street – Room I20  
Concord, New Hampshire 03301

LINDA M. HODGDON  
Commissioner  
(603) 271-3201

JOSEPH B. BOUCHARD  
Assistant Commissioner  
(603) 271-3204

December 7, 2012

His Excellency, Governor John H. Lynch  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

### REQUESTED ACTION

Authorize the Department of Administrative Services to enter into a second amendment to the State's Contract with Infor (US), Inc. (VC# 169176) St. Paul Minnesota, formerly known as Lawson Software Americas, Inc, to extend the provision of services by one month, from an end date of March 31, 2013 to April 30, 2013 with a corresponding increase in the contract price limitation by \$220,640 from \$4,137,182 to \$4,357,822, to ensure the integrity of the implementation of the NH FIRST Phase 2 project by providing sufficient resources to complete software system testing, user training, and technical support as part of overall transition management and warranty support. Effective upon Governor and Council approval through April 30, 2013. **100% Capital (General) Funds.**

Funding is available in the following account:

01-14-14-142030-09420000, ERP PH II HR  
034-500099 Major IT Systems

**SFY13**  
**\$220,640**

### EXPLANATION

The current contract is a fixed price/fixed timeline contract. At this point, the State needs to amend the contract to complete software-system testing activities and to augment the training team needed to deliver training to all state agencies, the Division of personnel and the Division of Accounting payroll controllers.

The challenges encountered in the establishment of this new infrastructure and software environment combined with the upgrades to the ERP software which have been delivered since it was first acquired in 2005, have prevented certain NH FIRST Phase 2 activities from being completed in time to preserve the original plan to launch the Phase 2 functions by January 1, 2013.

In July, 2011, the State established capital appropriation in support of the NH FIRST Phase 2 project to complete the implementation of the Lawson Enterprise Resource Planning



system (ERP). Phase 2 includes personnel administration, human resources and recruiting functions, employee benefits, employee time and leave reporting, and payroll.

After a competitive bidding process, the State selected and was approved to engage directly with Lawson (which has since been acquired by/renamed Infor) to acquire implementation services for Phase 2. This item was approved by Governor and Council on August 10, 2011, item #11C, and amended September 19, 2012, item #38D, for additional implementation services. Subsequent to the contract's approval, the State and Infor developed an aggressive plan to implement all of the Phase 2 functions within 18 months. The NH FIRST Phase 2 project was launched in September, 2011.

Since that time, the NH FIRST Phase 2 project has successfully designed the processes to be used statewide by over 60 agencies including functions to be used by all State employees. These functions are designed to ensure compliance and standardization. The system is also designed to eliminate the reliance on paperwork and to enable the efficiencies mandated in the State budget for the current biennium.

In parallel with the NH FIRST Phase 2 project, the State has also pursued a replacement strategy for critical information technology infrastructure. This is the same infrastructure on which the State's ERP system operates. The final design of this infrastructure involves the acquisition and configuration of new hardware and new software environment designed to provide the State with a more efficient use of equipment, operating capacity, and storage capacity for critical data.

Based on the foregoing, I am respectfully recommending approval of the amendment to the contract with Infor (US), Inc.

Respectfully submitted,  
  
Linda M. Hodgdon  
Commissioner

*for*  Art. Corum





**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF INFORMATION TECHNOLOGY**  
27 Hazen Dr., Concord, NH 03301  
Fax: 603-271-1516 TDD Access: 1-800-735-2964  
[www.nh.gov/doit](http://www.nh.gov/doit)

**Peter C. Hastings**  
*Acting Commissioner*

December 12, 2012

Linda M. Hodgdon, Commissioner  
State of New Hampshire  
Department of Administrative Services  
25 Capitol Street  
Concord, NH 03301

Dear Commissioner Hodgdon:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with Lawson Software, Inc. of St. Paul, MN as described below and referenced as DoIT No. 2012-137B.

This is a request to amend a contract with Lawson Software to provide sufficient time and resources to complete software system testing, user training, and technical support as part of overall transition management and warranty support. The amount of the contract shall increase by \$220,640.00. The amendment shall become effective upon Governor and Council Approval and expire on April 30, 2013.

A copy of this letter should accompany the Department of Administrative Services' submission to the Governor and Executive Council for approval.

Sincerely,

*Peter C. Hastings*  
Peter C. Hastings

PCH/ltn  
Contract #2012-137B

cc: Leslie Mason, DoIT  
Charles Russell, DAS



**SECOND AMENDMENT  
TO  
Lawson ERP Implementation Consulting Services Contract**

It is hereby agreed that the Lawson ERP Implementation Consulting Services Contract approved by Governor & Executive Council on August 10, 2011, which was subsequently amended by approval of Governor & Executive Council on September 19, 2012, and herein referred to as the "Agreement" between Infor (US), Inc. as "Contractor" and the Department of Administrative Services as "State" is amended as follows:

**Background**

The State and the Contractor entered into an agreement for implementation consulting services on August 10, 2011; this agreement was subsequently amended on September 19, 2012; the Agreement is set to expire March 31, 2013.

**Amendment**

WHEREAS, pursuant to Section 18 of the Agreement, the Agreement may be amended by an instrument in writing executed by both parties;

NOW, THEREFORE, for and in consideration of the mutual promises set forth in this Amendment and the underlying Agreement, the parties do mutually agree as follows:

1. Delete in its entirety Form Number P-37, item 1.7 Completion Date and substitute the following:  
1.7 Completion Date: April 30, 2013
2. Delete in its entirety Form Number P-37, item 1.8 Price Limitation and substitute the following:  
1.8 Price Limitation: \$4,357,822.00
3. Amend Exhibit A, Section 1.1 to include the following at the end thereof:
  - u. Exhibit T Consulting Services
4. Amend Exhibit A, Section 5 to include the following at the end thereof:
  - 5.9 The Contractor shall provide the consulting services required under Exhibit T hereto, at the prices set forth therein.
5. Amend Exhibit B, Section 1.1 to include the following at the end thereof:

The price and payment terms of this Exhibit B do not apply to Exhibits Q, R, S and T or any Exhibit added to the Agreement after the date of this Amendment. The terms of Exhibits Q, R, S, T and any subsequent Exhibit will govern the price and payment terms for the Services set forth on those Exhibits.
6. Amend the Agreement by appending the attached Exhibit T, Change Order No.: 00031942.0
7. All other provisions of the Agreement, approved by Governor and Council on August 10, 2011 and amended September 19, 2012, shall remain in full force and effect.



Infor (US), Inc.

STATE OF NEW HAMPSHIRE

By:

Patricia Elias

Patricia Elias  
(Print Name)

Title: Associate General Counsel

Date: December 6, 2012

By:

Linda M. Hodgdon

Linda M. Hodgdon  
(Print Name)

Title: Commissioner  
Department of Administrative Services

Date: Dec. 12, 2012

NOTARY PUBLIC/JUSTICE OF THE PEACE

OFFICE OF THE ATTORNEY GENERAL

On the 6 day of December, 2012,  
There appeared before me, the state and county  
foresaid a person who satisfactorily identified  
~~himself~~ as  
herself

By: Rosemary Wiant  
Rosemary Wiant  
(Print Name)

Patricia Elias

Title: Assistant Attorney General

Date: 12-12-12

And acknowledge that ~~he~~ <sup>she</sup> executed this  
document indicated above.

In witness thereof, I hereunto set my hand and  
official seal.

The foregoing contract was approved by the  
Governor and Council of New Hampshire on

Elizabeth A. Hammett  
(Notary Public/~~Justice of the Peace~~)

Signed: \_\_\_\_\_

My commission expires:

January 31, 2016  
(Date)

(Print Name)

Title: \_\_\_\_\_





# Exhibit T

## Change Order Form

### Change Order Form

This Services Change Order Form ("Change Order") modifies the Statement of Work ("SOW") identified below that was entered into between Infor (US), Inc. (formerly Lawson Software, Inc.) ("Infor") and the customer identified below (the "Customer") (collectively "the Parties"). Capitalized terms not otherwise defined in this Change Order have the same respective meanings as contained in the SOW. The rates listed below are only applicable for the Services provided in connection with this Change Order. This Change Order is effective as of the latest date signed below after all Parties have signed ("Effective Date").

#### Project Management Use

Customer Name:	State of New Hampshire		
SOW / Project Name :			
Requestor Name:	Sid Russell		
Request Initiated Date:	11/13/2012	Request Response Date:	11/20/2012
Change Order No.:	00031942.0 /O-1211-166762		

#### Customer Change Request

<b>Change Request Description:</b>	
Reason for change	<ul style="list-style-type: none"> <li>• To extend the fixed term/fixed price contract for implementation services (ERP Consulting services) by two biweekly payroll cycles due to delays encountered in completing Full Scale Testing.</li> <li>• A one month extension of full implementation consulting services on-site and offsite is requested to complete an additional cycle of testing, provide additional end user training support, and help resolve any post implementation issues</li> <li>• The State has requested additional senior systems consultants to augment the resources at the Department of Information Technology to support deployment of NHFIRST Phase II</li> </ul>
Alternative solution(s)	None identified

#### Scope of Agreed Services to be Provided

<p><b>Scope of Agreed Services:</b></p> <p>Scope of Work Agreed:</p> <p>The State of New Hampshire has decided to extend the Fixed price/fixed timeline contract by one month (changing the go-live date from December 14, 2012 to January 11, 2013).</p> <p>As a result of this decision, additional Application Consulting, Project Management and Systems Consulting services are needed to support the NHFIRST phase II implementation.</p> <p>The systems consulting services are needed to augment State of New Hampshire Department of Information Technology personnel by providing Lawson systems expertise, Windows environment expertise, knowledge transfer, transition management and overall Lawson applications and environment support.</p> <p>Payment for services will be managed via the following milestones:</p> <ul style="list-style-type: none"> <li>• The application consulting and project management services of \$132,640.00 will be added to the existing Fixed Fee/Fixed timeline project Milestone Payment #24 (HR &amp; PR Implementation of HR, Personnel, and Payroll with Integrated Time &amp; Expense). The revised payment amount for Milestone #24 is \$319,540.00.             <ul style="list-style-type: none"> <li>o \$18,690 of the \$319,540.00 is considered holdback and will be invoiced via Milestone #25 (HR &amp; Payroll Warranty Complete).</li> </ul> </li> <li>• The remaining \$300,850.00 will be invoiced when Milestone #24 is deemed complete by State of New Hampshire and Infor Project Management.</li> <li>• Systems Consulting services will be invoiced via a new 4 milestones as follows:</li> </ul>
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ID	Milestone Name	Payment Amount	Due Date
33	Systems consulting and transition management	\$22,000	December 31, 2012
34	Systems consulting and transition management	\$22,000	January 31, 2013
35	Systems consulting and transition management	\$22,000	February 28, 2013
36	Systems consulting and transition management	\$22,000	March 31, 2013

These milestones will be in addition to original milestone payment structure of the ERP Implementation Consulting Services Contract. Status reports will be provided as milestone deliverable.

Note: Additional funding may need to be considered if the January 11, 2013 implementation date is not achieved.

**Description of Deliverables:**

No new deliverables identified. Any deliverables would be mutually agreed upon.

**Dependencies and Prerequisites:**

None.

**Resources:**

Application Consulting/Project Management services:

- Up to 160 additional hours of project management
- Up to 480 additional hours of application consulting

Systems Consulting services:

- Up to 320 hours of services to support State of New Hampshire Dept. of Information technology personnel for the period of: December 3, 2012 thru February 28, 2013

**Change Impact**

Review Priority: Required to meet Project objectives, cannot continue Project without decision	
Impact to Project timeline: <b>Yes</b>	Increase in Estimated Project Budget: <b>Yes</b>
Estimated increase/decrease to the Project Schedule duration in number of work days: <b>20</b>	Estimated Project Budget change: <b>220,640.00</b> (excluding expenses)
New estimated Project completion date: <b>3/15/2013</b>	Total value of Change Orders (% of Estimated Project Budget): <b>6</b>

Likely Project risks from this Change Order:  
If not approved, the quality/stability of the solution deployed for the State of New Hampshire may be compromised.



**Services, Rates and Payment.** For up to 5 months after the Effective Date of this SOF, Infor agrees to provide the Services described in this COF on a fixed fee basis at the Fixed Price listed below. After such period, and outside the scope of the agreed Fixed Price, all Services will be on a time and materials basis at Infor's standard list price. All Services fees are exclusive of applicable VAT or other taxes. Customer shall pay Infor the Fixed Price, set forth herein, plus applicable VAT or other taxes, within Net 30 days after the date of invoice. Customer acknowledges and agrees that any delays or changes caused by Customer or Customer's other contractors or suppliers may cause an increase in the amount of any Fixed Price.

Infor Role	Role Description	Fixed Price
Fixed Fee	Fixed fee / Application Consulting/Project Management	132,640.00
Fixed Fee	Fixed fee /Systems Consulting	88,000.00
		USD
		220,640.00

Unless stated otherwise in this COF, all Service fee estimates exclude all expenses and travel time. For Infor training, the Customer is required to pay its own travel and living expenses when attending training remotely, or to provide suitable training facilities for on-site training. Where this COF names specific Infor resources, Infor reserves the right to reassign personnel if reassignment does not materially impede the performance or schedule of Services.

For State of New Hampshire <i>Charles Russel</i> (Authorized Signature)	For State of New Hampshire <i>Mark Fairbank</i> (Authorized Signature)	For State of New Hampshire <i>Mark W. Ogdin III</i> (Authorized Signature)
<b>Charles Russell</b> (Printed Name)	<b>Mark Fairbank</b> (Printed Name)	<b>Rudolph Ogdin</b> (Printed Name)
Financial Data Manager (Title)	Program Manager (Title)	Contract Manager (Title)
11/20/2012 (Date)	 (Date)	11/21/2012 (Date)

For State of New Hampshire  
*Linda M. Hodgdon*  
(Authorized Signature)

**Linda M. Hodgdon**  
(Printed Name)

Commissioner - Department of Administrative Services  
(Title)

11/28/12  
(Date)

For Infor (US), Inc.  
*Patricia Elias*  
(Authorized Signature)

**Patricia Elias**  
(Printed Name) Associate General Counsel

(Title)

November 26, 2012  
(Date)

Return the Change Order to the Customer:

- As Pdf in an e-mail, address
- Per mail, address:
- Not required



State of New Hampshire  
Department of Administrative Services  
HR/Payroll Implementation Consulting Services  
Contract 2012-008  
Exhibit N Certificate of Vote

CERTIFICATE

(Corporation With No Seal)

I, Brad Steiner, Secretary of Infor (US), Inc., a Delaware corporation, do hereby certify that:

- (1) I am the duly elected and acting Secretary of Infor (US), Inc., a Delaware corporation (the "Corporation");
- (2) By resolution authorized by the Board of Directors, which was effective prior to August 1, 2011, Patricia Elias, Associate General Counsel of the Corporation is authorized to bind the Corporation by legal contract for the following;

That this Corporation enter into a contract with the State of New Hampshire, acting by and through the Department of Administrative Services, providing for the performance by the Corporation of certain Implementation Consulting Services, and that Patricia Elias, Associate General Counsel be and hereby is authorized and directed for and on behalf of this Corporation to enter into the said contract with the State and to take any and all such actions and to execute, seal, acknowledge and deliver for and on behalf of this Corporation any and all documents, agreements and other instruments (and any amendments, revisions or modifications thereto) as she may deem necessary, desirable or appropriate to accomplish the same;

That the signature of Patricia Elias, the Associate General Counsel of this Corporation affixed to any instrument or document described in or contemplated by these resolutions shall be conclusive evidence of the authority of said officer to bind this Corporation thereby;

IN WITNESS WHEREOF, I have hereunto set my hand as Secretary of the Corporation this 6<sup>th</sup> day of December, 2012.

Brad Steiner

Secretary

(No Corporate Seal)

STATE OF MASSACHUSETTS

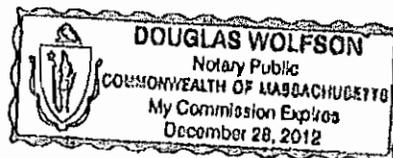
COUNTY OF MIDDLESEX

On this the 6<sup>th</sup> day of December, 2012, before me, Brad Steiner, the undersigned Secretary, personally appeared and acknowledged himself to be the Secretary of Infor (US), Inc., a Delaware corporation, and that he, as such Secretary being authorized to do so, executed the foregoing instrument for the purposes therein contained, by signing the name of the corporation by himself as the Secretary.

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

Douglas Wolfson  
Notary Public, Justice of the Peace

My Commission Expires: 12/28/12





# State of New Hampshire Department of State

## CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that Infor (US), Inc., a(n) Delaware corporation, is authorized to transact business in New Hampshire and qualified on April 19, 2012. I further certify that all fees required by the Secretary of State's office have been received.



In TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 7<sup>th</sup> day of December, A.D. 2012

A handwritten signature in cursive script, appearing to read "William Gardner".

William M. Gardner  
Secretary of State



# State of New Hampshire

Filing fee: \$35.00  
Use black print or type.  
Leave 1" margins both sides.

Form 42  
RSA 293-A:15.04

## APPLICATION FOR AMENDED CERTIFICATE OF AUTHORITY FOR PROFIT FOREIGN CORPORATION

PURSUANT TO THE PROVISIONS of the New Hampshire Business Corporation Act, the undersigned corporation hereby applies for an amended certificate of authority to transact business in New Hampshire and for that purpose submits the following statement:

FIRST: The name of the corporation is: Lawson Software, Inc.

SECOND: The name the corporation is currently using in the state of New Hampshire is: \_\_\_\_\_

Lawson Software, Inc.

THIRD: The state or country of incorporation is: Delaware

FOURTH: The date the corporation was authorized to transact business in the state of New Hampshire is: April 9, 2012

FIFTH: This application is filed for the following reason (complete all applicable items);

a. The corporation has changed its corporate name to: Infor (US), Inc.

b. The name the corporation will hereafter use in the state of New Hampshire is changed to: \_\_\_\_\_

Infor (US), Inc. (Note 1).

c. The corporation has changed its period of duration to: \_\_\_\_\_

d. The corporation has changed the state or country of its incorporation to \_\_\_\_\_

Lawson Software, Inc. (Note 2)  
(Corporate Name)

[Signature] (Note 3)  
(Signature)

Mark Henry  
(Print or type name)

Treasurer (Note 3)  
(Title)

Date signed: 8/27/2012

DISCLAIMER: All documents are available for public inspection in either paper or electronic form.

Mail fee and DATED AND SIGNED  
Concord NH 03301-4989. P.

State of New Hampshire  
Form 42 - Application for Amended Certificate of Authority 2 Page(s)



T1224925020

available for  
North Main Street,

Form 42 (7/2012)



# Delaware

PAGE 1

## The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE DO HEREBY CERTIFY THAT THE SAID "LAWSON HOLDINGS, INC." FILED A CERTIFICATE OF OWNERSHIP, CHANGING ITS NAME TO "LAWSON SOFTWARE, INC.", ON THE TWENTY-FOURTH DAY OF APRIL, A.D. 2006, AT 4:15 O'CLOCK P.M.

AND I DO HEREBY FURTHER CERTIFY THAT THE EFFECTIVE DATE OF THE AFORESAID CERTIFICATE OF OWNERSHIP IS THE TWENTY-FOURTH DAY OF APRIL, A.D. 2006, AT 11:59 O'CLOCK P.M.

AND I DO HEREBY FURTHER CERTIFY THE SAID "LAWSON SOFTWARE, INC." FILED A RESTATED CERTIFICATE, CHANGING ITS NAME TO "INFOR (US), INC.", ON THE TWENTY-FIRST DAY OF JUNE, A.D. 2012, AT 2:14 O'CLOCK P.M.

AND I DO HEREBY FURTHER CERTIFY THAT THE EFFECTIVE DATE OF THE AFORESAID RESTATED CERTIFICATE IS THE FIRST DAY OF JULY, A.D. 2012.

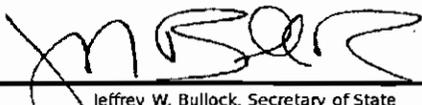
AND I DO HEREBY FURTHER CERTIFY THAT THE SAID "INFOR (US), INC.", IS THE LAST KNOWN TITLE OF RECORD OF THE AFORESAID CORPORATION.

3978744 8321

120907829

You may verify this certificate online  
at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)



  
Jeffrey W. Bullock, Secretary of State  
AUTHENTICATION: 9769500

DATE: 08-09-12





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
11/28/2012

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Commercial Lines - (404) 923-3700 Wells Fargo Insurance Services USA Inc 3475 Piedmont Road NE, Suite 800 Atlanta, GA 30305-2886	<b>CONTACT NAME</b> Leona Speir <b>PHONE (A/C, No, Ext)</b> 404-923-3638 <b>E-MAIL ADDRESS</b> leona.speir@wellsfargo.com <b>FAX (A/C, No)</b> 877-362-9069
<b>INSURED</b> Infor Enterprise Applications LP and its Subsidiaries 13560 Morris Road Suite 4100 Alpharetta GA 30004	<b>INSURER(S) AFFORDING COVERAGE</b> <b>INSURER A</b> Federal Insurance Company <b>INSURER B</b> Chubb Indemnity Insurance Co <b>INSURER C</b> Lloyd's of London <b>INSURER D</b> <b>INSURER E</b> <b>INSURER F</b>
	<b>NAIC #</b> 20281 12777

**COVERAGES**      **CERTIFICATE NUMBER:** 5222339      **REVISION NUMBER:** See below

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<b>GENERAL LIABILITY</b> X <b>COMBINED GENERAL LIABILITY</b> X <b>Product</b> X <b>Service</b> X <b>Contractual</b> X <b>Completed</b> X <b>Blanket Contractual</b> GENERAL AGGREGATE LIMIT APPLIES PER POLICY		35851844	11/30/12	11/30/13	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP OR AGG \$ 2,000,000
A	<b>AUTOMOBILE LIABILITY</b> X <b>ANY AUTO</b> X <b>ALL OWNED AUTOS</b> SCHEDULED AUTOS X <b>HIRED AUTOS</b> X <b>NON-OWNED AUTOS</b>		73543744	11/30/2012	11/30/2013	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	X <b>UMBRELLA LIAB</b> X <b>EXCESS LIAB</b> X <b>OCCLUR</b> X <b>CLAIMS MADE</b>		79839130	11/30/2012	11/30/2013	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> X <b>PROPRIETOR PARTNER EXECUTIVE</b> Y/N X <b>EMPLOYEES</b> X <b>EXCLUDED</b> N/A (Mandatory in NH) DESCRIPTION OF OPERATIONS: ESO		71718041 (All States) 0971725758 (Hawaii & Idaho)	11/30/2012	11/30/2013	X <b>WC STATUTORY LIMITS</b> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - FA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
C	<b>E&amp;O/Prof Liab</b> Retro Date 02/01/04 Technology E&O		W101F5100601 Renewal of	11/30/2012	11/30/2013	\$5,000,000 \$1,000,000 Ded Claims Made (Each Claim)

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)**  
Named Insured: Lawson Software, Inc  
Certificate holder is included as an additional insured in accordance with the terms and conditions of the general liability policy.

<b>CERTIFICATE HOLDER</b> State of New Hampshire Attn: Rudolph Ogden Slate House Annex Room 102 25 Capitol Street Concord, NH 03301	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. <b>AUTHORIZED REPRESENTATIVE</b> <i>[Signature]</i>
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# State of New Hampshire

SEP 19 2012 AM 7:45 DAS

58'D *dm*

DEPARTMENT OF ADMINISTRATIVE SERVICES  
OFFICE OF THE COMMISSIONER  
25 Capitol Street – Room 120  
Concord, New Hampshire 03301

SEP 19 2012  
1-2

JOSEPH B. BOUCHARD  
Assistant Commissioner  
(603) 271-3204

LINDA M. HODGDON  
Commissioner  
(603) 271-3201

September 10 2012

His Excellency, Governor John H. Lynch  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

### REQUESTED ACTION

Authorize the Department of Administrative Services to amend a contract with Lawson Software Americas, Inc., (VC#175600) St. Paul, Minnesota, by increasing the contract amount by \$260,182, from \$3,877,000 to \$4,137,182 for the provision of additional consulting services, including services to help design, configure and implement the inventory control module of the State's ERP financial accounting system, first in the Department's Surplus Distribution Section, and eventually to other State Agencies requiring the functionality; and to provide specific services related to data mapping between the State's ERP and mission critical data warehouses at certain agencies. The original contract was approved by Governor and Executive Council 08/10/2011, item# 11C. All other terms and conditions remain unchanged, effective upon Governor and Executive Council approval. 90.3% federal funds, 9.7% general funds.

Funds are available in the following accounts:

**SFY 2013**

Dept of Administrative Services

01-14-14-141510-81850000 Bur Plant/Prop Management, State Administrative Expense

046-500638 Consultants \$220,250.00 (100% Federal Funds)

01-14-14-142030-03200000 Financial Data Management, ERP

034-500099 Major IT Systems \$3,348.00 (100% General/Capital Funds)

Dept of Health & Human Services

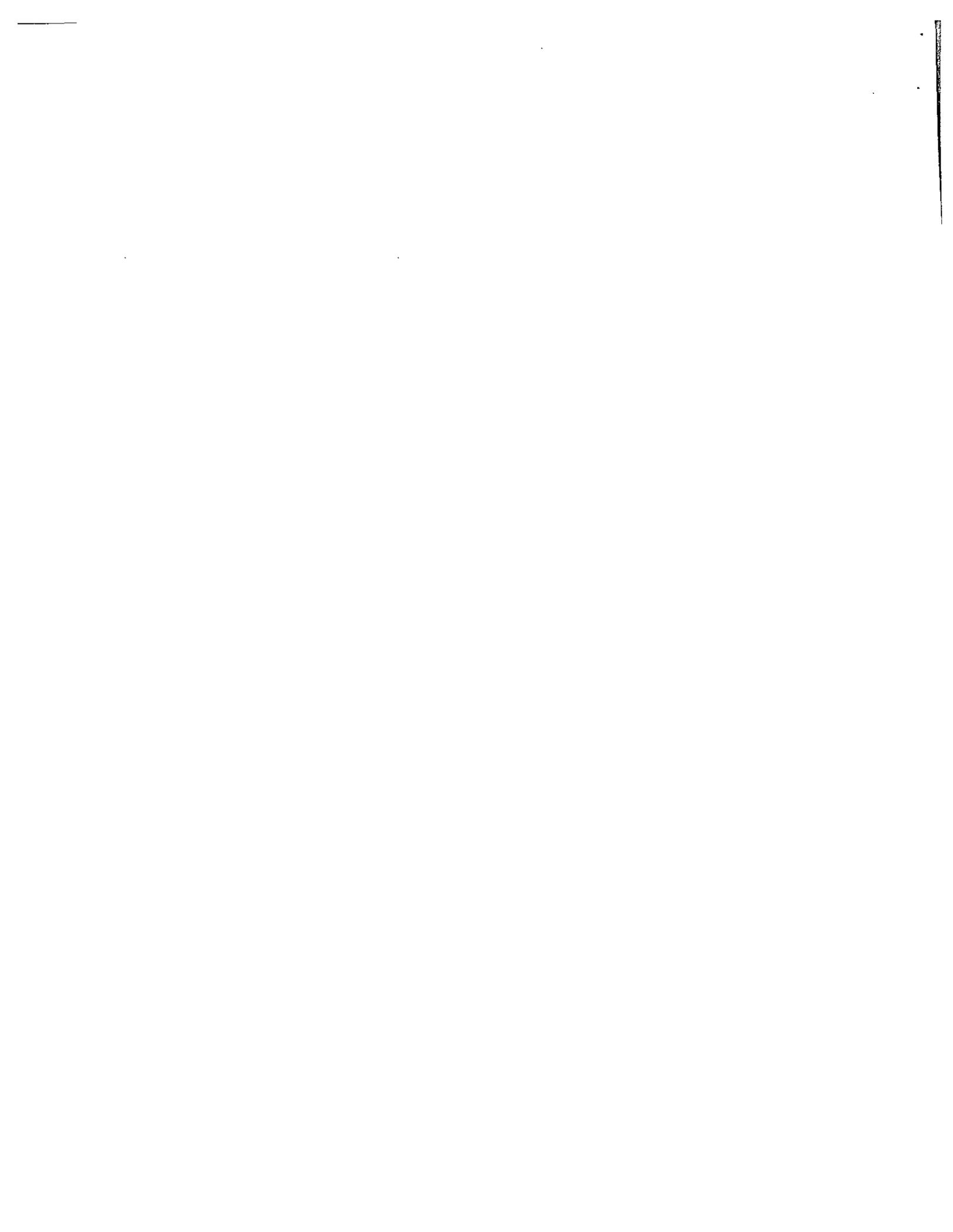
05-95-95-953010-56850000 Office of Administration, Management Support

103-502664 Contracts Op Svcs \$36,584.00 (60% General Funds 40% Federal Funds)

TOTAL \$260,182.00

### EXPLANATION

On August 10, 2011 (Item #11C) Governor and Executive Council authorized the Department of Administrative Services to enter into a contract with Lawson Software Americas, Inc. for implementation services required to implement Enterprise Resource Planning ("ERP") Phase II modules including but not limited to Human Resources, Payroll, Strategic Sourcing and Asset Management.



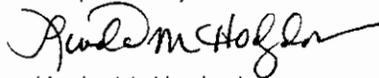
His Excellency, Governor John H. Lynch  
and the Honorable Council  
September 10, 2012  
Page 2 of 2

Through this contract, Lawson has provided essential consulting services which will allow the State to more fully utilize its ERP system.

This amendment serves to augment the contract with specified consultant services in order to meet the above stated aims. More specifically this amendment details consultant services which: 1) develop and implement inventory control procedures in the Department's Surplus Distribution Section and for use by any other State Agency requiring inventory accounting and control functionality integrated with the State's financial accounting system; 2) provide an associated mapping document for data element specifications and mapping of NHFIRST in scope data elements to Health and Human Services and Dept of Information Technology electronic data warehouse (EDW) elements; and 3) ensure synchronicity between the dual methods of requesting leave in NHFIRST.

These services are necessary components to more fully utilizing the State's ERP system, and to taking advantage of the associated efficiencies. Based on the foregoing, I am respectfully recommending approval of the contract amendment with Lawson Software Americas, Inc.

Respectfully submitted,



Linda M. Hodgdon  
Commissioner



**FIRST AMENDMENT  
TO  
Lawson ERP Implementation Consulting Services Contract**

It is hereby agreed that the Lawson ERP Implementation Consulting Services Contract approved by Governor & Executive Council on August 10, 2011, and herein referred to as the "Agreement" between Infor (US), Inc. (formerly Lawson Software, Inc. as successor in interest to Lawson Software Americas, Inc.) as "Contractor" and the Department of Administrative Services as "State" is amended as follows:

**Background**

The State and the Contractor entered into an agreement for implementation consulting services on August 10, 2011; the Agreement is set to expire March 31, 2013.

**Amendment**

WHEREAS, pursuant to Section 18 of the Agreement, the Agreement may be amended by an instrument in writing executed by both parties;

NOW, THEREFORE, for and in consideration of the mutual promises set forth in this Amendment and the underlying Agreement, the parties do mutually agree as follows:

1. Delete in its entirety Form Number P-37, item 1.8 Price Limitation and substitute the following:  
1.8 Price Limitation: \$4,137,182.00
2. Amend Exhibit A, Section 1.1 to include the following at the end thereof:
  - r. Exhibit Q – Functional Consulting Services for Department of Administrative Services Surplus Distribution Section with an Effective Date of May 31, 2012 (COF# 00026097.0).
  - s. Exhibit R - Consulting services and associated mapping document for data element specifications/mapping of NHFIRST in scope data elements Health and Human Services and Dept of Information Technology electronic data warehouse (EDW) elements (SOF #00030044.0).
  - t. Exhibit S - Consulting services to assist in the implementation of the Lawson Inventory Control module (SOF#00030186.0) \_\_\_\_\_
3. Amend Exhibit A, Section 5 to include the following at the end thereof:
  - 5.6 The Contractor shall provide functional consulting services for the Department of Administrative Services Surplus Distribution Section as required under Exhibit Q hereto, at the prices set forth therein.
  - 5.7 The Contractor shall provide consulting services and associated mapping document for data element specifications/mapping of NHFIRST in scope data elements Health and Human Services and Dept of Information Technology electronic data warehouse (EDW) elements as required under Exhibit R hereto, at the prices set forth therein.



5.8 The Contractor shall provide consulting services to assist in the implementation of the Lawson Inventory Control module as required under Exhibit S hereto, at the prices set forth therein.

4. Amend Exhibit B. Section 1.1 to include the following at the end thereof:

The price and payment terms of this Exhibit B do not apply to Exhibits Q, R, and S, or any Exhibit added to the Agreement after the date of this Amendment. The terms of Exhibits Q, R, S, and any subsequent Exhibit will govern the price and payment terms for the Services set forth on those Exhibits.

- 5 All other provisions of the Agreement, approved by Governor and Council on August 10, 2011, shall remain in full force and effect.
6. Amend the contract by appending the attached Exhibits, Q, R, and S.



Infor (US), Inc.

STATE OF NEW HAMPSHIRE

By: Patricia Elias  
Patricia Elias  
(Print Name)

By: Linda M. Hodgdon  
Linda M. Hodgdon  
(Print Name)

Title: Associate General Counsel

Title: Commissioner  
Department of Administrative Services

Date: Sept 12, 2012

Date: 9/12/12

NOTARY PUBLIC/JUSTICE OF THE PEACE

OFFICE OF THE ATTORNEY GENERAL

On the 12<sup>th</sup> day of September, 2012,  
There appeared before me, the state and county  
foresaid a person who satisfactorily identified  
himself as

By: Rosemary Wiant  
Rosemary Wiant  
(Print Name)

Patricia Elias

Title: Assistant Attorney General

Date: 9-12-12

And acknowledge that he executed this  
document indicated above.

In witness thereof, I hereunto set my hand and  
official seal.

The foregoing contract was approved by the  
Governor and Council of New Hampshire on

**SEP 19 2012**

Elizabeth A. Hammett  
(Notary Public/Justice of the Peace)

Signed: [Signature]

My commission expires:

**DEPUTY SECRETARY OF STATE**  
(Print Name)

January 31, 2016  
(Date)

Title: \_\_\_\_\_



1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30. 31. 32. 33. 34. 35. 36. 37. 38. 39. 40. 41. 42. 43. 44. 45. 46. 47. 48. 49. 50. 51. 52. 53. 54. 55. 56. 57. 58. 59. 60. 61. 62. 63. 64. 65. 66. 67. 68. 69. 70. 71. 72. 73. 74. 75. 76. 77. 78. 79. 80. 81. 82. 83. 84. 85. 86. 87. 88. 89. 90. 91. 92. 93. 94. 95. 96. 97. 98. 99. 100.

RFP 2012-008 ERP Phase II Implementation Consulting Services Weighted Scores

1-Jul-11

| Category   | Weight | Lawson Professional Services | Velocity | Globalstar * |
|--|--------|------------------------------|----------|--------------|
| Financial (Fees and Compensation)  | 40%    | 12.50%                       | 40.00%   | n/a          |
| Qualitative Factors: Subject Matter & Technical Qualifications (20%); Experience in Delivering the Specified Services (20%); and Quality and Consistency of Proposal Responses (10%) | 60%    | 57.15%                       | 18.64%   | n/a          |
| Total Score  | 100%   | 69.65%                       | 58.64%   | n/a          |
| Total Rank   |        | 1                            | 2        | n/a          |

\* Proposal non-compliant

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and the Honorable Council  
State House  
Concord, New Hampshire 03301

the ERP platform. Furthermore, the GHRS system has become obsolete and virtually unsustainable because the State has customized it to the point that the system provider can no longer support it in a cost effective manner.

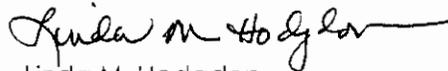
Relative to the need for the RFP, the technical services needed to design and build the ERP Human Resource and Payroll system represent an investment in technical expertise not presently held by State resources. In order to accurately configure the software and take fullest advantage of the technology, the State needs the assistance of experts who specialize in the technology.

The Department expects the immediate benefits to be realized by this implementation to include the costs avoided by decommissioning the GHRS system and the need to maintain separate hardware to run it as well as by terminating the contract for support with the system provider. Benefits in the year following the planned January 2013 implementation include the costs avoided by discontinuing the contract for third-party employee and retiree health benefits enrollment and administration, as the State will implement health benefits enrollment utilizing the then newly implemented ERP.

Lastly, current biennium savings and long term benefits include efficiencies gained by the reduced demand for resources in processing payroll, employee time cards, paid leave administration and other data processing functions.

Based on the foregoing, I am respectfully recommending approval of the contract with Lawson.

Respectfully submitted,



Linda M. Hodgdon  
Commissioner

His Excellency, Governor John H. Lynch  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

### EXPLANATION

The current state budget requires the Department to analyze, plan and execute a program of consolidation that would enable the State to achieve efficiencies through consolidation of administrative functions and process streamlining. More specifically, HB2 directs the Department to develop and execute a plan to achieve savings of \$3,100,000 over the next biennium by consolidating and reducing the resources necessary for agencies to process back-office financial transactions, process payroll, and administer and deliver human resource functions.

While some near-term efficiency will be achieved by streamlining the processes in place today, the overall efficiency standards passed in HB2 cannot be attained without the implementation of an ERP system supporting modules related Human Resources, Payroll, Strategic Sourcing and Asset Management.

In terms of background, the Lawson ERP software purchased by the State of New Hampshire in 2006 comprises multiple systems, each containing a discrete set of business processes for a specific function e.g. Accounts Payable, Procurement, Accounts Receivable, Payroll, Human Resources/Personnel, Human Resources/Benefits. The ERP modules implemented to date have involved the state budgeting, accounting and agency-based financial processing.

In short, the State presently owns more components of the ERP software than it is operating. In order to leverage the original investment in the ERP, and, more importantly, to meet the efficiency standards set forth in HB2, it is essential to implement the ERP Phase II modules cited above. This need is recognized by the capital appropriations recently passed in the 2011 HB 25 Capital Budget to implement the HR, payroll, strategic sourcing and asset management components of the ERP system.

As a result of the above appropriation, the Department issued a Request for Proposal ("RFP") for ERP Phase II Implementation Consulting Services on May 10, 2011. Public notice was provided through the Union Leader, and the proposal was posted on the Bureau of Purchase and Property website. On June 3, 2011, proposals were received from Lawson Software, Inc., Velocity Inc., and Globalstar LLC. Globalstar LLC's submission was deemed non-compliant. Therefore, of the three proposals submitted, two were evaluated.

The scoring was based upon the areas of: Financial (40%), Technical Qualifications and Expertise (20%), Experience in performing similar projects (30%), and Quality and Conciseness of Proposal (10%). Based on the foregoing, the proposal submitted by Lawson received the highest ranking score and was accepted by unanimous vote by the evaluation members. The evaluation team consisted of the following members: Edgar Carter (State Comptroller & Director, Division of Accounting Services), Michael Connor (Director, Plant & Property Management), Karen Hutchins (Director, Division of Personnel), Charles Russell (Financial Data Manager, Department of Administrative Services, Financial Data Management), Gregory Levesque (Assistant Payroll Manager, Department of Administrative Services), Bill Rogers (CIO/Commissioner Department of Information Technology), Wendy Pouliot (Director of Operations, Department of Information Technology), Mark Fairbank (Office of the Commissioner), and Melanie Carraher (Purchasing Agent, Plant & Property Management). The evaluation scoring sheet is attached.

The Lawson Human Resource and Payroll components are highly valuable technology needed to improve efficiency and enable the State to decommission GHRS, its present HR-payroll system. GHRS has been in service for 20 years and requires redundant operating costs because it is not integrated on



# State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

OFFICE OF THE COMMISSIONER

25 Capitol Street – Room 120

Concord, New Hampshire 03301

115 *John*

LINDA M. HODGDON  
Commissioner  
(603) 271-3201

JOSEPH B. BOUCHARD  
Assistant Commissioner  
(603) 271-3204

August 3, 2011

AUG 10 2011

4-1

His Excellency, Governor John H. Lynch  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

### REQUESTED ACTION

Authorize the Department of Administrative Services to enter into a contract with Lawson Software Americas, Inc. of St. Paul, Minnesota, Vendor Number (175600R001), for the implementation services required to implement Enterprise Resource Planning ("ERP") Phase II modules including but not limited to Human Resources, Payroll, Strategic Sourcing and Asset Management. The term of this contract is for a period effective upon Governor and Council approval through March 31, 2013 at a cost not to exceed \$3,877,000. **(90% Capital General Funds, 10% Capital Highway Funds)**

Funding for this contract is available in the following accounts, with the authority to adjust encumbrances in each of the State fiscal years through the Budget Office if needed and justified:

01-14-14-140030-8693—ERP II Highway Funds

|                            |                |               |
|----------------------------|----------------|---------------|
| 034-500099 Major IT System | <u>FY 2012</u> | <u>FY2013</u> |
|                            | \$285,899      | \$112,288     |

01-14-14-142030-1761 – ERP Phase II

|                            |               |               |
|----------------------------|---------------|---------------|
| 034-500099 Major IT System | <u>FY2012</u> | <u>FY2013</u> |
|                            | \$1,417,202   | N/A           |

01-14-14-142030-0942 – ERP Phase II HR

|                            |               |               |
|----------------------------|---------------|---------------|
| 034-500099 Major IT System | <u>FY2012</u> | <u>FY2013</u> |
|                            | \$1,082,403   | \$979,208     |

|        |               |               |
|--------|---------------|---------------|
| Totals | <u>FY2012</u> | <u>FY2013</u> |
|        | \$2,785,504   | \$1,091,496   |

Contract Total                                    \$3,877,000





140803

# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
9/12/2012

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

|  |  |                                    |
|--|--|------------------------------------|
| <b>PRODUCER</b><br>Commercial Lines - (404) 923-3700<br>Wells Fargo Insurance Services USA Inc<br>3475 Piedmont Road NE Suite 800<br>Atlanta GA 30305-2886 | <b>CONTACT NAME:</b> Leona Speir<br><b>PHONE (A/C, No, Ext):</b> 404-923-3638<br><b>E-MAIL ADDRESS:</b> leona.speir@wellsfargo.com | <b>FAX (A/C, No):</b> 877-362-9069 |
|  | <b>INSURER(S) AFFORDING COVERAGE</b>   |                                    |
| <b>INSURED</b><br>Lawson Software, Inc<br>and their Subsidiaries c/o Infor Global<br>Suite 4100 13560 Morris Road<br>Alpharetta GA 30004                   | <b>INSURER A</b> Federal Insurance Company   | <b>NAIC #</b> 20281                |
|  | <b>INSURER B</b> Chubb Indemnity Insurance Co  | <b>NAIC #</b> 12777                |
|  | <b>INSURER C</b> Lloyd's of London   |                                    |
|  | <b>INSURER D</b>   |                                    |
|  | <b>INSURER E</b>   |                                    |
|  | <b>INSURER F</b>   |                                    |

**COVERAGES**

CERTIFICATE NUMBER: 4836811

REVISION NUMBER: See below

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE  | ADOLISUBR INSR WVD                  | POLICY NUMBER  | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS   |
|----------|--|-------------------------------------|--|-------------------------|-------------------------|--|
| A        | GENERAL LIABILITY<br>X COMMERCIAL GENERAL LIABILITY<br>CLAIMS-MADE X OCCUR<br>X Broad Form Property Damage<br>X Blanket Contractual<br>GEN'L AGGREGATE LIMIT APPLIES PER POLICY        |                                     | 35851844   | 3/01/2012               | 11/30/2012              | EACH OCCURRENCE<br>DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000<br>MED EXP (Any one person) \$ 10,000<br>PERSONAL & ADV INJURY \$ 1,000,000<br>GENERAL AGGREGATE \$ 2,000,000<br>PRODUCTS - COMP/OP AGG \$ 2,000,000 |
| A        | AUTOMOBILE LIABILITY<br>X ANY AUTO<br>X ALL OWNED AUTOS<br>X HIRED AUTOS<br>SCHEDULED AUTOS<br>NON-OWNED AUTOS   |                                     | 73543744<br>Hired Car Physical<br>Damage-ACV               | 3/01/2012               | 11/30/2012              | COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000<br>BODILY INJURY (Per person) \$<br>BODILY INJURY (Per accident) \$<br>PROPERTY DAMAGE (Per accident) \$  |
| A        | X UMBRELLA LIAB<br>EXCESS LIAB<br>DED X RETENTIONS   | X OCCUR<br>CLAIMS-MADE              | 79839130   | 3/01/2012               | 11/30/2012              | EACH OCCURRENCE \$ 10,000,000<br>AGGREGATE \$ 10,000,000   |
| B        | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY<br>ANY PROPRIETOR/PARTNER/EXECUTIVE/OFFICER/MEMBER EXCLUDED? (Mandatory in NH)<br>If yes, describe under DESCRIPTION OF OPERATIONS below | Y/N<br><input type="checkbox"/> N/A | 71718041-All other states<br>0971725758-<br>Hawaii & Idaho | 4/01/2012               | 11/30/2012              | X WC STATUTORY LIMITS<br>OTH-ER<br>E.L. EACH ACCIDENT \$ 1,000,000<br>E.L. DISEASE - EA EMPLOYEE \$ 1,000,000<br>E.L. DISEASE - POLICY LIMIT \$ 1,000,000  |
| C        | E&O/Prof Liab<br>Claims Made/Each Claim  |                                     | W101F5100601   | 4/01/2012               | 11/30/2012              | 2,000,000<br>1,000,000 DED   |

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

State of New Hampshire is named as Additional Insured as respect General Liability in accordance with the terms and conditions of the above policy.

**CERTIFICATE HOLDER****CANCELLATION**

State of New Hampshire  
 Attn: Rudolph Ogden  
 State House Annex Room 102  
 25 Capitol Street  
 Concord NH 03301

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



# Delaware

PAGE 1

*The First State*

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE RESTATED CERTIFICATE OF "LAWSON SOFTWARE, INC.", CHANGING ITS NAME FROM "LAWSON SOFTWARE, INC." TO "INFOR (US), INC.", FILED IN THIS OFFICE ON THE TWENTY-FIRST DAY OF JUNE, A.D. 2012, AT 2:14 O'CLOCK P.M.

A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE NEW CASTLE COUNTY RECORDER OF DEEDS.

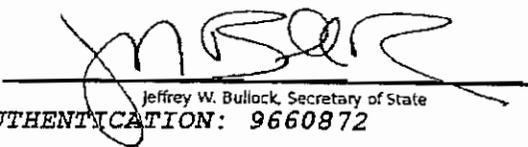
AND I DO HEREBY FURTHER CERTIFY THAT THE EFFECTIVE DATE OF THE AFORESAID RESTATED CERTIFICATE IS THE FIRST DAY OF JULY, A.D. 2012.

3978744 8100

120763320

You may verify this certificate online  
at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)



  
Jeffrey W. Bullock, Secretary of State  
AUTHENTICATION: 9660872

DATE: 06-21-12



# Delaware

PAGE 1

*The First State*

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THE ATTACHED IS A TRUE AND CORRECT COPY OF THE CERTIFICATE OF MERGER, WHICH MERGES:

"LAWSON SOFTWARE AMERICAS, INC.", A DELAWARE CORPORATION, WITH AND INTO "LAWSON SOFTWARE, INC." UNDER THE NAME OF "LAWSON SOFTWARE, INC.", A CORPORATION ORGANIZED AND EXISTING UNDER THE LAWS OF THE STATE OF DELAWARE, AS RECEIVED AND FILED IN THIS OFFICE THE TWENTY-THIRD DAY OF DECEMBER, A.D. 2011, AT 3:58 O'CLOCK P.M.

AND I DO HEREBY FURTHER CERTIFY THAT THE EFFECTIVE DATE OF THE AFORESAID CERTIFICATE OF MERGER IS THE THIRTY-FIRST DAY OF DECEMBER, A.D. 2011, AT 12:15 O'CLOCK P.M.

A FILED COPY OF THIS CERTIFICATE HAS BEEN FORWARDED TO THE NEW CASTLE COUNTY RECORDER OF DEEDS.

3978744 8100M

111335237

You may verify this certificate online  
at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)



  
Jeffrey W. Bullock, Secretary of State  
AUTHENTICATION: 9260261

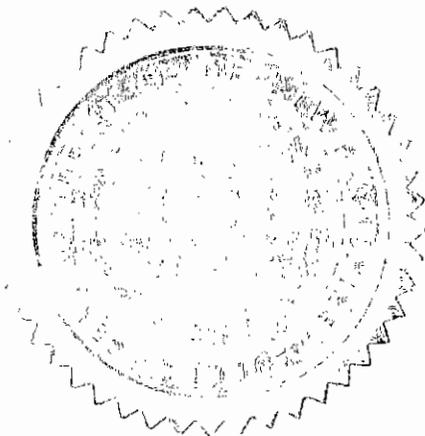
DATE: 12-28-11



State of New Hampshire  
Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that Lawson Software Americas, Inc. a(n) Delaware corporation, is authorized to transact business in New Hampshire and qualified on March 20, 2001. I further certify that all fees and annual reports required by the Secretary of State's office have been received.



In TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 11<sup>th</sup> day of September, A.D. 2012

A handwritten signature in cursive script, appearing to read "William M. Gardner".

William M. Gardner  
Secretary of State



**Services, Rates and Payment.** For a period of 12 months from the Effective Date, Infor agrees to provide the Services described in this SOF on a fixed fee basis at the Fixed Price listed below. After such period, and outside the scope of the agreed Fixed Price, all Services will be on a time and materials basis at Infor's standard list price. All Services fees are exclusive of applicable VAT or other taxes. Customer shall pay Infor the Fixed Price, set forth herein, plus applicable VAT or other taxes, within 30 days after the date of invoice. Customer acknowledges and agrees that any delays or changes caused by Customer or Customer's other contractors or suppliers may cause an increase in the amount of any Fixed Price.

| Infor Role   | Fixed Price      |
|--|------------------|
| Fixed Fee  | \$220,250.00     |
|  | USD \$220,250.00 |
| Unless stated otherwise in this SOF, all Service fee estimates exclude all expenses and travel time. For Infor training, the Customer is required to pay its own travel and living expenses when attending training remotely, or to provide suitable training facilities for on-site training. Where this SOF names specific Infor resources, Infor reserves the right to reassign personnel if reassignment does not materially impede the performance or schedule of Services. |                  |



for the State's Federal Surplus Management department as relates to the USDA Commodity Food Program and does not include any other State departments or functions.

- The existing configuration in the State's Infor Supply Chain Management applications will not be changed during this project.
- Orders will not be entered directly into Infor at this time, therefore the State will not need to license Infor Order Entry. Orders will be entered into the USDA's WBSCM system and electronically transmitted to the State's Infor system. If in the future the State wants to enable order entry into Infor either centrally or at the individual school level Infor will provide an estimate for that additional scope of work
- The State's project sponsorship and an appropriately staffed project team are in place with clear ownership and empowerment to make decisions.
- The State's personnel assigned to the project will be thoroughly knowledgeable about the current business practices in their respective areas, capable of performing their assigned project roles, available to dedicate the required time to the project, and will make project related decisions in a timely manner.
- The State will assign a project manager to be responsible for the oversight and control of their portion of the project and the oversight of their project team and will provide the primary project management for the implementation. Infor will provide supplemental project management.
- The State will assign the appropriate resources to be responsible for their portions of the project, including developing and executing the change management and end user training plans, including the development and delivery of end user training as required
- The State's IT resources will be available as required to support the required development activities (interfaces, reports, workflows, data conversion, etc.) and system administration activities. No specific, defined development deliverables have been included in the estimate. Infor has included 80 hours of on site technical consulting and 200 hours of remote technical consulting and associated remote project management in the estimate to assist with the development of the required interfaces between infor Inventory Control and the USDA WBSCM site. This is for budgetary purposes only. Further discovery and definition of requirements is necessary to develop a fixed fee for these interfaces.
- The State will implement standard Infor Inventory Control functionality. No customizations are required.
- The State has documentation on the "as is" and desired "to be" states of the business processes and practices to be impacted by the implementation available for use in the project. Such documentation is not included in the scope of this project

**Description of Deliverables:**

Initial Project Plan – delivered by Infor, managed by Customer Project Manager  
 Weekly Project Status Reports  
 Interface requirements document  
 Interface design document  
 Conversion data mapping document  
 Process change recommendation document

**Dependencies and Prerequisites:**

None

**Resources:**

Customer will work with Infor Project Manager to schedule resources.

**Milestone Payments:**

| Milestone                         | Milestone % | Amount              |
|-----------------------------------|-------------|---------------------|
| Initiation /Project Team Learning | 15.00%      | \$30,375.50         |
| Prototype Complete                | 30.00%      | \$66,075.00         |
| System test Complete              | 25.00%      | \$55,062.00         |
| Production Readiness              | 15.00%      | \$30,375.50         |
| Production Support                | 15.00%      | \$30,375.50         |
| <b>Total</b>                      |             | <b>\$220,250.00</b> |



# Exhibit S

## Services Order Form

### Services Order Form

This Services Order Form (SOF) describes the Services that have been agreed between Infor (US), Inc. (formerly Lawson Software, Inc.) (Infor) and the customer identified below (the Customer) (collectively the Parties). The rates listed below are only applicable for the Services provided in connection with this SOF. Unless specified otherwise, any Services supplied in relation to this SOF will be governed by the terms and conditions of the Agreement signed by Customer, State of New Hampshire Dated: 8/10/2011 (Agreement). Capitalized terms not otherwise defined in this SOF have the same respective meanings as contained in the Agreement.

### Project Management Use

|                   |                            |
|-------------------|----------------------------|
| Customer Name:    | State of New Hampshire     |
| Customer ID:      | 6232                       |
| SOF No .          | 00030186.0 / O-1204-139989 |
| Customer Contact: | Amy O'Hara                 |
| Infor Contact     | Jim Jensen                 |

### Scope of Agreed Services to be Provided

#### Scope of Agreed Services:

The Business Consultant will:

- Identify and recommend system setup alternatives and advantages using application enabled best practices
- Assist the State in adding parameters to the system per the agreed upon application design
- Recommend business procedures to utilize the efficiency of the application and functional use of the product
- Help identify and prioritize State business process changes needed and appropriate action plans.
- Recommend processing, reports and other areas of decision support establishment
- Recommend conversion approaches, assist in data mapping and conversion verification
- Provide production support at go-live and post-live, as appropriate.
- May be utilized to manage and control the training during the implementation.

The Technical Consultants through the course of the implementation will:

- Provide development tools consulting
- Recommend data access techniques
- Help identify and prioritize technology process changes needed and appropriate action plans.
- A remote Technical Project Manager will oversee remote Technical Consultant work.

The Project Lead will:

- Schedule the Project consulting and training activities
- Provide regular status reports to the State
- Develop, jointly with the State Project Manager, the initial implementation plan
- Help ensure team understanding of objectives and methodology
- Provide strategy recommendations for conversions and interfaces
- Assign and manage Infor consulting resources
- Serve as the escalation contact at Infor
- Participate in Project status meetings
- Report on issues and concerns affecting the Project
- Identify and help resolve issues
- Identify and allocate appropriate resources
- Schedule, prioritize and integrate change management activities into the project plan.

Assumptions:

- The State already has the Lawson Inventory Control module licensed but not implemented
- The Inventory Control implementation project will last approximately 3 months. The scope of the implementation is only

scope of the agreed Fixed Price, all Services will be on a time and materials basis at Infor's standard list price. All Services fees are exclusive of applicable VAT or other taxes. Customer shall pay Infor the Fixed Price, set forth herein, plus applicable VAT or other taxes, within 30 days after the date of invoice. Customer acknowledges and agrees that any delays or changes caused by Customer or Customer's other contractors or suppliers may cause an increase in the amount of any Fixed Price.

| Infor Role | Role Description  | Fixed Price |
|------------|-------------------|-------------|
| Fixed Fee  | Fixed Fee Project | 36,584.00   |
|            | USD               | 36,584.00   |

Unless stated otherwise in this SOF all Service fees include all expenses and travel time. For Infor training, the Customer is required to pay its own travel and living expenses when attending training remotely, or to provide suitable training facilities for on-site training. Where this SOF names specific Infor resources, Infor reserves the right to reassign personnel if reassignment does not materially impede the performance or schedule of Services.

*Return the SOF to the Customer*

- As Pdf in an e-mail, address
- Per mail, address:
- Not required

|       |                          |          |                              |
|-------|--------------------------|----------|------------------------------|
| TABLE | JOB_NUMBER_CD            | VARCHAR2 | 94031100, 95200009, 90002000 |
| TABLE | JOB_STEP_CD              | VARCHAR2 | 03, CV, 04, 05               |
| TABLE | JOB_STEP_CD              | VARCHAR2 |                              |
| TABLE | LABOR_GRADE_CD           | VARCHAR2 | 05, 08, 18, 28               |
| TABLE | LABOR_GRADE_CD           | VARCHAR2 | EE, 21, 28, PP               |
| TABLE | LABOR_GRADE_CD           | VARCHAR2 |                              |
| TABLE | LAST_NM                  | VARCHAR2 |                              |
| TABLE | LAST_PERSONNEL_ACTION_CD | VARCHAR2 | AGYSC, REORG, PPSD, INCRM    |
| TABLE | LEAVE_BALANCE_HOURS      | NUMBER   |                              |
| TABLE | LEAVE_CATEGORY_CD        | VARCHAR2 |                              |
| TABLE | LEAVE_TIME_HOURS         | NUMBER   |                              |
| TABLE | OBJECT_CD                | CHAR     | 0100, 0106, 0604             |
| TABLE | OBJECT_CLASS_CD          | CHAR     | 010, 050, 059                |
| TABLE | OBJECT_CLASS_CD          | CHAR     | 060, 010, 018, 050           |
| TABLE | OBJECT_CLASS_CD          | CHAR     | 010, 059                     |
| TABLE | PAY_TYPE_CD              | VARCHAR2 | EMDCR, REGLR, EFICA, WKEND   |
| TABLE | PAY_TYPE_CD              | VARCHAR2 |                              |
| TABLE | PAYROLL_NUMBER_CD        | VARCHAR2 |                              |
| TABLE | POSITION_ACTION_CD       | VARCHAR2 | AUTH, ABOL, NEW, TRNSF       |
| TABLE | POSITION_JOB_NUMBER_CD   | VARCHAR2 |                              |
| TABLE | POSITION_NBR             | VARCHAR2 | 30239, 16966, 12424, 12398   |
| TABLE | POSITION_NBR             | CHAR     | 15689, 15719, 15722          |
| TABLE | POSITION_NBR             | VARCHAR2 | 16615, 9U414, 9U379, 18257   |
| TABLE | PROBATION_END_DT         | DATE     |                              |
| TABLE | PROBATION_START_DT       | DATE     |                              |
| TABLE | RECRUITING_STATUS_CD     | VARCHAR2 |                              |
| TABLE | RECRUITING_STATUS_CD     | VARCHAR2 |                              |
| TABLE | REPORTS_TO_AGENCY_CD     | CHAR     |                              |
| TABLE | REPORTS_TO_POSITION_ID   | VARCHAR2 |                              |
| TABLE | SENIORITY_DT             | DATE     |                              |
| TABLE | SHIFT_CD                 | VARCHAR2 | 1, 2, 3, N1, N3              |
| TABLE | STEP_CD                  | VARCHAR2 |                              |
| TABLE | TITLE_DESC               | VARCHAR2 | PROGRAM SPECIALIST IV        |
| TABLE | TITLE_DESC               | VARCHAR2 | BUSINESS SYSTEMS ANALYST I   |
| TABLE | TOTAL_COMP_HOURS_QTY     | NUMBER   |                              |
| TABLE | TOTAL_LEAVE_HOURS_QTY    | NUMBER   |                              |
| TABLE | TOTAL_OVERTIME_HOURS_QTY | NUMBER   |                              |
| TABLE | VACANT_DT                | DATE     |                              |
| TABLE | VACANT_QTY               | NUMBER   |                              |
| TABLE | WORK_LOCATION_CD         | VARCHAR2 | 9000, 9500, 450006, 4500     |
| TABLE | WORK_LOCATION_CD         | VARCHAR2 | 9400AU, 9400PP, 9100         |

**Services, Rates and Payment.** For a period of 12 months from the Effective Date. Infor agrees to provide the Services described in this SOF on a fixed fee basis at the Fixed Price listed below. After such period, and outside the

|       |                           |          |                              |
|-------|---------------------------|----------|------------------------------|
| TABLE | AGENCY_CD                 | CHAR     | 092, 091, 040                |
| TABLE | AGENCY_CD                 | CHAR     |                              |
| TABLE | ANNUAL_AMT                | NUMBER   |                              |
| TABLE | BI_WEEKLY_AMT             | NUMBER   |                              |
| TABLE | CONTRACT_PAY_AMT          | NUMBER   |                              |
| TABLE | CREATE_DT                 | DATE     |                              |
| TABLE | CREATE_DT                 | DATE     |                              |
| TABLE | EFFECTIVE_DT              | DATE     |                              |
| TABLE | EMPLOYEE_CLASS_CD         | CHAR     | 010, 012, 050                |
| TABLE | EMPLOYEE_JOB_NUMBER_CD    | VARCHAR2 | 90080009, 41122506, 90067000 |
| TABLE | EMPLOYEE_LABOR_GRADE_CD   | VARCHAR2 |                              |
| TABLE | EMPLOYEE_NM               | VARCHAR2 |                              |
| TABLE | EMPLOYEE_ORGANIZATION_CD  | CHAR     | 5815, 5362, 8410             |
| TABLE | EMPLOYEE_TITLE_CD         | VARCHAR2 |                              |
| TABLE | EMPLOYEE_TITLE_DESC       | VARCHAR2 | SENIOR HEALTH POLICY ANALYST |
| TABLE | EVENT_DT                  | DATE     |                              |
| TABLE | EVENT_DT                  | DATE     |                              |
| TABLE | EVENT_TYPE_CD             | VARCHAR2 |                              |
| TABLE | EXPIRATION_DT             | DATE     |                              |
| TABLE | FINANCIAL_ORGANIZATION_CD | CHAR     | 5691, 5676, 6128             |
| TABLE | FINANCIAL_ORGANIZATION_CD | CHAR     | 5691, 5801, 5000, 9250       |
| TABLE | FINANCIAL_ORGANIZATION_CD | CHAR     | 5804, 7164, 8410             |
| TABLE | FIRST_NM                  | VARCHAR2 |                              |
| TABLE | FISCAL_MONTH              | NUMBER   |                              |
| TABLE | FISCAL_YEAR               | NUMBER   |                              |
| TABLE | FUND_CD                   | CHAR     | 010, 025                     |
| TABLE | HOURLY_AMT                | NUMBER   |                              |
| TABLE | INCREMENT_DT              | DATE     |                              |
| TABLE | INTERNAL_EMPLOYEE_ID      | NUMBER   | 2029, 52648, 52639           |
| TABLE | INTERNAL_EMPLOYEE_ID      | NUMBER   | 2029, 52648, 52639           |
| TABLE | INTERNAL_EMPLOYEE_ID      | NUMBER   |                              |
| TABLE | INTERNAL_POSITION_ID      | NUMBER   | 4506, 10926, 4664            |
| TABLE | INTERNAL_POSITION_ID      | NUMBER   | 4506, 10926, 4664            |
| TABLE | INTERNAL_POSITION_ID      | NUMBER   | 2341, 2388, 4989             |
| TABLE | INTERNAL_POSITION_ID      | NUMBER   |                              |
| TABLE | INTERNAL_POSITION_ID      | NUMBER   |                              |
| TABLE | JOB_NUMBER_CD             | VARCHAR2 | 95600110, 45001000, 40012000 |

# Exhibit R

## Services Order Form

### Services Order Form

This Services Order Form (SOF) describes the Services that have been agreed between Infor (US), Inc. (formerly Lawson Software, Inc.) ( Infor ) and the customer identified below (the Customer) (collectively the Parties). The rates listed below are only applicable for the Services provided in connection with this SOF. Unless specified otherwise, any Services supplied in relation to this SOF will be governed by the terms and conditions of the Agreement signed by Customer: **State of New Hampshire** Dated: **8/10/2011** (Agreement). Capitalized terms not otherwise defined in this SOF have the same respective meanings as contained in the Agreement.

### Project Management Use

|                   |                            |
|-------------------|----------------------------|
| Customer Name:    | State of New Hampshire     |
| Customer ID:      | 6232                       |
| SOF No :          | 00030044.0 / O-1208-162579 |
| Customer Contact: | Sid Russell                |
| Infor Contact     | Jim Jensen                 |

### Scope of Agreed Services to be Provided

|   |
|---|
| <p><b><u>Scope of Agreed Services:</u></b></p> <p>Consulting services and associated mapping document for data element specifications/mapping of NHFIRST in scope data elements (identified below) to Health and Human Services electronic data warehouse (EDW) elements.</p> <p>Work to start the week of 09/24/12 and estimated to be completed by 11/09/12.</p> <p>Assumption:</p> <ul style="list-style-type: none"> <li>• Infor consultants and Project Management will have ready access to State Of New Hampshire Financial Data Management and IT resources within Health and Human Services for duration of the engagement</li> </ul> <p>Data elements to include: <b><u>Description of Deliverables:</u></b></p> <ul style="list-style-type: none"> <li>• Provide 8 days of onsite consulting assistance to confirm the need and mapping of the 93 required data items provided.</li> <li>• Post onsite visits - Provide up to 70 hours of remote follow-up consulting assistance to confirm deliverable requirements and deliverable approval</li> <li>• Mapping document as output from onsite visit/consultation with FDM and HHS.</li> <li>• Any data elements outside the defined 93 will be considered out of scope and managed via project change control.</li> </ul> <p><b><u>Dependencies and Prerequisites:</u></b></p> <p>None</p> <p><b><u>Resources:</u></b></p> <p>Customer will work with Infor Project Manager to schedule and confirm the resource(s).</p> |
|---|

**Data Elements Include:**

| OBJ | TYPE  | COLUMN NAME | DATA TYPE | Sample data        |
|-----|-------|-------------|-----------|--------------------|
|     | TABLE | ACTIVITY_CD | CHAR      | 4800, 9000, 9400   |
|     | TABLE | ACTIVITY_CD | CHAR      | 9500, 9000, 9510   |
|     | TABLE | AGENCY_CD   | CHAR      | 095, 090, 045, 041 |



# LAWSON

Services and Rates. For a period of 12 months from the Effective Date, Lawson agrees to provide the Services described in this COF on a time and materials basis at the Service Rates listed below. After such period, Lawson's standard list price will apply. All Services fees are exclusive of applicable VAT or other taxes. Lawson will invoice its Services, and any expenses, bi-weekly in arrears and Customer shall pay Lawson the Services Fees, set forth herein, plus applicable VAT or other taxes, within Net 30 days after the date of invoice.

| Lawson Role | Number of Hours | Hourly Service Rate | Estimated Total Price |
|-------------|-----------------|---------------------|-----------------------|
| Third Party | 12.00           | 279.00              | 3,348.00              |
|             |                 | USD                 | 3,348.00              |

Actual total Services fees may vary from the Estimated Total Services Fees listed above depending on the actual number of Service days or Service hours rendered.

Unless stated otherwise in this COF, all Service fee estimates exclude all expenses and travel time. For Lawson training, the Customer is required to pay its own travel and living expenses when attending training remotely, or to provide suitable training facilities for on-site training. Where this COF names specific Lawson resources, Lawson reserves the right to reassign personnel if reassignment does not materially impede the performance or schedule of Services.

|   |  |  |
|---|--|--|
| For State of New Hampshire<br><i>Charee Brusler</i><br>(Authorized Signature) | For State of New Hampshire<br><i>[Signature]</i><br>(Authorized Signature) | For State of New Hampshire<br><i>M W WINTT</i><br>(Authorized Signature) |
| Charles Russell<br>(Printed Name)   | Mark Fairbank<br>(Printed Name)  | Rudolph Oden<br>(Printed Name)   |
| Financial Data Manager<br>(Title)   | Program Manager<br>(Title)   | Contract Manager<br>(Title)  |
| 4/20/2012<br>(Date)   | 4 19 2012<br>(Date)  | 4/20/2012<br>(Date)  |

For State of New Hampshire

*Linda M. Hoxford*  
(Authorized Signature)

Linda M. Hoxford  
(Printed Name)

Commissioner - Department of Administrative Services  
(Title)

4/20/12  
(Date)

For Lawson Software, Inc. (as successor to Lawson Software Americas, Inc.)

*Patricia Elias*  
(Authorized Signature)

Patricia Elias  
(Printed Name)

Associate General Counsel  
(Title)

May 1, 2012  
(Date)

- Return this Change Order to the Customer:
- As Pdf to an e-mail address
  - Per mail address
  - Not required

**Change Order Form**

**Change Order Form**

This Services Change Order Form ("Change Order") modifies the Statement of Work ("SOW") identified below that was entered into between the Lawson Group company named below or its predecessor ("Lawson") and the customer identified below (the "Customer") (collectively "the Parties"). Capitalized terms not otherwise defined in this Change Order have the same respective meanings as contained in the SOW. The rates listed below are only applicable for the Services provided in connection with this Change Order. This Change Order is effective as of the latest date signed below after all Parties have signed ("Effective Date").

**Project Management Use**

|                        |  |                        |          |
|------------------------|--|------------------------|----------|
| Customer Name:         | State of New Hampshire   |                        |          |
| SOW / Project Name :   | 2012-008 Signed by Customer: State of New Hampshire - Dated: 8/10/2011 |                        |          |
| Requestor Name:        | Mark Fairbank  |                        |          |
| Request Initiated Date | 3/29/2012  | Request Response Date: | 4/8/2012 |
| Change Order No.:      | 00026097.0 /O-1204-139714  |                        |          |

**Customer Change Request**

|                                    |   |
|------------------------------------|---|
| <b>Change Request Description:</b> |   |
| Reason for change                  | To ensure both methods of requesting leave in NH FIRST (via the Absence/Leave Request online form and via the online Timecard) are in synch and to help the State fully replace the use of the paper Leave Request form |
| Alternative solution(s)            | None  |

**Scope of Agreed Services to be Provided**

|  |
|--|
| <b>Scope of Agreed Services:</b>   |
| Item #1 - Absence request Employee Certification (Billable work - 12 hrs @ \$279/hr)<br>- Add a Check box on Absence Request specific to Sick Leave requests with the message below.<br>*Please click to certify that you were incapacitated or for reasons specified within the provisions of sick leave benefits and unable to attend to your official duties for the time indicated*. |

**Change Impact**

|  |   |
|--|---|
| Review Priority:   |   |
| Impact to Project timeline: No   | Increase in Estimated Project Budget: Yes                           |
| Estimated increase/decrease to the Project Schedule duration in number of work days: | Estimated Project Budget change: 3,348.00 (excluding expenses)      |
| New estimated Project completion date:   | Total value of Change Orders (% of Estimated Project Budget): 3,348 |

|   |
|---|
| Likely Project risks from this Change Order |
| None  |





# State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES  
OFFICE OF THE COMMISSIONER  
25 Capitol Street - Room 120  
Concord, New Hampshire 03301

115 [Signature]

LINDA M. HODGDON  
Commissioner  
(603) 271-3201

JOSEPH B. BOUCHARD  
Assistant Commissioner  
(603) 271-3204

August 3, 2011

His Excellency, Governor John H. Lynch  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

AUG 10 2011

4-1

### REQUESTED ACTION

Authorize the Department of Administrative Services to enter into a contract with Lawson Software Americas, Inc. of St. Paul, Minnesota, Vendor Number (175600R001), for the implementation services required to implement Enterprise Resource Planning ("ERP") Phase II modules including but not limited to Human Resources, Payroll, Strategic Sourcing and Asset Management. The term of this contract is for a period effective upon Governor and Council approval through March 31, 2013 at a cost not to exceed \$3,877,000. **(90% Capital General Funds, 10% Capital Highway Funds)**

Funding for this contract is available in the following accounts, with the authority to adjust encumbrances in each of the State fiscal years through the Budget Office if needed and justified:

01-14-14-140030-8693—ERP II Highway Funds

|                            |                |               |
|----------------------------|----------------|---------------|
| 034-500099 Major IT System | <u>FY 2012</u> | <u>FY2013</u> |
|                            | \$285,899      | \$112,288     |

01-14-14-142030-1761 – ERP Phase II

|                            |               |               |
|----------------------------|---------------|---------------|
| 034-500099 Major IT System | <u>FY2012</u> | <u>FY2013</u> |
|                            | \$1,417,202   | N/A           |

01-14-14-142030-0942 – ERP Phase II HR

|                            |               |               |
|----------------------------|---------------|---------------|
| 034-500099 Major IT System | <u>FY2012</u> | <u>FY2013</u> |
|                            | \$1,082,403   | \$979,208     |

|        |               |               |
|--------|---------------|---------------|
| Totals | <u>FY2012</u> | <u>FY2013</u> |
|        | \$2,785,504   | \$1,091,496   |

|                |             |  |
|----------------|-------------|--|
| Contract Total | \$3,877,000 |  |
|----------------|-------------|--|

His Excellency, Governor John H. Lynch  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

### EXPLANATION

The current state budget requires the Department to analyze, plan and execute a program of consolidation that would enable the State to achieve efficiencies through consolidation of administrative functions and process streamlining. More specifically, HB2 directs the Department to develop and execute a plan to achieve savings of \$3,100,000 over the next biennium by consolidating and reducing the resources necessary for agencies to process back-office financial transactions, process payroll, and administer and deliver human resource functions.

While some near-term efficiency will be achieved by streamlining the processes in place today, the overall efficiency standards passed in HB2 cannot be attained without the implementation of an ERP system supporting modules related Human Resources, Payroll, Strategic Sourcing and Asset Management.

In terms of background, the Lawson ERP software purchased by the State of New Hampshire in 2006 comprises multiple systems, each containing a discrete set of business processes for a specific function e.g. Accounts Payable, Procurement, Accounts Receivable, Payroll, Human Resources/Personnel, Human Resources/Benefits. The ERP modules implemented to date have involved the state budgeting, accounting and agency-based financial processing.

In short, the State presently owns more components of the ERP software than it is operating. In order to leverage the original investment in the ERP, and, more importantly, to meet the efficiency standards set forth in HB2, it is essential to implement the ERP Phase II modules cited above. This need is recognized by the capital appropriations recently passed in the 2011 HB 25 Capital Budget to implement the HR, payroll, strategic sourcing and asset management components of the ERP system.

As a result of the above appropriation, the Department issued a Request for Proposal ("RFP") for ERP Phase II Implementation Consulting Services on May 10, 2011. Public notice was provided through the Union Leader, and the proposal was posted on the Bureau of Purchase and Property website. On June 3, 2011, proposals were received from Lawson Software, Inc., Velocity Inc., and Globalstar LLC. Globalstar LLC's submission was deemed non-compliant. Therefore, of the three proposals submitted, two were evaluated.

The scoring was based upon the areas of: Financial (40%), Technical Qualifications and Expertise(20%), Experience in performing similar projects (30%), and Quality and Conciseness of Proposal (10%). Based on the foregoing, the proposal submitted by Lawson received the highest ranking score and was accepted by unanimous vote by the evaluation members. The evaluation team consisted of the following members: Edgar Carter (State Comptroller & Director, Division of Accounting Services), Michael Connor (Director, Plant & Property Management), Karen Hutchins (Director, Division of Personnel), Charles Russell (Financial Data Manager, Department of Administrative Services, Financial Data Management), Gregory Levesque (Assistant Payroll Manager, Department of Administrative Services), Bill Rogers (CIO/Commissioner Department of Information Technology), Wendy Pouliot (Director of Operations, Department of Information Technology), Mark Fairbank (Office of the Commissioner), and Melanie Carraher (Purchasing Agent, Plant & Property Management). The evaluation scoring sheet is attached.

The Lawson Human Resource and Payroll components are highly valuable technology needed to improve efficiency and enable the State to decommission GHRS, its present HR-payroll system. GHRS has been in service for 20 years and requires redundant operating costs because it is not integrated on

His Excellency, Governor John H. Lynch  
and the Honorable Council  
State House  
Concord, New Hampshire 03301

the ERP platform. Furthermore, the GHRS system has become obsolete and virtually unsustainable because the State has customized it to the point that the system provider can no longer support it in a cost effective manner.

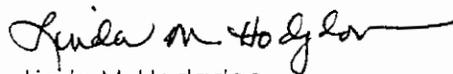
Relative to the need for the RFP, the technical services needed to design and build the ERP Human Resource and Payroll system represent an investment in technical expertise not presently held by State resources. In order to accurately configure the software and take fullest advantage of the technology, the State needs the assistance of experts who specialize in the technology.

The Department expects the immediate benefits to be realized by this implementation to include the costs avoided by decommissioning the GHRS system and the need to maintain separate hardware to run it as well as by terminating the contract for support with the system provider. Benefits in the year following the planned January 2013 implementation include the costs avoided by discontinuing the contract for third-party employee and retiree health benefits enrollment and administration, as the State will implement health benefits enrollment utilizing the then newly implemented ERP.

Lastly, current biennium savings and long term benefits include efficiencies gained by the reduced demand for resources in processing payroll, employee time cards, paid leave administration and other data processing functions.

Based on the foregoing, I am respectfully recommending approval of the contract with Lawson.

Respectfully submitted,



Linda M. Hodgdon  
Commissioner

RFP 2012-008, ERR Phase II Implementation/Consulting Services, Weighted Scores

1-Jul-11

| Category   | Weight | Lawson Professional Services | Velocity | * Globalstar |
|--|--------|------------------------------|----------|--------------|
| Financial (Fees and Compensation)  | 40%    | 12.50%                       | 40.00%   | n/a          |
| Qualitative Factors: Subject Matter & Technical Qualifications (20%); Experience in Delivering the Specified Services (30%); and Quality and Consistency of Proposal Responses (10%) | 60%    | 57.18%                       | 18.64%   | n/a          |
| Total Score  | 100%   | 69.68%                       | 58.64%   | n/a          |
| Total Rank   |        | 1                            |          | n/a          |

\* Proposal non-compliant