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GEORGE N. COPADIS, COMMISSIONER

November 15, 2012

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

Requested Action

To authorize New Hampshire Employment Security (NHES) to enter into a contract amendment with SymbioSys Solutions, Inc. (VC# 170929), Nashua, NH, increasing the contract amount by \$1,684,564.00 from \$7,961,080.00 to \$9,645,644.00 for modifications and improvements to the New Hampshire Unemployment Insurance System (NHUIS) from the date of Governor and Council approval through December 31, 2016. The original contract was approved by Governor and Council as item #60 on June 22, 2011. 100% Federal Funds.

Federal funds available for these services will be expended as follows, contingent upon availability and continued appropriations for fiscal years 2013 forward with the authority to adjust encumbrances in each of the State fiscal years through the Budget Office if needed and justified:

	<u>FY 2013</u>	<u>FY 2014</u>
10 - 02700 - 80410000 - 030 - 500312 Software, Major	\$ 934,779.00	\$ 749,785.00
Vendor Code: 170929 SymbioSys Solutions, Inc.		
RQ #: TBD		

Explanation

NHES is requesting approval of the attached contract amendment for NHUIS modifications and improvements. This contract amendment includes modifications funded and supported by the United States Department of Labor (USDOL). NHES applied for and was awarded supplemental Federal funds to support the following modifications and improvements to our unemployment benefit system, NHUIS.

The various system modifications associated with unemployment benefit overpayments seek to improve detection and recovery by performing an analysis of business processes with the intent of re-engineering the overpayment module to improve and streamline practices while bringing the Department into compliance with current federal requirements.

Several system modifications are necessary to improve administration of the federal Re-employment and Eligibility Assessment (REA) program in order to meet USDOL reporting requirements. The REA program is designed to ensure claimants are meeting the eligibility provisions of state unemployment laws and are exposed to reemployment services, including job search assistance and placement services, so they may return to employment as quickly as possible. The REA program combines in-person unemployment insurance (UI) eligibility reviews, labor market information, development of an individual reemployment plan and referral to reemployment services and/or training.

Attached is the approval letter from the Office of Information Technology (#DoIT 2011-070).

Respectfully submitted,

George N. Copadis
Commissioner

GNC/jdr
Attachments



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

Peter C. Hastings
Acting Commissioner

November 7, 2012

George N. Copadis, Commissioner
State of New Hampshire
New Hampshire Employment Security
32 South Main St
Concord, NH 03301-4857

Dear Commissioner Copadis:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract amendment with SymbioSys Solutions, Inc., Nashua, New Hampshire, for the New Hampshire Unemployment Insurance System (NHUIS) Modifications, Maintenance, Support and Knowledge Transfer described below and referenced as DoIT No. 2011-070A.

This request is to enter into a contract amendment with SymbioSys Solutions, Inc. for required modifications to the NHUIS System to improve administration of the federal Re-employment and Eligibility Assessment Program (REA) and enhance reporting procedures to the US Department of Labor. Enhancements will also be made to bring the system into compliance with the 2011 Trade TAA Extension Act to improve program administration and reporting. Finally, SymbioSys will re-engineer the overpayment module. The not to exceed contract amount will increase by \$1,684,564.00, from \$7,961,080 to \$9,645,644.00. The term of the contract will remain through December 12, 2016.

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

Sincerely,

A handwritten signature in black ink that reads "Peter C. Hastings".

Peter C. Hastings

PCH/ltn
DoIT 2011-070A

cc: William Laycock, IT Manager, Department of Information Technology
Leslie Mason, IT Manager, Department of Information Technology

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY
NH NHUIS MODIFICATIONS, MAINTENANCE AND SUPPORT
CONTRACT 2011-070
CONTRACT AMENDMENT A**

WHEREAS, pursuant to an Agreement approved by Governor and Council, as a result of RFP #2011-070, on June 22, 2011, Item #60 (herein after referred to as the "Agreement"), SymbioSys Solutions, Inc. (hereinafter referred to as "Vendor" or "SymbioSys") agreed to supply certain services upon the terms and conditions specified in the Agreement and in consideration of payment by the Department of Employment Security (hereinafter referred to as the "Department" or "NHES") certain sums as specified therein;

WHEREAS, pursuant to the Agreement Part I Section 17: Amendment, and the provisions of the Agreement, the Agreement may be modified or amended only by a written instrument executed by the parties thereto and approved by the Governor and Executive Council;

WHEREAS, the Vendor and the Department have agreed to amend the Agreement in certain respects;

WHEREAS, the Department has received a grant from the United States Department of Labor (hereinafter referred to as "USDOL") to improve administration of the federal Re-employment and Eligibility Assessment program (REA) and enhance reporting procedures to the USDOL.

WHEREAS, the Department wishes to make modifications and improvements to the New Hampshire Unemployment Insurance System (NHUIS) to improve administration of the federal Re-employment and Eligibility Assessment program (REA) to meet the and enhance reporting procedures to the United States Department of Labor.

WHEREAS SymbioSys has agreed to make upgrades to the NHUIS computer benefit system to accomplish the goals of said grant at an agreed to cost of \$200,764.00 to be paid for out of available grant funds.

WHEREAS, the Department has received a grant from the United States Department of Labor (also referred to as USDOL) to provide an Overpayment Process Analysis and upgrade its business practices and bring Department administration in compliance with federal requirements including reengineering its overpayment module, Cross Match programs and Collection Case Management consistent with Federal Unemployment Insurance Program Letter UIPL 18-12.

WHEREAS, SymbioSys has agreed to make upgrades to the NHUIS computer benefit system to bring it into compliance with the USDOL grant requirements at an agreed-to cost of \$1,483,800.00 to be paid for out of available grant funds.

WHEREAS, the Department wishes to increase the Contract price by \$1,684,564.00 to bring the total contract price to \$9,645,644.00.

WHEREAS, the Department and the Vendor seek to clarify the Agreement.

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

The Agreement is hereby amended as follows:

1. Amend Section 1.8 of the Agreement (Page 1) by increasing the Price Limitation by \$1,684,564.00 from \$7,961,080.00 to \$9,645,644.00.
2. The Agreement is further amended as described in Table 1:

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY
NH NHUIS MODIFICATIONS, MAINTENANCE AND SUPPORT
CONTRACT 2011-070
CONTRACT AMENDMENT A**

Table 1

Contract #2011-070 Statement of Work Section Number	AMENDED TEXT
Exhibit A; Section 2. Deliverables, Milestones, and Activities Schedule	<p>Add to table 2.1 Implementation Schedule – Activities/Deliverables/Milestones:</p> <p>Ref. 63.</p> <p>1) Remove the alert sent to the One-Stop Center Manager if the previously selected REA claimant reapplies for UI benefits.</p> <p>2) Modify scheduling template to: (a) accommodate six to eight weeks in place of two to three weeks, (b) allow sessions to be created in increments of fifteen minutes, i.e. fifteen minutes, thirty minutes, forty-five minutes, one hour, one hour and fifteen minutes, etc.</p> <p>3) Add a service to the New Hampshire Unemployment Insurance System (NHUIS) to allow selected REA claimants to be exited from the program, including the effective date, when three visits are completed or when the individual ceases to file for UI benefits.</p> <p>4) Transfer REA services completed in NHUIS to the Job Match System (JMS).</p> <p>5) Route issues recorded in NHUIS as a result of a REA visit to the appropriate section and/or adjudicator.</p> <p>6) Adjust defects and implement enhancements to the REA screens and process including disallowed claim with no weeks paid selected for REA, Profile claimants not on REA, provide REA Room Information Summary, inactivate REA Case Manager in endless loop, display scoring for control and selected on REA Local Office report, select REA seasonal and union for REA, sort REA capability on Capture Attendance Screen, retain REA History when room is edited, and provide REA Capture Attendance Screen print ability.</p> <p>Ref: 64.</p> <p>Modify Automation of NHUIS in compliance with UIPL 18-12 to allow for:</p> <ul style="list-style-type: none"> • Provide Overpayment Business Process Analysis and Reengineer and upgrade overpayment module • Implement Cross Match Program module • Implement Collection Case Management module

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY
NH NHUIS MODIFICATIONS, MAINTENANCE AND SUPPORT
CONTRACT 2011-070
CONTRACT AMENDMENT A**

Contract # 2011-070 Exhibit B Section Number	AMENDED TEXT
	Delete Section 2. Total Contract Price and replace with the following:
	Notwithstanding any provision in the Contract to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments made by the State exceed \$9,645,644.00 ("Total Contract Price"). The payment by the State of the Total Contract Price shall be the only, and the complete reimbursement to SymbioSys for all fees and expenses, of whatever nature, incurred by SymbioSys in the performance hereof. The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services performed under this Contract.

C. Exhibit B

Exhibit B of this Agreement is hereby amended as follows:

1. The activities and deliverables contained in Section 1.1 of Exhibit B: Payment Schedule of the Agreement are hereby amended to add new Deliverables detailed below in Table 2.
2. Changes in payment amounts for the Enhancements in this amendment will be based on the schedule in Table 2 herein.

Table 2 Deliverable Payment Schedule

Ref #	Activity, Deliverable, and Milestones	Due Date	Price/Payment
63.	Completion of implementation of modifications to federal Re-employment and Eligibility Assessment program (REA)	3/30/2013	\$200,764.00
64.	Completion of Overpayment Process Analysis	9/30/2013	\$249,835.00
64.	Completion of Overpayment Module Re-engineering.	6/30/2014	\$499,950.00

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY
NH NHUIS MODIFICATIONS, MAINTENANCE AND SUPPORT
CONTRACT 2011-070
CONTRACT AMENDMENT A**

64.	Completion of Cross Matching Program Module	6/30/2013	\$364,060.00
64.	Completion of Collections Case Management Project	6/30/2013	\$369,955.00

Table 3 Contract 2011-070 NH NHUIS MODIFICATIONS, MAINTENANCE AND SUPPORT

CONTRACT AND AMENDMENT NUMBER	AMENDMENT TYPE	END DATE	CONTRACT AMOUNT
2011-070	Original Contract	December 31, 2016	\$7,961,080.00
2011-070 Amendment A		12/31/2014	\$1,684,564.00
	CONTRACT TOTAL		\$9,645,644.00

DEBARMENT CERTIFICATION, SUSPENSION, OTHER RESPONSIBILITY MATTERS PRIMARY COVERED TRANSACTIONS

SymbioSys certifies that primary participant, and its principals, to the best of its knowledge and belief, are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal department or agency. SymbioSys will inform NH Employment Security of any changes in status regarding this statement.”

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY
NH NHUIS MODIFICATIONS, MAINTENANCE AND SUPPORT
CONTRACT 2011-070
CONTRACT AMENDMENT A**

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

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



Arvind Ranade
SymbioSys Solutions, Inc.

Date: 11/07/2012

Corporate Signature Notarized:

STATE OF NEW HAMPSHIRE

COUNTY OF Herrimack

On this the 7th day of November, 2012 fore me,
Arvind Ranade, the undersigned Officer Arvind Renarde, personally appeared and acknowledged her/himself to be the Chief Operations Officer of SymbioSys Solutions, Inc., a corporation, and that she/he, as such Chief Operations Officer being authorized to do so, executed the foregoing instrument for the purposes therein contained, by signing the name of the corporation by her/himself as Chief Operations Officer.

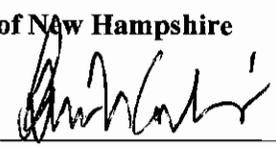
IN WITNESS WHEREOF I hereunto set my hand and official seal.



Notary Public/Justice of the Peace

My Commission Expires: _____
(SEAL)

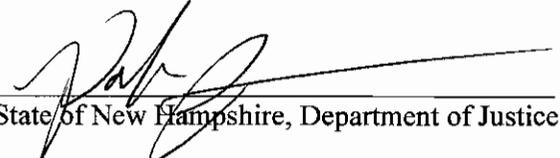
ALICE P. BISSON
Notary Public - New Hampshire
My Commission Expires February 2, 2016

State of New Hampshire


George N. Copadis, Commissioner
State of New Hampshire
Department of Employment Security

Date: 11/7/12

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



State of New Hampshire, Department of Justice

Date: 11/13/12

CERTIFICATE OF VOTE

(Corporation Without Seal)

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

1. I am the duly elected Officer/President of SYMBIOSYS SOLUTIONS, INC.
(Corporation Name)

2. The following are true copies of two resolutions duly adopted by the Board of Directors of the Corporation duly held on November 1st, 2012:
(Date)

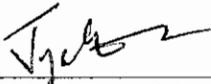
RESOLVED: That this Corporation enter into Amendment A of the contract with the State of New Hampshire, acting through its Department of Employment Security, for the provision of Consulting Services as specified in Amendment A of NH NHUIS Modifications, Maintenance, and Support Contract 2011-070.

RESOLVED: That the Chief Operating Officer
(Title of Contract Signatory)

is hereby authorized on behalf of this Corporation to enter into the said contract with the State and to execute any and all documents, agreements and other instruments, and any amendments, revisions or modifications thereto as he may deem necessary, desirable or appropriate.

3. The foregoing resolutions have not been amended or revoked, and remain in full force and effect as of the 5th day of November, 2012.

4. ARVIND RANADE is the duly elected Chief Operating Officer
(Name of Contract Signatory) (Title of Contract Signatory)
of the Corporation.


(Signature of the Officer of the Corporation)

*Rebecca M. Sward Crofield
Justice of the Peace
my commission expires
May 11, 2016*

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 SYMBIOSYS SOLUTIONS, INC. is a New Hampshire corporation duly incorporated under the laws of the State of New Hampshire on October 8, 2002. I further certify that all fees and annual reports required by the Secretary of State's office have been received and that articles of dissolution have not been filed.



In TESTIMONY WHEREOF, I hereto
set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 5th day of November, A.D. 2012

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

William M. Gardner
Secretary of State



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

11/2/2012

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).

PRODUCER Foy Insurance Group - Nashua 350 Main St Nashua NH 03060	CONTACT NAME: Teri Davis	
	PHONE (A/C, No, Ext): (603) 883-1587 FAX (A/C, No): (603) 881-8506 E-MAIL ADDRESS: teri.davis@foyinsurance.com	
INSURED SYMBIOSYS SOLUTIONS, INC. 1 HADLEY DRIVE NASHUA NH 03062	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Hartford Casualty Insurance Co	29424
	INSURER B: Green Mountain Ins Co	20680
	INSURER C: Twin City Fire Ins Co	29459
	INSURER D:	
	INSURER E:	

COVERAGES

CERTIFICATE NUMBER Master 11/2012-2013

REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY			04SBAPK9402	11/1/2012	11/1/2013	EACH OCCURRENCE \$ 2,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person) \$ 10,000
	GEN'L AGGREGATE LIMIT APPLIES PER.						
	<input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						GENERAL AGGREGATE \$ 4,000,000
B	AUTOMOBILE LIABILITY			C5064105	12/11/2011	12/11/2012	COMBINED SINGLE LIMIT (Ea accident) \$ 350,000
	<input type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS						BODILY INJURY (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident) \$
							Uninsured motorist combined \$ 350,000
	UMBRELLA LIAB						EACH OCCURRENCE \$
	EXCESS LIAB						AGGREGATE \$
	DED <input type="checkbox"/> RETENTION \$						\$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			04WECKJ0881 3A: New Hampshire Excluded: Arvind Ranade & Jyothi Shanker	11/1/2012	11/1/2013	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory In NH)	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N	N/A				E.L. EACH ACCIDENT \$ 100,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$ 100,000
							E.L. DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
Operations usual & customary for Computer Programmer & Software Design.

CERTIFICATE HOLDER

CANCELLATION

helen.a.dinsmore@nhes.nh.g State of New Hampshire Department of Employment Security 32 South Main Street Concord, NH 03301-4857	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 Teri Davis, AAI, ACSR
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**New Hampshire
Employment
Security**

www.nh.gov/nhes
e working to keep New Hampshire working

ADMINISTRATIVE OFFICE
32 SOUTH MAIN STREET
CONCORD, NH 03301-4857



TARA G. REARDON, COMMISSIONER

DARRELL L. GATES, DEPUTY COMMISSIONER

June 8, 2011

#60
6/22/11

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

Requested Action

To authorize New Hampshire Employment Security (NHES) to enter into a contract with SymbioSys Solutions, Inc. (VC# 170929), Nashua, NH, in the total amount of \$7,961,080 for the New Hampshire Unemployment Insurance System (NHUIS) modifications, maintenance, support and knowledge transfer services from the date of Governor and Council approval through December 31, 2016. 100% Federal Funds.

Federal funds available for these services will be expended as follows, contingent upon availability and continued appropriations for fiscal years 2011 forward with the authority to adjust encumbrances in each of the State fiscal years through the Budget Office if needed and justified:

	FY 2011	FY 2012	FY 2013	FY 2014
02700 - 80410000 - 030 - 500312 Software, Major	\$ 90,000.00	\$ 1,072,778.00	\$ 1,217,222.00	\$ 1,095,000.00
	FY 2015	FY 2016	FY 2017	
	\$ 915,000.00	\$ 640,000.00	\$ 320,000.00	
		FY 2012	FY 2013	
10 - 02700 - 80610000 - 030 - 500312 Software, Major		\$ 1,735,416.00	\$ 875,664.00	

Vendor Code: 170929 SymbioSys Solutions, Inc.
RQ#: 119379

Explanation

NHES is requesting approval of the attached contract for NHUIS modifications, maintenance, support and knowledge transfer services. This contract includes major modifications funded and supported by the United States Department of Labor (USDOL). The six (6) major modifications are to implement State Information Data Exchange System (SIDES), Benefit Payment Control Case (BPC) Management, Treasury Offset Program (TOP), Appeals Business Process Review, Adjudication Smart Scheduler, Automated Appeals Reminder, and to modify nine (9) sections of the Trade Act module. NHES applied for and was awarded supplemental Federal funds from USDOL to support these major system enhancements.

SIDES will be utilized to ensure the most secure, cost effective and efficient manner for obtaining requests for separation information from employers and Third Party Administrators (TPAs). NHES also plans to participate in the State Employer Website (SEW) to encourage employers and TPAs without the resources to participate in the automated connection for file exchange with the Central Broker, to utilize the standardized format for processing requests for separation information.

The BPC Case Management Program will replace an antiquated system that was developed over 20 years ago and does not currently serve the case management needs of the Agency. The new case management system will be efficient and effective allowing staff to create work items, manage workloads, record decisions, automatically generate letters and create more precise reporting.

The Treasury Offset Program (TOP) will expand our ability to recover monies from benefit overpayments. NHES currently creates repayment plans, offsets unemployment benefits and in some cases places liens on property. TOP will provide NHES an effective tool to recover fraud overpayments. NHES will be able to enter into an agreement with the Internal Revenue Service to intercept, or offset, federal tax refunds for state unemployment tax obligations.

The Appeals Business Process Review will consist of a performance audit of both internal processing of appeals by staff and how NHUIS processes appeals to help identify inefficiencies and provide effective solutions. With the record number of appeals that the department has been processing since the inception of NHUIS and the economic downturn, it is crucial that appeals be processed as efficiently and effectively as possible.

The Adjudication Smart Scheduler will be implemented in an effort to make the unemployment claim adjudication process more efficient by automatically scheduling adjudication interviews with the claimants and employers that are attached to the unemployment claim. All interested parties will be notified of the interview time and the need to be available to answer questions otherwise a determination will be made with the available information on hand.

The Automated Appeals Reminder will be implemented in an effort to reduce the number of claimants, employers and/or interested parties that miss appeal hearings thereby reducing the need to reschedule or the even more time consuming task of processing a Request to Reopen by one party should a decision be rendered based on the facts provided by the parties that did attend a hearing.

The various modifications to the Trade Act module of NHUIS will provide for more accurate and complete tracking and reporting of Trade Act-related activities as well as provide for the necessary updates to Federal reporting due to changes imposed by USDOL.

This contract also provides for on-going support, maintenance and knowledge transfer of NHUIS through December 12, 2016.

Competitive bids were sought for NHUIS modifications, maintenance, support and knowledge transfer services. Request for Proposal (RFP) 2011-070 was publicly issued to prospective vendors on March 21, 2011 to obtain qualified vendors. A mandatory vendor conference, attended by five (5) vendors, was held in Concord, NH on March 28, 2011. Letters of Intent to Bid were required and two (2) were received.

Two (2) written proposals were received by the due date of April 29, 2011. The Vendors were Deloitte Consulting, LLP of Pittsburgh, Pennsylvania and SymbioSys Solutions, Inc. of Nashua, New Hampshire.

Pursuant to the RFP, an Evaluation Committee was comprised of two (2) Department of Information Technology representatives and three (3) NHES representatives. In accordance with the RFP, the Committee addressed the following four (4) successive phases:

- 1) Evaluation of the written proposals
- 2) Reference and background checks
- 3) Oral interviews and product demonstrations
- 4) Best and final offer

The initial evaluation of the written proposals rated them according to the RFP scoring criteria which was broken down into six (6) categories: 1) software solution for modifications and Trade module, 2) technical, service and project management experience in unemployment insurance, 3) value added services and innovations, 4) maintenance, operation and production support approach, 5) corporate and state qualifications, and 6) cost. The preliminary scores were assigned to the various categories over several days of meetings.

Both Vendors provided a half day session to the Committee and other Agency stakeholders that included product demonstration and an opportunity for questions and clarifications regarding the Proposal, company experience with unemployment insurance and staff knowledge and experience. Vendors were required to have their proposed Project Manager and proposed key staff available for interview during this State visit. The Committee spoke with and observed the proposed Project Managers from both Vendors. Best and final offers were requested and reviewed.

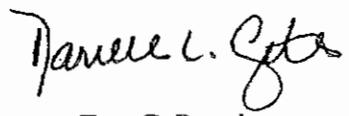
Applying the evaluation criteria contained in the RFP, the Committee scored the proposals as follows:

VENDOR	SCORE
SymbioSys Solutions, Inc.	809
Deloitte Consulting, LLP	708

The Committee agreed that SymbioSys Solutions, Inc. had the best overall proposal and offers the experience and commitment to quality that is necessary to successfully implement the changes outlined in the RFP as well as provide on-site maintenance and support to a most critical computer system. Both vendors submitted excellent technical solution proposals and the Agency has had a successful relationship with both vendors in the past. The scores were within ten (10) points of one another prior to the evaluation of the cost category. The difference in the cost for implementation of six (6) major enhancements, maintenance and support through 12/31/2012, and options to renew individually for four (4) more years of maintenance and support was significant. Deloitte Consulting's total of \$11,848,911 compared to SymbioSys Solutions' \$7,581,080 resulted in a \$4,267,831 difference that awarded more points and the intent to award to SymbioSys Solutions, Inc.

Attached is the approval letter from the Office of Information Technology (#DoIT 2011-070).

Sincerely,



Tara G. Reardon
Commissioner

TGR/jdr
Attachments



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

S. William Rogers
Commissioner

June 6, 2011

Darrell L. Gates, Deputy Commissioner
State of New Hampshire
New Hampshire Employment Security
32 South Main St
Concord, NH 03301-4857

Dear Deputy Commissioner Gates:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to enter into a contract (2011-070) with SymbioSys Solutions, Inc., Nashua, New Hampshire, for the New Hampshire Unemployment Insurance System (NHUIS) Modifications, Maintenance, Support and Knowledge Transfer described below and referenced as DoIT No. 2011-070.

This request is to enter into a contract with SymbioSys Solutions, Inc. for major modifications for six Supplemental Budget Requests (SBRs) plus modifications to nine sections of the Trade Act Module. These activities must be completed by September 30, 2012. The contract also includes on-going support and maintenance for the many system processes, defect corrections, and pending or future enhancements during the term of the contract. The not to exceed contract amount for the initial term and up to four years of maintenance is \$7,961,080. The initial term is to begin on July 1, 2011 or upon Governor and Council approval whichever is later, through December 12, 2016.

A copy of this letter should accompany the Department of Employment Security submission to the Governor and Executive Council for approval.

Sincerely,

S. William Rogers

SWR/ltn
DoIT 2011-070
RID 11226

cc: William Laycock, IT Manager, Department of Information Technology
Leslie Mason, IT Manager, Department of Information Technology

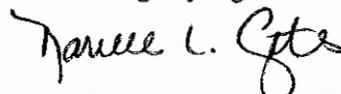
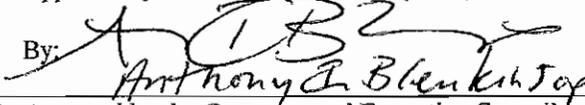
STATE OF NEW HAMPSHIRE DEPARTMENT OF EMPLOYMENT SECURITY
RFP 2011-070
CONTRACT AGREEMENT- PART 1

Subject: **NH UNEMPLOYMENT INSURANCE SYSTEM MODIFICATIONS AND MAINTENANCE AND SUPPORT AGREEMENT**

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

GENERAL PROVISIONS

I. IDENTIFICATION.

1.1 State Agency Name Department of Employment Security		1.2 State Agency Address 32 South Main Street Concord, NH 03301	
1.3 Contractor Name SymbioSys Solutions, Inc.		1.4 Contractor Address 71 Spit Brook Road, Suite 302 Nashua, NH 03060	
1.5 Contractor Phone Number (603) 880-7771	1.6 Account Number 010-027-8041-030-0312 \$5,350,000 010-027-8061-030-0312 \$2,611,080	1.7 Completion Date December 31, 2016	1.8 Price Limitation \$7,961,080
1.9 Contracting Officer for State Agency Darrell L. Gates, Deputy Commissioner		1.10 State Agency Telephone Number 603-224-3311	
1.11 Contractor Signature 		1.11 Name and Title of Contractor Signatory Arvind Ranade, Chief Operations Officer	
1.13 Acknowledgement: State of New Hampshire, County of <u>MERRIMACK</u> On <u>June 7, 2011</u> , 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 <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> [Seal]  </div> <div style="width: 45%; text-align: right;"> DEBRA M. BLACK, Notary Public My Commission Expires August 22, 2012 </div> </div>			
1.13.2 Name and Title of Notary or Justice of the Peace <p style="text-align: center; font-size: 1.2em;">Debra M. Black-O'Neal - Notary</p>			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory Darrell L. Gates, Deputy Commissioner	
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: <u>6/7/2011</u>			
1.18 Approval by the Governor and Executive Council By: _____ On: _____			