



ADMINISTRATIVE OFFICE
 45 SOUTH FRUIT STREET
 CONCORD, NH 03301-4857



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GEORGE N. COPADIS, COMMISSIONER
 RICHARD J. LAVERS, DEPUTY COMMISSIONER

November 8, 2023

His Excellency, Governor Christopher T. Sununu
 And the Honorable Council
 State House
 Concord, NH 03301

REQUESTED ACTION

Authorize New Hampshire Employment Security (NHES) to enter into a Contract Amendment with SymbioSys Solutions, Inc. (SymbioSys), (VC#170929) of Concord, NH, increasing the contract amount by \$991,880.00 from \$25,888,778.00 to \$26,880,658.00, with no change to the completion date, to implement needed modifications to the New Hampshire Unemployment Insurance System (NHUIS) to enhance the current Reemployment Services and Eligibility Assessment (RESEA) application and allow more seamless integration with NHUIS. The amendment will be effective upon Governor and Council approval through June 30, 2024. This contract amendment is paid with 100% Federal funds.

The original contract was approved by the Governor and Council on February 7, 2018 (Item #24) following a competitive bid process. There have been ten (10) amendments to the contract to provide for modifications, enhancements, and continued maintenance of NHUIS. Amendments #1 through #10 were approved by Governor and Council on February 6, 2019 (Item #30), March 27, 2019 (Item #29), April 8, 2020 (Item #29), September 11, 2020 (Informational Item #K), January 22, 2021 (Informational Item #EE), July 14, 2021 (Item #30), September 15, 2021 (Item #40), June 15, 2022 (Item # 81), October 4, 2022 (Item #19) and April 12, 2023 (Item #62), respectively.

Federal funding is available in State FY 2024 as follows:

02-27-27-270010	DEPT OF EMPLOYMENT SECURITY	<u>SFY 2024</u>
10-02700-80400000-038-509038	Technology, Software	\$991,880.00

EXPLANATION

NHES is requesting approval of Contract Amendment #11, which provides for the development and implementation of improvements to the Department's automated Unemployment Insurance System to expand upon the current RESEA technology enhancements project to provide new and improved functionality and to seamlessly integrate with NHUIS. The enhancements will include features such as dashboards for NHES staff and managers, added workflow functions, auto-creation of issues, creation of targeted communications with claimants, enhancement of self-scheduling business rules, a configurable smart selection process, improved integration of RESEA

NHES is a proud member of America's Workforce Network and NH Works. NHES is an Equal Opportunity Employer and complies with the Americans with Disabilities Act. Auxiliary Aids and Services are available on request of individuals with disabilities

Telephone (603) 224-3311 Fax (603) 228-4145 TDD/TTY Access: Relay 1-800-735-2964 Web site: www.nhes.nh.gov

with the weekly claim filing process and a single sign on. The overall goal is to put better processes in place to allow for more in-depth work with individuals and improved communication and support for claimants as they seek to become reemployed.

In the event Federal funds become no longer available, General funds will not be requested to support this contract.

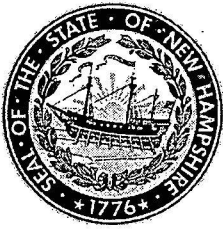
Attached is the approval letter from the Office of Information Technology (#DoIT 2018-049-K).

Respectfully submitted,



George N. Copadis
Commissioner

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

Denis Goulet
Commissioner

November 2, 2023

George N. Copadis, Commissioner
New Hampshire Employment Security
State of New Hampshire
45 S. Fruit Street
Concord, NH 03301

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., as described below and referenced as DoIT No. 2018-049K.

The purpose of this request is to expand upon the current Reemployment Services and Eligibility Assessment (RESEA) technology enhancements project and create an RESEA system/application that seamlessly integrates with the New Hampshire Unemployment Information System (NHUIS).

The Price Limitation will increase by \$991,880, for a total of \$26,880,658, with no change to the contract end date, effective upon Governor and Council approval through June 30, 2024.

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

Sincerely,

Denis Goulet

DG/ik
DoIT #2018-049K

cc: Bill Laycock, IT Manager

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY
NHUIS MAINTENANCE, SUPPORT AND MODIFICATIONS
CONTRACT 2018-01
CONTRACT AMENDMENT #11**

WHEREAS, pursuant to an Agreement approved by the Governor and Executive Council on February 7, 2018, Item #24, based upon RFP #2018-01 (hereinafter referred to as the "Agreement"), SymbioSys Solutions, Inc. (hereinafter referred to as "Vendor" or "SymbioSys") agreed to supply certain services relating to the maintenance, support and modification of the New Hampshire Unemployment Insurance System (NHUIS) based upon the terms and conditions specified in the Agreement and in consideration of the payment by the Department of Employment Security (hereinafter referred to as "the Department" or "NHES") of certain sums as specified therein;

WHEREAS, said Agreement was modified by Contract Amendment #1, dated January 2, 2019 and approved by Governor and Council on February 6, 2019 (Item #30), to provide modifications and improvements to certain reporting functions in NHUIS and to increase the amount of the contract by \$50,800.00, from \$3,320,000.00 to \$3,370,800.00;

WHEREAS, said Agreement was modified by Contract Amendment #2, dated March 6, 2019 and approved by Governor and Council on March 27, 2019 (Item #29), to provide enhancements and/or modifications necessary to support common registration and case management across the ES, UI and DW programs consistent with Workforce Innovation and Opportunity Act (WIOA) requirements for creation of a "common front door" for workforce agencies and systems in NHUIS, and to increase the amount of the contract by \$200,000.00, from \$3,370,800.00 to \$3,570,800.00;

WHEREAS, said Agreement was further modified by Contract Amendment #3, dated March 26, 2020 and approved by Governor and Council on April 8, 2020 (Item #29), to exercise the option to extend the contract term for a period of two years, from July 1, 2020 to June 30, 2022, to allow for continued maintenance and support of NHUIS by the Vendor and to increase the amount of the contract by \$3,479,000.00 from \$3,570,800.00 to \$7,049,800.00;

WHEREAS, on March 27, 2020, Congress enacted the CARES Act, creating new and expanded benefit programs in connection with the COVID-19 pandemic, including Federal Pandemic Unemployment Compensation (FPUC), Pandemic Unemployment Assistance (PUA) and Pandemic Emergency Unemployment Compensation (PEUC), and said Agreement was modified by Contract Amendment #4, dated August 13, 2020 and approved by the Governor on August 20, 2020 (G & C Informational Item # K, September 11, 2020), to allow the expedited development work for the implementation and payment of FPUC, PUA and PEUC benefits as described above, and to increase the amount of the contract by \$3,560,300.00 from \$7,049,800.00 to \$10,610,100.00;

WHEREAS, on August 8, 2020, the President authorized the Lost Wages Assistance (LWA) Program and directed FEMA to use Stafford Act Disaster Relief Funds to provide supplemental payments in the amount of \$300.00 per week for wages lost due to the pandemic. Said Agreement was modified by Contract Amendment #5, dated December 9, 2020 and approved by the Governor on December 14, 2020 (G & C Informational Item # EE, January 22, 2021), to allow the expedited development work for the implementation and payment of LWA benefits as described above, and to increase the amount of the contract by \$712,850.00 from \$10,610,100.00 to \$11,322,950.00;

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WHEREAS, on August 31, 2020, the US Department of Labor (USDOL) notified the States of new requirements to combat fraud in the benefit payment process and made funds available through the filing of Supplemental Budget Requests (SBRs) for such purpose. Said Agreement was also modified by Contract Amendment #5 to allow the expedited development work to strengthen fraud prevention and detection;

WHEREAS, on December 30, 2020, the USDOL notified States of the extension and modification of unemployment insurance and federal pandemic-related provisions pursuant to the Continued Assistance for Unemployed Workers Act (CAA), and the availability of additional funding to assist States with the implementation of these new requirements. NHES applied for and received additional SBR funds in the amount of \$650,000.00;

WHEREAS, on January 15, 2021, the USDOL notified States of additional funding available to further assist with the implementation of new requirements to combat fraud in the benefit payment process in order to safeguard program integrity. NHES applied for and received additional SBR funds in the amount of \$1,215,000.00, of which \$790,440.00 was allocated to this contract amendment;

WHEREAS, on May 18, 2021, Governor Sununu announced the Summer Stipend Program to provide bonus payments to formerly unemployed workers returning to work and retaining employment for at least eight (8) weeks and directed funds from the Coronavirus Aid, Relief and Economic Security (CARES) Act to be used for this purpose. NHES received authorization for \$250,000.00 in CARES Act funds to support the necessary system modifications;

WHEREAS, said Agreement was modified by Contract Amendment #6, dated June 28, 2021 and approved by the Governor & Council on July 14, 2021 (Item # 30), to allow for necessary development and implementation work in connection with the CAA program extensions, fraud prevention SBR and Summer Stipend program work, and increasing the amount of the contract by \$1,690,440.00 from \$12,537,950.00 to \$14,228,390.00;

WHEREAS, said Agreement was modified by Contract Amendment #7, dated August 18, 2021 and approved by the Governor & Council on September 15, 2021 (Item # 40), to allow for necessary enhancements to the programming for Reemployment Services and Eligibility Assessment (RESEA), including self-service scheduling and virtual participation in RESEA orientations, and increasing the amount of the contract by \$257,000.00 from \$14,228,390.00 to \$14,485,390.00;

WHEREAS, said Agreement was modified by Contract Amendment #8, dated May 31, 2022 and approved by the Governor & Council on June 15, 2022 (Item # 81), to: (a) extend the contract term for a period of two years; (b) implement a solution to allow claimants the opportunity to recertify their COVID certification responses as specified by USDOL for a cost of \$100,000.00 allocated by that agency; (c) implement solutions to further strengthen fraud detection and prevention efforts and the recovery of overpayments in the PUA and PEUC programs using additional funding from USDOL; and (d) implement new requirements to combat fraud, including Identity Verification and Overpayment Recovery activities in all Unemployment Compensation programs also utilizing additional funding provided by USDOL; and increasing the amount of the contract by \$7,785, 280.00, from \$14,485,390.00 to \$22,270,670.00;

WHEREAS, said Agreement was modified by Contract Amendment #9, dated September 14, 2022 and approved by the Governor & Council on October 4, 2022 (Item # 19), to: (a) implement technical enhancements aimed at modernizing RESEA implementation within NHUIS; and (b) to take over maintenance and support of NHAacts for the remaining term of the NHUIS maintenance and

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support contract through June 30, 2024, to facilitate knowledge transfer of the NHACTS UI tax system to SymbioSys and to accelerate planning for development of a modernized tax system and alignment of the tax system with the UI benefit system, and increasing the amount of the contract by \$1,393,750.00 from \$22,270,670.00 to \$23,664,420.00;

WHEREAS, on October 31, 2022, NHES received approval from USDOL for the use of \$1,759,638.00 towards making technical enhancements to NHUIS in the areas of fraud investigations and overpayment detection and recovery in the federal pandemic benefit programs. The Department also obtained \$464,720.00 to revamp and improve the Work Force Connect application, which is the gateway application for claimants to register, log in and receive other authentication services related to accessing NHUIS and JMS (NHES’ Job Match System). The Agreement was modified by Contract Amendment #10, approved by G & C on March 28, 2023 (Item #62), to implement these improvements and to rewrite Work Force Connect, and increasing the amount of the contract by \$2,224,368.00 from \$23,664,420.00 to \$25,888,778.00;

WHEREAS, federal Reemployment Services and Eligibility Assessment (RESEA) funding is available to build upon previous technology enhancements to create a new and comprehensive RESEA system/application that more seamlessly integrates with NHUIS and enhances the Department’s ability to deliver services and provide more effective communications to claimants aimed at enhancing employment outcomes; and

WHEREAS, the Department has requested and SymbioSys has agreed to undertake the RESEA system/application rewrite and technical enhancements as described in greater detail below.

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:

Table 1 – Modifications to Deliverables

Contract #2018-01	AMENDED TEXT
Agreement (Form P-37) Section 1.8 Pricing	The Agreement is hereby amended as follows: Amend Section 1.8 of the P-37 Agreement (Page 1), as previously amended, by increasing the Price Limitation by \$991,880.00 from \$25,888,778.00 to \$26,880,658.00.
Contract Agreement Exhibit A; Section 1. Contract Scope and Deliverables	Modify the Deliverables Table 1.4 in Section 1, “Contract Scope and Deliverables” to include the new deliverables, milestones and activities related to NHUIS as follows:

Amendment #11	Ref. #	Activity, Deliverable and Milestone	Delivery Type	Projected Delivery Date
	48.	<p>Expand upon and complement the current RESEA technology enhancements project to create a comprehensive RESEA system/application that seamlessly integrates with the NH Unemployment Insurance Benefits System (NHUIS), to include:</p> <ul style="list-style-type: none"> (a) A contemporary and effective set of dashboards – one for managers and supervisors and the other for staff. (b) An accompanying staff workflow that includes alerts and reminders and incorporates standards and best practices to ensure that the time allotted to each 1 on 1 meeting/interview is effectively utilized in preparing for these interviews, in conducting them, in recording/documenting all important aspects of the meeting, and in facilitating timely follow-up of any resulting action items to increase accountability and effectiveness. (c) Auto-creation of RESEA-specific issues that may impact benefits based on the information recorded/entered by staff during the new workflow process. (d) Improved communication at different stages of delivering RESEA services aimed at enhancing outcomes, including: introductory letters when selected for the program; post-meeting letters explaining next steps; appointment notifications allowing for individual messaging based on the claimant’s situation; and targeted communication/alerts on specific weekly continued claims intake pages with access to external links such as the MRP, Job Referrals, etc. (e) Enhancements to the existing framework of self-scheduling business rules to improve attendance outcomes, including: incorporating flex scheduling for staff; allowing for specific session times to be marked as unavailable; facilitating case and/or session reassignments; incorporating business rules that allow staff and claimants the flexibility to switch in-person sessions to virtual sessions and vise-versa while accounting for why the switch was necessary; 	Software	6/30/2024

	<p>and limiting the number of times a claimant can reschedule an appointment.</p> <p>(f) A configurable smart selection process that is based on a combination of profiling scores and the number of RESEA interviewers across different Local Offices.</p> <p>(g) Better integration with the weekly claim filing process by: creating alerts to remind/require RESEA claimants to complete expected work search activities during any given week alert; auto-generating issues based on business rules such as job referrals and activities are not reflected in the weekly work search; incorporating options to auto terminate claimants from the RESEA program if they have not filed for 3 (a configurable number) consecutive weeks.</p> <p>(h) Single Sign On (SSO) for staff to seamlessly switch between the RESEA application/module and components of NHUIS (the main benefits system).</p>		
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**Exhibit B
Sections 1.1
& 1.3**

Amend the maximum fixed price referenced in Section 1.1 increasing by \$991,880.00 from \$25,888,778.00 to \$26,880,658.00.

Add the following to Table in Section 1.1 ("Firm Fixed Price") labeled 1.1.1:

MODIFICATIONS			
Ref. #	Activity, Deliverable, and Milestone	Price/Payment	Est. Due Date
48.	Expand upon the current RESEA technology enhancements project to create an RESEA system/application that seamlessly integrates with NHUIS and incorporates such features as dashboards for NHES managers and staff, workflow functions, auto-creation of issues, targeted communication with claimants, enhancement of self-scheduling business rules, a configurable smart selection process, improved integration of RESEA with the weekly claim filing process and a Single Sign On.	\$991,880.00	6/30/2024
TOTAL MODIFICATIONS		\$991,880.00	

Table 2 - Estimates for Program Development Figures

	Staff:	Project Mgt	Subject Matter Expert	Lead Batch & Release Mgt	Senior Devs - Batch	Devs - Batch	Senior Devs - Online	Devs - Online	Business Analyst /QA
RESEA Enhancements	Rate:	\$190.00	\$160.00	\$130.00	\$130.00	\$105.00	\$130.00	\$110.00	\$110.00
	Hours	540.00	0.00	280.00	0.00	336.00	2,424.00	2,936.00	1,632.00
	Cost	\$102,600.00	\$ 0.00	\$ 36,400.00	\$ 0.00	\$ 35,280.00	\$315,120.00	\$322,960.00	\$ 179,520.00
Grand Total	Hours	540.00	0.00	280.00	0.00	336.00	2,424.00	2,936.00	1,632.00
	Cost	\$102,600.00	\$ 0.00	\$ 36,400.00	\$ 0.00	\$ 35,280.00	\$315,120.00	\$322,960.00	\$ 179,520.00

Table 3 – Total Contract Price

Contract #2018-01	AMENDED TEXT
Exhibit B Section 2	Delete Section 2 (“Total Contract Price”) and replace with the following:
Total Contract Price	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 \$26,880,658.00 (“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 provided under this Contract.

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Table 4 – Contract History

CONTRACT AND AMENDMENT NUMBER	AMENDMENT TYPE	CONTRACT EXPIRATION DATE	G & C APPROVAL DATE	CONTRACT AMOUNT
2018-01	Original Contract	June 30, 2020	February 7, 2018 Item #24	\$3,320,000.00
2018-01-1	Amendment #1	June 30, 2020	February 6, 2019 Item #30	\$50,800.00
2018-01-2	Amendment #2	June 30, 2020	March 27, 2019 Item #29	\$200,000.00
2018-01-3	Amendment #3	June 30, 2022	April 8, 2020 Item #29	\$3,479,000.00
2018-01-4	Amendment #4	June 30, 2022	September 11, 2020 Item #K	\$3,560,300.00
2018-01-5	Amendment #5	June 30, 2022	January 22, 2021 Item #EE	\$1,927,850.00
2018-01-6	Amendment #6	June 30, 2022	July 14, 2021 Item #30	\$1,690,440.00
2018-01-7	Amendment #7	June 30, 2022	September 15, 2021 Item #40	\$257,000.00
2018-01-8	Amendment #8	June 30, 2024	June 15, 2022 Item # 81	\$7,785,280.00
2018-01-9	Amendment #9	June 30, 2024	Oct 4, 2022 Item # 19	\$1,393,750.00
2018-01-10	Amendment #10	June 30, 2024	April 12, 2023 Item #62	\$2,224,358.00
2018-01-11	Amendment #11	June 30, 2024		\$991,880.00
	CONTRACT TOTAL			\$26,880,658.00

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

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

Arvind Ranade

Arvind Ranade
SymbioSys Solutions, Inc.

Date: 11/03/2023

Corporate Signature Notarized:

STATE OF NEW HAMPSHIRE

COUNTY OF Merrimack

On this the 3 day of November, 2023, before me, Vikki Nolin, the undersigned Officer, Arvind Ranade personally appeared and acknowledged himself to be the Chief Operations Officer of SymbioSys Solutions, Inc., a corporation, and that he, as 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.

Vikki Nolin

Notary Public/Justice of the Peace

My Commission Expires:

(SEAL)

VIKKI J. NOLIN
Justice of the Peace - New Hampshire
My Commission Expires September 23, 2025

State of New Hampshire

George N. Copadis

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

Date: 11/6/23

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

Duncan A. Edgar

State of New Hampshire, Department of Justice

Date: November 7, 2023

Approved by the Governor and Executive Council

Date: _____

State of New Hampshire

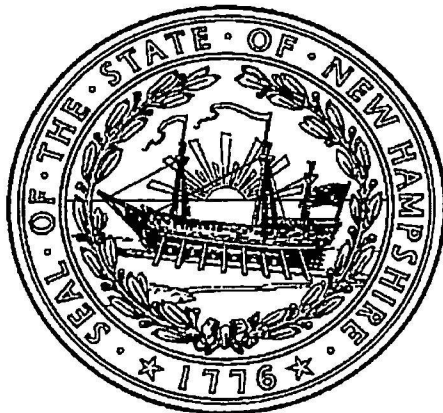
Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that SYMBIOSYS SOLUTIONS, INC. is a New Hampshire Profit Corporation registered to transact business in New Hampshire on October 08, 2002. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: **416652**

Certificate Number: **0006338060**



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 25th day of October A.D. 2023.

A handwritten signature in black ink, appearing to read "D. Scanlan", is written over a faint circular outline.

David M. Scanlan
Secretary of State

CERTIFICATE OF VOTE
(Corporation Without Seal)

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

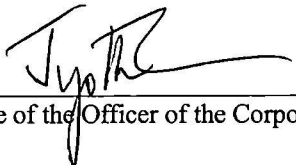
1. I am the duly elected Officer/President of SYMBIOSYS SOLUTIONS, INC.,
(Corporation Name)
2. The following are true copies of two resolutions duly adopted by the Board of Directors of the Corporation duly held on October 30, 2023:
(Date)


RESOLVED: That this Corporation enter into Amendment #11 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 #11 of NH NHUIS Maintenance, Support, and Modifications Contract 2018-01.

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 3rd day of November 2023.
4. ARVIND RANADE is the duly elected Chief Operating Officer
(Name of Contract Signatory) (Title of Contract Signatory)


(Signature of the Officer of the Corporation)

 11/3/2023

VIKKI J. NOLIN
Justice of the Peace - New Hampshire
My Commission Expires September 23, 2025



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

10/25/2023

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		CONTACT NAME: Peter Camello	
Foy Insurance Group - Nashua		PHONE (A/C, No, Ext): (603) 883-1587	FAX (A/C, No): (603) 883-0997
350 Main St		E-MAIL ADDRESS:	
Nashua NH 03060		INSURER(S) AFFORDING COVERAGE	
		NAIC #	
		INSURER A: Hartford Casualty Insurance Co 29424	
		INSURER B: Green Mountain Ins Co 20680	
		INSURER C: Hartford Underwriters Ins Co 30104	
		INSURER D: United States Liability Ins Co (USLI) 25895	
		INSURER E:	
		INSURER F:	
INSURED			
Symbiosys Solutions, Inc.			
46 S Main St			
Concord NH 03301			

COVERAGES

CERTIFICATE NUMBER: Master 2023/2024

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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> SS0008 GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			04SBAPK9402	11/1/2023	11/1/2024	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			20003448	12/11/2023	12/11/2024	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Uninsured motorist combined single \$ 1,000,000
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	Excluded Officers: Arvind Ranade, Jyothi Shanker 04WECKJ0881 3A State: NH	11/1/2023	11/1/2024	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 100,000 E.L. DISEASE - EA EMPLOYEE \$ 100,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
D	Employment Practices Liability Per Claim Retention: \$1,000			EPL2556696F	11/1/2023	11/1/2024	Limit 1,000,000

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

Operations usual & customary for Computer Programmer & Software Design. Any Person or Organization including Certificate Holder is additional insured if written signed contract, agreement, or permit to such exists prior to loss subject to form indicated above in General Liability section.

CERTIFICATE HOLDER

(603) 228-4080 karen.a.levchuk@nhes.nh.gov;
 New Hampshire Department of Employment Security
 Fiscal Management Section
 45 South Fruit Street
 Concord, NH 03301

CANCELLATION

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

Michael Foy/PBARB

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ADMINISTRATIVE OFFICE
 45 SOUTH FRUIT STREET
 CONCORD, NH 03301-4857



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GEORGE N. COPADIS, COMMISSIONER
 RICHARD J. LAVERS, DEPUTY COMMISSIONER

March 28, 2023

His Excellency, Governor Christopher T. Sununu
 And the Honorable Council
 State House
 Concord, NH 03301

G&C #62
 04/12/23

REQUESTED ACTION

Authorize New Hampshire Employment Security (NHES) to enter into a Contract Amendment with SymbioSys Solutions, Inc. (SymbioSys), (VC#170929) of Concord, NH, increasing the contract amount by \$2,224,358.00 from \$23,664,420.00 to \$25,888,778.00, with no change to the completion date, to implement needed modifications to the New Hampshire Unemployment Insurance System (NHUIS) to improve fraud investigation and overpayment recovery processes, and to revamp the Work Force Connect application, which serves as the gateway for claimants to register, login and receive authentication services related to accessing NHUIS and the Job Match System (JMS). The amendment will be effective upon Governor and Council approval through June 30, 2024. This contract amendment is paid with 100% Federal funds.

The original contract was approved by the Governor and Council on February 7, 2018 (Item #24) following a competitive bid process. There have been nine (9) amendments to the contract to provide for modifications, enhancements and continued maintenance of NHUIS. Amendments #1 through #9 were approved by Governor and Council on February 6, 2019 (Item #30), March 27, 2019 (Item #29), April 8, 2020 (Item #29), September 11, 2020 (Informational Item #K), January 22, 2021 (Informational Item #EE), July 14, 2021 (Item #30), September 15, 2021 (Item #40), June 15, 2022 (Item # 81), and October 4, 2022 (Item #19), respectively.

Federal funding is available in State FY 2023 forward contingent upon availability and continued appropriations as follows, with the authority to adjust between state fiscal years if justified and authorized by the Budget Office:

02-27-27-270010	DEPT OF EMPLOYMENT SECURITY	SFY 2024
10-02700-80400000-038-509038	Technology, Software	\$1,759,638
10-02700-80410000-038-509038	Technology, Software	\$464,720

EXPLANATION

NHES is requesting approval of Contract Amendment #10, which provides for the development and implementation of improvements to the Department's automated Benefit Payment System to enhance system capabilities in assisting staff with efficiently and effectively handling the fraud investigation process. As the Department learned during the pandemic with successfully

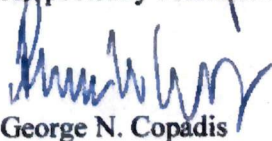
preventing payment in over 99.5% of cases filed by someone using a stolen identity, hard working and well trained people really make the difference. However, having a system capable of delivering timely, relevant, accurate and organized information allows staff to work a large volume of fraudulent claims without impacting the legitimate claim filing public. Amendment #10 also provides for enhancements to Collecticase, the Overpayments Recovery Case Management System, to improve current overpayment recovery functions and support strategies and implement data analytics to facilitate ongoing review of such processes.

The Amendment also provides for a rewrite of Work Force Connect software that allows claimants to register and access NHUIS and JMS. The purpose of the rewrite is to ensure that this gateway application integrates seamlessly with NHUIS and presents lower risk in term of its capability to perform optimally during peak loads and allow for efficient maintenance of the overall system.

In the event Federal funds become no longer available, General funds will not be requested to support this contract.

Attached is the approval letter from the Office of Information Technology (#DoIT 2018-049-H).

Respectfully submitted,



George N. Copadis
Commissioner

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

Denis Goulet
Commissioner

March 17, 2023

George N. Copadis, Commissioner
New Hampshire Employment Security
State of New Hampshire
45 S. Fruit Street
Concord, NH 03301

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., as described below and referenced as DoIT No. 2018-049J.

The purpose of this request is to provide technical enhancements aimed at improving the efficiencies and effectiveness of the NHUIS System.

The Total Price Limitation will increase by \$2,224,358 for a new Total Price Limitation of \$25,888,778, effective upon Governor and Council approval through the original end date of June 30, 2024.

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

Sincerely,

A handwritten signature in black ink that reads "Denis Goulet".

Denis Goulet

DG/jd
DoIT #2018-049J

cc: Bill Laycock, IT Manager

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF EMPLOYMENT SECURITY
NHUIS MAINTENANCE, SUPPORT AND MODIFICATIONS
CONTRACT 2018-01
CONTRACT AMENDMENT #10**

WHEREAS, pursuant to an Agreement approved by the Governor and Executive Council on February 7, 2018, Item #24, based upon RFP #2018-01 (hereinafter referred to as the "Agreement"), SymbioSys Solutions, Inc. (hereinafter referred to as "Vendor" or "SymbioSys") agreed to supply certain services relating to the maintenance, support and modification of the New Hampshire Unemployment Insurance System (NHUIS) based upon the terms and conditions specified in the Agreement and in consideration of the payment by the Department of Employment Security (hereinafter referred to as "the Department" or "NHES") of certain sums as specified therein;

WHEREAS, said Agreement was modified by Contract Amendment #1, dated January 2, 2019 and approved by Governor and Council on February 6, 2019 (Item #30), to provide modifications and improvements to certain reporting functions in NHUIS and to increase the amount of the contract by \$50,800.00, from \$3,320,000.00 to \$3,370,800.00;

WHEREAS, said Agreement was modified by Contract Amendment #2, dated March 6, 2019 and approved by Governor and Council on March 27, 2019 (Item #29), to provide enhancements and/or modifications necessary to support common registration and case management across the ES, UI and DW programs consistent with Workforce Innovation and Opportunity Act (WIOA) requirements for creation of a "common front door" for workforce agencies and systems in NHUIS, and to increase the amount of the contract by \$200,000.00, from \$3,370,800.00 to \$3,570,800.00;

WHEREAS, said Agreement was further modified by Contract Amendment #3, dated March 26, 2020 and approved by Governor and Council on April 8, 2020 (Item #29), to exercise the option to extend the contract term for a period of two years, from July 1, 2020 to June 30, 2022, to allow for continued maintenance and support of NHUIS by the Vendor and to increase the amount of the contract by \$3,479,000.00 from \$3,570,800.00 to \$7,049,800.00;

WHEREAS, on March 27, 2020, Congress enacted the CARES Act, creating new and expanded benefit programs in connection with the COVID-19 pandemic, including Federal Pandemic Unemployment Compensation (FPUC), Pandemic Unemployment Assistance (PUA) and Pandemic Emergency Unemployment Compensation (PEUC), and said Agreement was modified by Contract Amendment #4, dated August 13, 2020 and approved by the Governor on August 20, 2020 (G & C Informational Item # K, September 11, 2020), to allow the expedited development work for the implementation and payment of FPUC, PUA and PEUC benefits as described above, and to increase the amount of the contract by \$3,560,300.00 from \$7,049,800.00 to \$10,610,100.00;

WHEREAS, on August 8, 2020, the President authorized the Lost Wages Assistance (LWA) Program and directed FEMA to use Stafford Act Disaster Relief Funds to provide supplemental payments in the amount of \$300.00 per week for wages lost due to the pandemic. Said Agreement was modified by Contract Amendment #5, dated December 9, 2020 and approved by the Governor on December 14, 2020 (G & C Informational Item # EE, January 22, 2021), to allow the expedited development work for the implementation and payment of LWA benefits as described above, and to increase the amount of the contract by \$712,850.00 from \$10,610,100.00 to \$11,322,950.00;

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WHEREAS, on August 31, 2020, the US Department of Labor (USDOL) notified the States of new requirements to combat fraud in the benefit payment process and made funds available through the filing of Supplemental Budget Requests (SBRs) for such purpose. Said Agreement was also modified by Contract Amendment #5 to allow the expedited development work to strengthen fraud prevention and detection, and to increase the amount of the contract by \$1,215,000.00 from \$11,322,950.00 to \$12,537,950.00;

WHEREAS, on December 30, 2020, the USDOL notified States of the extension and modification of unemployment insurance and federal pandemic-related provisions pursuant to the Continued Assistance for Unemployed Workers Act (CAA), and the availability of additional funding to assist States with the implementation of these new requirements. NHES applied for and received additional SBR funds in the amount of \$650,000.00;

WHEREAS, on January 15, 2021, the USDOL notified States of additional funding available to further assist with the implementation of new requirements to combat fraud in the benefit payment process in order to safeguard program integrity. NHES applied for and received additional SBR funds in the amount of \$1,215,000.00, of which \$790,440.00 was allocated to this contract amendment;

WHEREAS, on May 18, 2021, Governor Sununu announced the Summer Stipend Program to provide bonus payments to formerly unemployed workers returning to work and retaining employment for at least eight (8) weeks and directed funds from the Coronavirus Aid, Relief and Economic Security (CARES) Act to be used for this purpose. NHES received authorization for \$250,000.00 in CARES Act funds to support the necessary system modifications;

WHEREAS, said Agreement was modified by Contract Amendment #6, dated June 28, 2021 and approved by the Governor & Council on July 14, 2021 (Item # 30), to allow for necessary development and implementation work in connection with the CAA program extensions, fraud prevention SBR and Summer Stipend program work, and increasing the amount of the contract by \$1,690,440.00 from \$12,537,950.00 to \$14,228,390.00;

WHEREAS, said Agreement was modified by Contract Amendment #7, dated August 18, 2021 and approved by the Governor & Council on September 15, 2021 (Item # 40), to allow for necessary enhancements to the programming for Reemployment Services and Eligibility Assessment (RESEA), including self-service scheduling and virtual participation in RESEA orientations, and increasing the amount of the contract by \$257,000.00 from \$14,228,390.00 to \$14,485,390.00;

WHEREAS, said Agreement was modified by Contract Amendment #8, dated May 31, 2022 and approved by the Governor & Council on June 15, 2022 (Item # 81), to: (a) extend the contract term for a period of two years; (b) implement a solution to allow claimants the opportunity to recertify their COVID certification responses as specified by USDOL for a cost of \$100,000.00 allocated by that agency; (c) implement solutions to further strengthen fraud detection and prevention efforts and the recovery of overpayments in the PUA and PEUC programs using additional funding from USDOL; and (d) implement new requirements to combat fraud, including Identity Verification and Overpayment Recovery activities in all Unemployment Compensation programs also utilizing additional funding provided by USDOL; increasing the amount of the contract by \$7,785, 280.00, from \$14,485,390.00 to \$22,270,670.00;

WHEREAS, said Agreement was modified by Contract Amendment #9, dated September 14, 2022 and approved by the Governor & Council on October 4, 2022 (Item # 19), to: (a) implement technical enhancements aimed at modernizing RESEA implementation within NHUIS; and (b) to take

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over maintenance and support of NHAacts for the remaining term of the NHUIS maintenance and support contract through June 30, 2024 to facilitate knowledge transfer of the NHAacts UI tax system to SymbioSys and to accelerate planning for development of a modernized tax system and alignment of the tax system with the UI benefit system;

WHEREAS, on July 22, 2022, the USDOL notified the States via Unemployment Insurance Program Letter (UIPL) 28-20, Change 4 of additional funding to assist with reporting, as well as overpayment detection and recovery activities, for the PUA, FPUC and PEUC pandemic programs. On October 31, 2022, NHES received approval for the use of \$1,759,638.00 towards making technical enhancements to NHUIS in the areas of fraud investigations and overpayment recoveries.

WHEREAS, the Department has requested and the Vendor desires to revamp the current Work Force Connect application, the gateway application for claimants to register, login and receive other authentication services related to accessing NHUIS and JMS (NHES's Job Match System), with a robust and maintainable application that seamlessly integrates with NHUIS and JMS for a total cost of \$464,720.00. In support of this undertaking, the Parties seek to amend the Agreement in keeping with the agreed upon terms.

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:

Table 1 – Modifications to Deliverables

Contract #2018-01	AMENDED TEXT			
Agreement (Form P-37) Section 1.8 Pricing	The Agreement is hereby amended as follows: Amend Section 1.8 of the P-37 Agreement (Page 1) as previously amended by increasing the Price Limitation from to \$23,664,420.00 to \$25,888,778.00.			
Contract Agreement Exhibit A; Section 1. Contract Scope and Deliverables	Modify the Deliverables Table 1.4 in Section 1, "Contract Scope and Deliverables" to include the new deliverables, milestones and activities related to NHUIS as follows:			
Amendment #10	Ref. #	Activity, Deliverable and Milestone	Delivery Type	Projected Delivery Date
	44.	Enhance efficiencies and effectiveness in the fraud investigation process: Build efficiency features into the Benefit Payment System to provide fraud investigators with easy access to all pertinent screens of the Benefit Payment system, organized by topic area, and allowing users to: (a) select applicable pages and/or benefit years and/or benefit	Software	6/30/2024

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	weeks and/or benefit payments for all programs; (b) notate information relating to a given page; (c) bookmark a page and (d) allow for selected pages and notations to be compiled and saved as PDF documents for use by BPC staff in investigations and as supporting case documentation for appeals hearings and for prosecution cases.		
45.	Enhance CollectiCase Overpayments Recovery Case Management system: Develop enhancements to CollectiCase (the Overpayments Recovery Case Management System) to improve current overpayment recovery functions and support strategies that increase both process efficiencies and program effectiveness, including for PUA, FPUC and PEUC program overpayments. Enhancements will include the implementation of: (a) improved and configurable case assignment rules/features; (b) an improved dashboard so that staff can more efficiently and intelligently organize and prioritize tasks; (c) improvement to system-based tracking of bankruptcy status within the case management system in order to continue to comply with bankruptcy rules for individuals with debts owed to NHES; (d) business rule changes relating to collections remedies such as Wage Garnishment and Liens; (e) a Document Upload feature to allow for the payment plan process to be fully incorporated within CollectiCase; (f) features for better visibility into the establishment and release of credit balances when repayments and offsets are reversed due to waivers and/or redeterminations; and (g) new user interface pages for authorized Collections staff to modify the configurations that: (i) drive task automation; and (ii) define the parameters/thresholds related to different collections remedies.	Software	6/30/2024
46.	Implement Data Analytic capabilities for Overpayment Recoveries: Implement data analytics related to Overpayment Recoveries that will complement enhancements to CollectiCase by facilitating an ongoing review of the agency's different collections remedies to identify areas for refinement and improvement. Data Analytics enhancements will support a review of the Collections Unit's performance and aid in sustaining it and/or improving it, as/when needed.	Software	6/30/2024
47.	Rewrite Work Force Connect: Re-write Work Force Connect to create a gateway application for	Software	11/30/2023

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	claimants to register and access NHUIS and JMS that presents lower risks in terms of scalability, capability and maintenance, streamlining the implementation to NHES's specific needs and to: a) perform optimally during peak loads; b) integrate seamlessly with NHUIS; and c) be more easily maintainable so that NHES can quickly incorporate enhancements and newer authentication techniques, as needed in the future due to unforeseen security threats.		
Exhibit B Sections 1.1 & 1.3	Amend the maximum fixed price referenced in Section 1.1 increasing by \$2,224,358.00 to \$25,888,778.00. Add the following to Table in Section 1.1 ("Firm Fixed Price") labeled 1.1.1:		
MODIFICATIONS			
Ref. #	Activity, Deliverable, and Milestone	Price/Payment	Est. Due Date
44.	Enhance efficiencies and effectiveness in the fraud investigation process <ul style="list-style-type: none"> • PUA \$306,672.00 • PEUC \$ 57,779.00 • FPUC \$273,509.00 	\$ 637,960.00	6/30/2024
45.	Enhance CollectiCase, Overpayments Recovery Case Management system <ul style="list-style-type: none"> • PUA \$317,435.00 • PEUC \$ 59,807.00 • FPUC \$283,108.00 	\$ 660,350.00	6/30/2024
46.	Implement Data Analytic capabilities for Overpayment Recoveries <ul style="list-style-type: none"> • PUA \$221,764.00 • PEUC \$ 41,781.00 • FPUC \$197,783.00 	\$ 461,328.00	6/30/2024
47.	Rewrite Work Force Connect	\$464,720.00	11/30/2023
TOTAL MODIFICATIONS		\$2,224,358.00	

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Table 2 - Estimates for Program Development Figures

	Staff:	Project Mgt	Subject Matter Expert	Lead Batch & Release Mgt	Senior Devs - Batch	Devs - Batch	Senior Devs - Online	Devs - Online	Business Analyst /OA
	Rate:	\$190.00	\$160.00	\$130.00	\$130.00	\$105.00	\$130.00	\$110.00	\$110.00
Enhance Investigations Process tools	Hours	568.00	296.00	328.00	304.00	408.00	1,064.00	1,940.00	624.00
	Cost	\$107,920.00	\$ 47,360.00	\$ 42,640.00	\$ 39,520.00	\$ 42,840.00	\$138,320.00	\$213,400.00	\$ 68,640.00
Enhance CollectCase	Hours	424.00		288.00	896.00	896.00	1,400.00	960.00	552.00
	Cost	\$ 80,560.00	\$	\$ 37,440.00	\$ 116,480.00	\$ 94,080.00	\$182,000.00	\$105,600.00	\$60,720.00
Data Analytics for O/P Recs.	Hours	576.00	336.00	168.00	512.00	488.00	928.00	440.00	160.00
	Cost	\$109,440.00	\$ 53,760.00	\$ 21,840.00	\$ 66,560.00	\$ 51,240.00	\$120,640.00	\$ 48,400.00	\$ 17,600.00
Rewrite Work Force Connect	Hours	324.00	112.00	12.00			1,936.00	840.00	360.00
	Cost	\$ 61,560.00	\$ 17,920.00	\$ 1,560.00	\$ -	\$ -	\$251,680.00	\$92,400.00	\$39,600.00
Grand Total	Hours	1,892.00	744.00	796.00	1,712.00	1,792.00	5,328.00	4,180.00	1,696.00
	Cost	\$359,480.00	\$119,040.00	\$103,480.00	\$222,560.00	\$188,160.00	\$692,640.00	\$459,800.00	\$186,560.00

Table 3 - Total Contract Price

Contract #2018-01	AMENDED TEXT
Exhibit B Section 2	Delete Section 2 ("Total Contract Price") and replace with the following:
Total Contract Price	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 \$25,888,778.00 ("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 provided under this Contract.

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Table 4 – Contract History


CONTRACT AND AMENDMENT NUMBER	AMENDMENT TYPE	CONTRACT EXPIRATION DATE	G & C APPROVAL DATE	CONTRACT AMOUNT
2018-01	Original Contract	June 30, 2020	February 7, 2018 Item #24	\$3,320,000.00
2018-01-1	Amendment #1	June 30, 2020	February 6, 2019 Item #30	\$50,800.00
2018-01-2	Amendment #2	June 30, 2020	March 27, 2019 Item #29	\$200,000.00
2018-01-3	Amendment #3	June 30, 2022	April 8, 2020 Item #29	\$3,479,000.00
2018-01-4	Amendment #4	June 30, 2022	September 11, 2020 Item #K	\$3,560,300.00
2018-01-5	Amendment #5	June 30, 2022	January 22, 2021 Item #EE	\$1,927,850.00
2018-01-6	Amendment #6	June 30, 2022	July 14, 2021 Item #30	\$1,690,440.00
2018-01-7	Amendment #7	June 30, 2022	September 15, 2021 Item #40	\$257,000.00
2018-01-8	Amendment #8	June 30, 2024	June 15, 2022 Item # 81	\$7,785,280.00
2018-01-9	Amendment #9	June 30, 2024	Oct 4, 2022 Item # 19	\$1,393,750.00
2018-01-10	Amendment #10	June 30, 2024	TBD	\$2,224,358.00
	CONTRACT TOTAL			\$25,888,778.00

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

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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: 03/18/2023

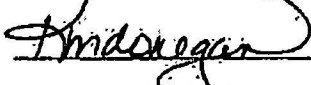
Corporate Signature Notarized:

STATE OF NEW HAMPSHIRE

COUNTY OF Hillsborough

On this the 18th day of March, 2023, before me, Arvind Ranade, the undersigned Officer, Arvind Ranade personally appeared and acknowledged himself to be the Chief Operations Officer of SymbioSys Solutions, Inc., a corporation, and that he, as 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: 8/17/2027

(SEAL)

KELLY MARIE DONEGAN
Notary Public, State of New Hampshire
My Commission Expires Aug. 17, 2027

State of New Hampshire


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

Date: 3/20/23

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

1st Stacie M. Mason
State of New Hampshire, Department of Justice

Date: March 28, 2023

Approved by the Governor and Executive Council

Date: _____

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Initials



GEORGE N. COPADIS, COMMISSIONER

RICHARD J. LAVERS, DEPUTY COMMISSIONER

September 15, 2022

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His Excellency, Governor Christopher T. Sununu
And the Honorable Council
State House
Concord, NH 03301

G&C #19
10/04/22

REQUESTED ACTION

Authorize New Hampshire Employment Security (NHES) to enter into a Contract Amendment with SymbioSys Solutions, Inc. (SymbioSys), Concord, NH, increasing the contract amount by \$1,393,750.00 from \$22,270,670.00 to \$23,664,420.00, to implement needed modifications to the New Hampshire Unemployment Insurance System (NHUIS) to improve RESEA programming, and to task SymbioSys with taking over maintenance of the New Hampshire Accounting Contribution Tax System (NHACTS) during its remaining contract term and help NHES plan for development of a modernized unemployment tax system that is compatible with the automated claims system. The amendment will be effective upon Governor and Council approval through June 30, 2024. This contract amendment is paid with 100% Federal funds.

The original contract was approved by the Governor and Council on February 7, 2018 (Item #24) following a competitive bid process. There have been eight (8) amendments to the contract to provide for modifications, enhancements and continued maintenance of NHUIS. Amendments #1 through #8 were approved by Governor and Council on February 6, 2019 (Item #30), March 27, 2019 (Item #29), April 8, 2020 (Item #29), September 11, 2020 (Informational Item #K), January 22, 2021 (Informational Item #EE), July 14, 2021 (Item #30), September 15, 2021 (Item #40), and June 15, 2022 (Item # 81) respectively.

Funding is available in state fiscal year (SFY) 2023 and is anticipated to be available in SFY 2024 as follows, contingent upon availability and continued appropriation of funds in the future operating budget, with the authority to adjust between years if justified and authorized by the Budget Office:

02-27-27-270010	DEPT OF EMPLOYMENT SECURITY	SFY 2023	SFY 2024
10-02700-80400000-038-509038	Technology, Software		\$650,000.00
10-02700-80410000-038-509038	Technology, Software	\$318,750.00	\$425,000.00

EXPLANATION

NHES is requesting approval of Contract Amendment #9, which provides for the development and implementation of improvements to the Department's automated Unemployment Insurance System (NHUIS) technology serving the Reemployment Services and Eligibility Assessment

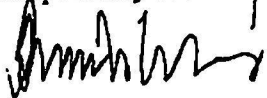
(RESEA) program. This will entail streamlining of processes by which orientations are scheduled for claimants, including providing better resources for NHES staff to view appointments and address scheduling mistakes and/or evasions by claimants. The new program resources will also allow for the creation of reports with performance metrics to allow supervisors to identify and address issues such as a claimant's failure to report for services.

The Department is responsible for collecting and accounting for employer payments of Unemployment Compensation taxes and currently uses a system known as the New Hampshire Accounting Contribution Tax System. NHACTS has been used by the Department since 1999 and was slated for modernization prior to the pandemic. As part of any modernization effort with NHACTS, and in order to optimize convenience for the end user employer, the tax system also needs to be integrated with NHUIS, the claims system, to permit better alignment and consistency for data management, correspondence and reporting, and to improve overall customer service. Given these needs, at the Department's request, SymbioSys has agreed to take over maintenance and support of NHACTS for the remaining term of the NHUIS maintenance and support contract through June 30, 2024 to facilitate knowledge transfer of the NHACTS system and to accelerate planning for development of a modernized UI tax system which is integrated and aligns with the UI benefit system.

In the event Federal funds become no longer available, General funds will not be requested to support this contract.

Attached is the approval letter from the Office of Information Technology (#DoIT 2018-049-I).

Respectfully submitted,



George N. Copadis
Commissioner

Attachments



ADMINISTRATIVE OFFICE
 45 SOUTH FRUIT STREET
 CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER
 RICHARD J. LAVERS, DEPUTY COMMISSIONER

June 2, 2022

His Excellency, Governor Christopher T. Sununu
 And the Honorable Council
 State House
 Concord, NH 03301

G&C #81
 06/15/22

REQUESTED ACTION

Authorize New Hampshire Employment Security (NHES) to enter into a Contract Amendment with SymbioSys Solutions, Inc., Concord, NH, increasing the contract amount by \$7,785,280.00 from \$14,485,390.00 to \$22,270,670.00, to develop and implement necessary system modifications; to further strengthen fraud detection and prevention as well as recovery efforts; and to provide a final two-year maintenance and support extension with a necessary cost increase to accommodate the significant enhancements made to the system throughout the pandemic by extending the end date from June 30, 2022 to June 30, 2024, effective upon Governor and Council approval. This contract amendment is paid with 100% Federal funds.

The original contract was approved by the Governor and Council on February 7, 2018 (Item #24) following a competitive bid process. There have been seven (7) amendments to the contract to provide modifications, improvements and continued maintenance of the Unemployment Insurance benefit system. Amendments #1 through #7 were approved by Governor and Council on February 6, 2019 (Item #30), March 27, 2019 (Item #29), April 8, 2020 (Item #29), September 11, 2020 (Informational Item #K), January 22, 2021 (Informational Item #EE), July 14, 2021 (Item #30), and September 15, 2021 (Item #40), respectively.

Federal funding is available in State FY 2023 forward contingent upon availability and continued appropriations as follows, with the authority to adjust between state fiscal years if justified and authorized by the Budget Office:

02-27-27-270010	DEPT OF EMPLOYMENT SECURITY	SFY 2023	SFY 2024
10-02700-80400000-038-509038	Technology, Software	\$2,465,280.00	
10-02700-80410000-038-509038	Technology, Software	\$2,660,000.00	\$2,660,000.00

EXPLANATION

NHES is requesting approval of Contract Amendment #8 for the development and implementation of necessary modifications to the New Hampshire Unemployment Insurance System (NHUIS), to further strengthen fraud detection and prevention as well as recovery

efforts, and to authorize the final two-year maintenance and support extension with a necessary cost increase to accommodate the significant enhancements made to NHUIS throughout the pandemic.

The benefit system which SymbioSys has been responsible for maintaining, updating and enhancing since 2011 was greatly expanded during the pandemic in order to be able to accommodate and support the benefit programs that provided financial assistance to 175,000 workers here in the Granite State. As these expanded programs needed to be designed in a fashion that allowed them to be used during the pandemic as well as at any time in the future, this increases the on-going maintenance related responsibilities for the system. Therefore, this amendment includes additional maintenance related costs as the vendor will be assigning additional resources to accomplish these tasks during the two-year extension period. While system enhancements both before the pandemic and during the pandemic are paid for by one-time federal grants, the size and number of these enhancements has collectively created the need for additional support for maintenance and day to day functionality going forward. This was inevitable due to the need to grow the system and increase its capabilities, but the pandemic accelerated the timing of this need. Rather than additional resources and associated costs being needed in the next contract period, these resources are needed in the final extension term included in this amendment.

In addition to the increased maintenance related responsibilities associated with the pandemic era programs, the benefit system has also been required to be more heavily fortified against identity theft related fraud. The systems in place during the pandemic that were so successful at preventing payment to criminals using stolen identities were dependent upon a combination of manual processes. While New Hampshire was perhaps the most effective state in the country at detecting identity theft related fraud prior to payment, having blocked 99.5% of attempts, such prevention measures understandably need to shift away from manual dependencies and be developed into automated processes incorporated into the benefit system. Fortunately, there are once again resources available from the US Department of Labor for the development costs associated with these integrity related enhancements. However, these processes require additional vendor resources for on-going maintenance moving forward. As the fraud being targeted at the unemployment system from domestic and foreign criminal organizations continues to evolve and become more and more sophisticated, so must be the manner in which we respond. System-based approaches that allow agency staff to work smarter will provide the best defense for the employer funded UI trust fund and SymbioSys will play a critical role in making this possible.

Furthermore, SymbioSys has also taken on additional responsibility for the process of authenticating and credentialing system users. Just prior to the pandemic, the Department launched a new single-sign-on system developed by a different vendor. That authentication solution encountered difficulties with the volume of users we experienced during the pandemic. At the height of the pandemic when unemployment claim filing was at its peak, SymbioSys agreed to take on maintenance responsibility for the single-sign-on solution, as they recognized the problems it was causing for the public and their ability to enter the system. Going forward, the Department needs to formalize these maintenance responsibilities into the contract as well.

Along with all of the increased scope and complexity detailed above, SymbioSys has also enhanced customer service capabilities as they relate to reemployment programs by converting individual and group reemployment sessions to being capable of switching from virtual to in person delivery. Time and time again SymbioSys has created solutions to improve the customer experience, such as the ability to upload documentation right into the system for verifying identity and determining eligibility.

In the event Federal funds become no longer available, General funds will not be requested to support this contract.

Attached is the approval letter from the Office of Information Technology (#DoIT 2018-049-H).

Respectfully submitted,

A handwritten signature in black ink, appearing to read "George N. Copadis", written over a horizontal line.

George N. Copadis
Commissioner

Attachments



AUG19'21 PM 2:32 RCVD

ADMINISTRATIVE OFFICE
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857



40

GEORGE N. COPADIS, COMMISSIONER
RICHARD J. LAVERS, DEPUTY COMMISSIONER

G&C #40
09/15/21

August 18, 2021

His Excellency, Governor Christopher T. Sununu
And the Honorable Council
State House
Concord, NH 03301

REQUESTED ACTION

Authorize New Hampshire Employment Security (NHES) to enter into a retroactive Contract Amendment with SymbioSys Solutions, Inc., Concord, NH, increasing the contract amount by \$257,000.00 from \$14,228,390.00 to \$14,485,390.00, to develop and implement necessary system modifications to enable enhancements to allow for virtual participation in Reemployment Services and Eligibility Assessment (RESEA) orientations, additional follow up meetings and to enable self-service scheduling, effective upon Governor and Council approval. The original contract end date of June 30, 2022 has not been changed by this amendment. This contract amendment is paid with 100% Federal funds.

The original contract was approved by the Governor and Council on February 7, 2018 (Item #24) following a competitive bid process. There have been six amendments to the contract to provide modifications, improvements and continued maintenance of the Unemployment Insurance benefit system. Amendments #1 through #6 were approved by Governor and Council on February 6, 2019 (Item #30), March 27, 2019 (Item #29), April 8, 2020 (Item #29), September 11, 2020 (Informational Item #K), January 22, 2021 (Informational Item #EE), and July 14, 2021 (Item #30), respectively.

Federal funding is available in State FY 2022 forward contingent upon availability and continued appropriations as follows:

02-27-27-270010-8040	DEPT OF EMPLOYMENT SECURITY	<u>SFY 2022</u>
10-02700-80400000-038-509038	Technology, Software	\$257,000.00

EXPLANATION

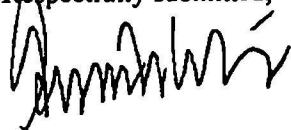
NHES is requesting approval of retroactive Contract Amendment #7 for development and implementation of necessary modifications to the New Hampshire Unemployment Insurance System (NHUIS) to enable virtual meeting capacity for RESEA programs, including orientation and follow up meetings, and to provide self-service scheduling capacity. NHES requested to use a portion of its annual RESEA grant funding in the amount of \$257,000.00 to make these changes. The changes were necessary to allow the RESEA program work to go forward and provide appropriate services to job seekers while NHES Local Offices were still in the initial stages of

reopening. Although the contract expiration date is June 30, 2022, the grant funding for this work will lapse on September 30, 2021.

In the event Federal funds become no longer available, General funds will not be requested to support this contract.

Attached is the approval letter from the Office of Information Technology (#DoIT 2018-049G).

Respectfully submitted,

A handwritten signature in black ink, appearing to read "George N. Copadis", written over a horizontal line.

George N. Copadis
Commissioner

Attachments

30 JL



ADMINISTRATIVE OFFICE
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER
RICHARD J. LAVERS, DEPUTY COMMISSIONER

G&C #30
07/14/21

June 28, 2021

His Excellency, Governor Christopher T. Sununu
And the Honorable Council
State House
Concord, NH 03301

REQUESTED ACTION

Authorize New Hampshire Employment Security (NHES) to enter into a retroactive Contract Amendment with SymbioSys Solutions, Inc., Concord, NH, increasing the contract amount by \$1,690,440 from \$12,537,950 to \$14,228,390 to develop and implement necessary system modifications to enable payments under the Continued Assistance for Unemployed Workers Act (CAA), to further strengthen fraud prevention/detection in the Pandemic Unemployment Assistance and Pandemic Emergency Unemployment Compensation benefit payment processes under the Coronavirus Aid, Relief, and Economic Security Act of 2020, and to enable payments for the Summer Stipend Program effective upon Governor and Council approval for the period January 2, 2021 through June 30, 2022. 100% Federal funds.

The original contract was approved by the Governor and Council on February 7, 2018 (Item #24) following a competitive bid process. There have been five amendments to the contract to provide modifications, improvements and continued maintenance of the unemployment benefit system functionality. Amendments #1 through #5 were approved by Governor and Council on February 6, 2019 (Item #30); March 27, 2019 (Item #29), April 8, 2020 (Item #29), September 11, 2020 (Informational Item #K), and on January 22, 2021 (Informational Item #EE), respectively.

Federal funding is available in State FY 2022 as follows:

02-27-27-270010-8040	DEPT OF EMPLOYMENT SECURITY	<u>SFY 2022</u>
10-02700-80400000-038-509038	Technology, Software	\$1,690,440

EXPLANATION

NHES is requesting approval of the attached retroactive Contract Amendment #6 for development and implementation of necessary modifications to the New Hampshire Unemployment Insurance System (NHUIS) in order to enable payments under the Continued Assistance for Unemployed

Workers Act (CAA), to further strengthen fraud prevention/detection in the Pandemic Unemployment Assistance and Pandemic Emergency Unemployment Compensation programs under the Coronavirus Aid, Relief, and Economic Security (CARES) Act of 2020, and to enable payments for the Summer Stipend Program.

Due to the last minute nature of federal program extensions throughout the pandemic and the need to make system modifications and enhancements immediately in order to avoid delays in being able to pay unemployment benefits, the work involved with a portion of this request was required to be started and completed immediately. These necessary system modifications were completed in January 2021 with additional federal funds not being released to states until late March 2021.

Regarding the portion of this request dealing with additional federal funding made available to every state workforce agency to further assist with future proofing state payment systems in order to prevent and detect fraud and identity theft, USDOL-ETA offered this additional funding in the form of a supplemental budget request. NHES submitted the necessary applications and was approved for the supplemental funding. The approved system modifications were initiated in April 1, 2021 and are anticipated to be completed by October 1, 2021.

Lastly, additional CARES funds were made available to support the necessary system modifications to make payments under the state's Summer Stipend Program. The Summer Stipend Program provides payments to formerly unemployed workers returning to work and retaining employment for at least eight weeks. The necessary system modifications were initiated upon the announcement of the program on May 19, 2021 and are anticipated to be completed by July 22, 2021.

In the event Federal funds become no longer available, General funds will not be requested to support this contract.

Attached is the approval letter from the Office of Information Technology (#DoIT 2018-049F).

Respectfully submitted,



George N. Copadis
Commissioner

Attachments



DEC 29 '20 AM 10:13 RCUD
ADMINISTRATIVE OFFICE
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER
RICHARD J. LAVERS, DEPUTY COMMISSIONER

G&C II #EE
01/22/21

December 22, 2020

His Excellency, Governor Christopher T. Sununu
And the Honorable Council
State House
Concord, NH 03301

INFORMATIONAL ITEM

Pursuant to RSA 4:45, RSA 21-P:43, and Executive Order 2020-04 as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, 2020-14, 2020-15, 2020-16, 2020-17, 2020-18, 2020-20, 2020-21, 2020-23 and 2020-24, and suspension of Manual of Procedures 150, V, A, 3 requirement, Governor Sununu has authorized New Hampshire Employment Security (NHES) to enter into a retroactive Contract Amendment with SymbioSys Solutions, Inc., Concord, NH, increasing the contract amount by \$1,927,850 from \$10,610,100 to \$12,537,950 to develop and implement necessary system modifications to enable payments under the President's Lost Wages Assistance Program and to strengthen fraud prevention/detection in the Pandemic Unemployment Assistance and Pandemic Emergency Unemployment Compensation programs' benefit payment processes authorized under the Coronavirus Aid, Relief, and Economic Security (CARES) Act of 2020. This contract is paid with 100% Federal funds.

The original contract was approved by the Governor and Council on February 7, 2018 (Item #24) following a competitive bid process. There have been four previous amendments to the contract to provide modifications, improvements and continued maintenance of the unemployment benefit system functionality. Amendments #1, #2, #3 and #4 were approved by Governor and Council on February 6, 2019 (Item #30), on March 27, 2019 (Item #29), on April 8, 2020 (Item #29), and on September 11, 2020 (Item #K), respectively.

Federal funding is available in State FY 2021 forward contingent upon availability and continued appropriations as follows, with the ability to adjust encumbrances between State Fiscal Years through the Budget Office, if needed and justified:

02-27-27-270010-8040	DEPT OF EMPLOYMENT SECURITY	<u>SFY 2021</u>
10-02700-80400000-038-509038	Technology, Software	\$1,927,850

EXPLANATION

The attached retroactive Contract Amendment #5 is for the development and implementation of necessary modifications to the New Hampshire Unemployment Insurance System (NHUIS) in order to enable payments under the President's Lost Wages Assistance Program and to strengthen fraud prevention/detection of benefit payment processes for the Pandemic Unemployment Assistance (PUA) and Pandemic Emergency Unemployment Compensation (PEUC) programs authorized under the Coronavirus Aid, Relief, and Economic Security (CARES) Act of 2020.

NHUIS is the automated system through which an individual files for unemployment benefits; employers respond to requests for information necessary to determine eligibility for benefits; and NHES staff process and manage the accounts for benefit claims, payments and overpayments. The system is critical to the delivery of much needed benefits to claimants.

The Lost Wages Assistance (LWA) Program was authorized by Presidential Memorandum issued on August 8, 2020 under the Other Needs Assistance Program for Major Disaster Declarations Related to Coronavirus Disease 2019. The LWA Program provided for a temporary supplemental federally funded weekly benefit payment of \$300 to eligible individuals.

Additional federal funds were made available from the United States Department of Homeland Security – Federal Emergency Management Agency (USDHS - FEMA) to cover the cost of system enhancements necessary to make these weekly benefit payments.

The United States Department of Labor – Employment and Training Administration (USDOL-ETA) made additional federal funding available to every state workforce agency to assist with efforts to prevent and detect fraud and identity theft and to recover fraud overpayments associated with the new PUA and PEUC programs. USDOL-ETA offered the additional funding in the form of a supplemental budget request. NHES submitted the necessary applications and was approved for the supplemental funding to support the system modifications necessary to further enhance NHUIS.

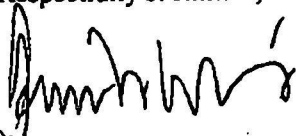
The supplemental funds authorized provide for the expansion and improvement of existing integrity functions currently utilized by NHES. New Hampshire has been quite successful with the prevention of pandemic related fraud, particularly identity theft related fraud. These funds will allow NHES to build many of the lessons learned thus far during the pandemic into the benefit system thus making the detection process less manually intensive. InvestiCase, the fraud prevention and detection module within NHUIS, will be further enhanced to provide staff with additional tools to better track, detect, and prevent fraud in both the PUA and PEUC programs. PUA claim-specific screens will also be added to NHUIS to assist with necessary and new data collection for self-employed individuals. Additionally, NHES will be able to coordinate with and participate in the Integrity Data Hub (IDH) operated at no cost to states by the National Association of State Workforce Agencies on behalf of

the USDOL-ETA. IDH is a secure, robust, coordinated platform that allows states to work together to detect and prevent unemployment fraud.

In the event Federal funds become no longer available, General funds will not be requested to support this contract.

Attached is the approval letter from the Office of Information Technology (#DoIT 2018-049E).

Respectfully submitted,



George N. Copadis
Commissioner

Attachments



AUG 25 '20 PM 2:06 DAS
ADMINISTRATIVE OFFICE
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER
RICHARD J. LAVERS, DEPUTY COMMISSIONER

G&C II #K
09/11/20

August 25, 2020

His Excellency, Governor Christopher T. Sununu
And the Honorable Council
State House
Concord, NH 03301

INFORMATIONAL ITEM

Pursuant to RSA 4:45, RSA 21-P:43, and Executive Order 2020-04 as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, 2020-14, 2020-15, and 2020-16, and suspension of Manual of Procedures 150, V, A, 3 requirement, Governor Sununu has authorized New Hampshire Employment Security (NHES) to enter into a retroactive Contract Amendment with SymbioSys Solutions, Inc., Concord, NH, increasing the contract amount by \$3,560,300 from \$7,049,800 to \$10,610,100 to develop and implement necessary system modifications to enable the payment of three new federal benefit programs authorized under the Coronavirus Aid, Relief, and Economic Security (CARES) Act of 2020. This contract is paid with 100% Federal funds.

The original contract was approved by the Governor and Council on February 7, 2018 (Item #24) following a competitive bid process. There have been three previous amendments to the contract to provide modifications, improvements and continued maintenance of NHUIS functionality. Amendments #1, #2 and #3 were approved by Governor and Council on February 6, 2019 (Item #30), on March 27, 2019 (Item #29), and on April 8, 2020 (Item #29), respectively.

Federal funding is available in State FY 2021 forward contingent upon availability and continued appropriations as follows, with the ability to adjust encumbrances between State Fiscal Years through the Budget Office, if needed and justified:

02-27-27-270010-8040	DEPT OF EMPLOYMENT SECURITY	<u>SFY 2021</u>
10-02700-80400000-038-509038	Technology, Software	\$3,560,300

EXPLANATION

The attached retroactive Contract Amendment #4 is for the development and implementation of necessary modifications to the New Hampshire Unemployment Insurance System (NHUIS) in order to enable payment of the three new federal benefit programs authorized under the CARES Act of 2020. Due to the speed and significance with which the COVID-19 pandemic impacted the NH workforce, NHES was not able to request approval in advance.

NHUIS is the automated system through which an individual files for unemployment benefits; employers respond to requests for information necessary to determine eligibility for benefits; and NHES staff

process and manage the accounts for benefit claims, payments and overpayments. The system is critical to the delivery of much needed benefits to claimants.

Section 2104 of the CARES Act of 2020 provides for a temporary emergency increase in unemployment compensation (UC) benefits, referred to as the Federal Pandemic Unemployment Compensation (FPUC) program. This program provides an eligible individual with \$600 per week in addition to the weekly benefit amount he or she receives from certain other UC programs. The additional \$600 payments to eligible individuals each week is 100% federally funded.

Section 2102 of the CARES Act of 2020 provides for additional unemployment assistance to those individuals not eligible under the state UC program. This program is referred to as the Pandemic Unemployment Assistance (PUA) program and provides an individual not eligible for UC with a minimum of \$168 and a maximum of \$427 weekly benefit amount. The PUA program is 100% federally funded.

Section 2107 of the CARES Act of 2020 provides an additional 13 weeks of unemployment benefits to those eligible individuals who may exhaust their state UC or PUA program benefits. This program is referred to as the Pandemic Emergency Unemployment Compensation (PEUC) program and provides an individual who has exhausted all other benefits with an additional 13 weeks of benefits. The PEUC program is 100% federally funded.

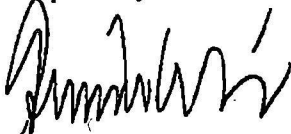
USDOL-ETA made additional federal funding available to state workforce agencies for the implementation of these new programs. USDOL-ETA offered the additional funding in the form of supplemental budget requests. NHES submitted the necessary applications and was approved for the supplemental funding to support the system modifications necessary to administer the new programs. USDOL-ETA recognized that due to unprecedented claim volumes resulting from COVID-19 states would submit requests for funding after-the-fact.

These system modifications have already been undertaken with respect to FPUC, PUA and PEUC.

In the event Federal funds become no longer available, General funds will not be requested to support this contract.

Attached is the approval letter from the Office of Information Technology (#DoIT 2018-049D).

Respectfully submitted,



George N. Copadis
Commissioner

Attachments



ADMINISTRATIVE OFFICE
 45 SOUTH FRUIT STREET
 CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER
 RICHARD J. LAVERS, DEPUTY COMMISSIONER

G&C #29
 04/08/20

March 26, 2020

His Excellency, Governor Christopher T. Sununu
 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., Concord, NH, increasing the contract amount by \$3,479,000 from \$3,570,800 to \$7,049,800 as anticipated by the original contract, to provide continued maintenance and support for the New Hampshire Unemployment Insurance System (NHUIS) for a two-year period, from July 1, 2020 through June 30, 2022. This contract is paid with 100% Federal funds.

The original contract was approved by the Governor and Council on February 7, 2018 (Item #24) following a competitive bid process. There have been two previous amendments to the contract to provide modifications and improvements to NHUIS functionality. Amendments #1 and #2 were approved by Governor and Council on February 6, 2019 (Item #30) and on March 27, 2019 (Item #29), respectively.

Federal funding is available in State FY 2021 forward contingent upon availability and continued appropriations as follows, with the ability to adjust encumbrances between State Fiscal Years through the Budget Office, if needed and justified:

		<u>SFY 2021</u>	<u>SFY 2022</u>
02-27-27-270010-8040	DEPT OF EMPLOYMENT SECURITY		
10-02700-80400000-038-509038	Technology, Software	\$1,739,500	\$1,739,500

EXPLANATION

NHUIS is the automated system through which an individual files for unemployment benefits; employers respond to requests for information necessary to determine eligibility for benefits; and NHES staff process and manage the accounts for benefit claims, payments and overpayments. The system is critical to the delivery of much needed benefits to claimants. In light of the current crisis and its impact on employment here in New Hampshire, assuring the continuation of maintenance and support of the benefit system is of paramount importance.

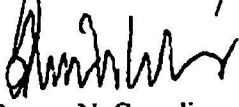
NHES is requesting approval of the attached Contract Amendment #3 for a two-year extension of the existing contract with SymbioSys Solutions, Inc. for continued maintenance and support of the New Hampshire Unemployment Insurance System (NHUIS). The level of support that SymbioSys provides the Department, by far and away surpasses that which is experienced by any other state workforce agency across the country. The current contract allows for 2 two-year extensions at

previously negotiated and approved rates subject to review and approval by the Governor and Executive Council. This is the first such extension.

In the event Federal funds become no longer available, General funds will not be requested to support this contract.

Attached is the approval letter from the Office of Information Technology (#DoIT 2018-049C).

Respectfully submitted,



George N. Copadis
Commissioner

Attachments
GNC/knl



ADMINISTRATIVE OFFICE
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER
RICHARD J. LAVERS, DEPUTY COMMISSIONER

#29
3/27/19

March 7, 2019

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, NH 03301

G&C #29
03/27/19

REQUESTED ACTION

To authorize New Hampshire Employment Security (NHES) to enter into a contract amendment with SymbioSys Solutions, Inc., Concord, NH, increasing the contract amount by \$200,000 from \$3,370,800 to \$3,570,800 to provide New Hampshire Unemployment Insurance System (NHUIS) modifications from the date of Governor and Council approval through September 30, 2019. 100% Federal funds.

The original competitively bid contract was approved by the Governor and Council on February 7, 2018 as agenda item #24 and Amendment #1 was approved as agenda item #30 on February 6, 2019.

Federal funding is available in State FY 2019 forward contingent upon availability and continued appropriations as follows, with the ability to adjust encumbrances between State Fiscal Years through the Budget Office, if needed and justified:

02-27-27-270010-8040	DEPT OF EMPLOYMENT SECURITY	<u>SFY 2019</u>
10-02700-80400000-038-509038	Technology, Software	\$200,000

EXPLANATION

NHES is requesting approval of the attached contract amendment for New Hampshire Unemployment Insurance System (NHUIS) modifications. This contract amendment provides for the system modifications necessary in conjunction with the agreement approved by Governor and Council on November 14, 2018 for implementation of the Common Portal solution utilizing the Workforce Connect software suite. NHES seeks to add \$200,000 for SymbioSys to implement crosswalks and enhancements necessary to support common registration and case management across Employment Services (ES), Unemployment Insurance (UI), and Dislocated Worker (DW) programs consistent with Workforce Innovation and Opportunity Act (WIOA) requirements for a "common front door" for workforce agencies and systems.

NHUIS is the system through which an individual files for unemployment benefits; employers respond to requests for information necessary to determine eligibility for benefits; and NHES staff process and manage the accounts for benefit claims, payments and overpayments.

In the event Federal funds become no longer available, General funds will not be requested to support this contract.

Attached is the approval letter from the Office of Information Technology (#DoIT 2018-049B).

Respectfully submitted,

George N. Copadis
Commissioner

Attachments
GNC/jdr



ADMINISTRATIVE OFFICE
45 SOUTH FRUIT STREET
CONCORD, NH 03301-4857



GEORGE N. COPADIS, COMMISSIONER
RICHARD J. LAVERS, DEPUTY COMMISSIONER

January 23, 2019

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, NH 03301

G&C #30
02/06/19

REQUESTED ACTION

To authorize New Hampshire Employment Security (NHES) to enter into a contract amendment with SymbioSys Solutions, Inc., Concord, NH, increasing the contract amount by \$50,800 from \$3,320,000 to \$3,370,800 to provide New Hampshire Unemployment Insurance System (NHUIS) modifications from the date of Governor and Council approval through March 31, 2019. 100% Federal funds.

The original competitively bid contract was approved by the Governor and Council on February 7, 2018 as agenda item #24.

Federal funding is available in State FY 2019 as follows, with the ability to adjust encumbrances between State Fiscal Years through the Budget Office, if needed and justified:

02-27-27-270010-8040	DEPT OF EMPLOYMENT SECURITY	<u>SFY 2019</u>
10-02700-80400000-038-509038	Technology, Software	\$50,800

EXPLANATION

NHES is requesting approval of the attached contract amendment for New Hampshire Unemployment Insurance System (NHUIS) modifications. This contract amendment total of \$50,800 provides for the system modifications necessary in order for NHES to conform to updated federal requirements under the Trade Adjustment Assistance (TAA) Program's Participant Individual Record Layout (PIRL) reporting.

NHUIS is the system through which an individual files for unemployment benefits; employers respond to requests for information necessary to determine eligibility for benefits; and NHES staff process and manage the accounts for benefit claims, payments and overpayments. The TAA Program is the federal program that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increase imports.

In the event Federal funds become no longer available, General funds will not be requested to support this contract.

Attached is the approval letter from the Office of Information Technology (#DoIT 2018-049A).

Respectfully submitted, ,

George N. Copadis
Commissioner

Attachments
GNC/jdr



GEORGE N. COPADIS, COMMISSIONER
 RICHARD J. LAVERS, DEPUTY COMMISSIONER

G&C #24
 02/07/18

January 25, 2018

His Excellency, Governor Christopher T. Sununu
 and the Honorable Council
 State House
 Concord, NH 03301

REQUESTED ACTION

To authorize New Hampshire Employment Security (NHES) to enter into an agreement with SymbioSys Solutions, Inc., Concord, NH in the amount not to exceed \$3,320,000 to provide continued System Maintenance, Support and Modifications requested by NHES for the New Hampshire Unemployment Insurance System (NHUIS) from the date of Governor and Council approval or July 1, 2018, whichever is later, through June 30, 2020. 100% Federal funds.

Federal funding is available in State FY 2019 and is anticipated to be available in FY 2020 as follows, with the ability to adjust encumbrances between State Fiscal Years through the Budget Office, if needed and justified:

02-27-27-270010-8041	DEPT OF EMPLOYMENT SECURITY	<u>SFY 2019</u>	<u>SFY 2020</u>
10-02700-80410000-038-509038	Technology, Software	\$1,660,000	\$1,660,000

EXPLANATION

NHES is requesting approval of the attached agreement for continued System Maintenance, Support and Modifications requested by NHES for the New Hampshire Unemployment Insurance System (NHUIS). The contract total of \$3,320,000 is for a two-year period beginning upon Governor and Council approval or July 1, 2018, whichever is later, through June 30, 2020. The contract may be extended for up to two additional two year terms at the sole option of the State subject to the Parties written agreement on the terms for each extension and contingent upon Governor and Council approval.

NHUIS is the system through which an individual files for unemployment benefits; employers respond to requests for information necessary to determine eligibility for benefits; and NHES staff process and manage the accounts for benefit claims, payments and overpayments.

A competitive bid process was undertaken for NHUIS Maintenance, Support and Modifications. A "Request For Proposal" (RFP) was simultaneously posted to two (2) state websites, NHES also placed advertisements in a statewide newspaper and broadcast the issuance of the RFP to 92 IT vendors from a list provided by the Bureau of Purchase and Property. One (1) vendor submitted a

proposal for NHUIS Maintenance, Support and Modifications. The proposal was evaluated and determined to meet all of the requirements of the RFP.

In the event Federal funds become no longer available, General funds will not be requested to support this contract.

Attached is the approval letter from the Office of Information Technology (#DoIT 2018-049)

Respectfully submitted,



George N. Copadis
Commissioner

Attachments
GNC/jdr