



**STATE OF NEW HAMPSHIRE
OFFICE OF THE GOVERNOR**

CHRISTOPHER T. SUNUNU
Governor

September 24, 2020

Taylor Caswell
Director
Governor's Office of Emergency Relief and Recovery
100 North Main Street, Suite 100
Concord, N.H. 03301

Dear Director Caswell,

Pursuant to my authority under RSA 21-P:43; RSA 4:45; RSA 4:47; 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, and 2020-18 I have approved your written request, in attachment, to take the following actions related to the CARES Act Coronavirus Relief Funds:

1. Authority to transfer \$1,987,391 in Coronavirus Aid, Relief, and Economic Security (CARES) Act Funding to the New Hampshire Department of Information Technology (DOIT) to reimburse the agency for expenses incurred while serving the State's information technology needs throughout the pandemic. Budgeted consistent with the information in the request in attachment, effective through December 30, 2020. (100% Federal Funds)
2. Authorize DOIT to accept and expend \$1,987,391 from GOFERR to cover expenses incurred to allow state agencies to remain operational during the pandemic and to facilitate the State's pandemic response, effective through December 30, 2020. (100% Federal Funds)

The Department of Administrative Services is authorized to take the actions necessary to effectuate this authorization.

Sincerely,

A handwritten signature in blue ink that reads 'Christopher T. Sununu'.

Christopher T. Sununu
Governor

CC: Charles Arlinghaus, Commissioner, Department of Administrative Services
Dennis Goulet, Commissioner, Department of Information Technology



STATE OF NEW HAMPSHIRE



GOVERNOR'S OFFICE

for

EMERGENCY RELIEF AND RECOVERY

September 24, 2020

His Excellency, Governor Christopher T. Sununu
State House
Concord, NH 03301

REQUESTED ACTION UNDER RSA 21-P:43; RSA 4:45; RSA 4:47; AND EXECUTIVE ORDER 2020-04, AS EXTENDED BY EXECUTIVE ORDERS 2020-05, 2020-08, 2020-09, 2020-10, AND 2020-14, 2020-15, 2020-16, AND 2020-17

Dear Governor Sununu:

- 1. The Governor's Office for Emergency Relief and Recovery (GOFERR) requests authority to transfer \$1,987,391 in Coronavirus Aid, Relief, and Economic Security (CARES) Act Funding to the New Hampshire Department of Information Technology (DOIT) to reimburse the agency for expenses incurred while serving the State's information technology needs throughout the pandemic. Effective upon your approval through December 30, 2020. 100% Federal Funds.

Funds for the transfer payment are available in 01-02-002-020210 - Governor's Office for Emergency Relief & Recovery, 19110000 - Office of the Director, as follows:

085-588527 - Inter-Agency Transfer of Federal Funds FY2021 \$1,987,391

- 2. Contingent on Request Action #1, authorize the DOIT to accept and expend \$1,987,391 from GOFERR to cover expenses incurred to allow state agencies to remain operational during the pandemic and to facilitate the State's pandemic response. Effective upon your approval through December 30, 2020. 100% Federal Funds.

Funds will be budgeted in FY2021 as follows:

Table with 3 columns: CLASS, ACCOUNT, BUDGET REQUEST. Rows include 020 Current Expenses, 028 Transfer to General Services, 037 Technology - Hardware, 038 Technology - Software, 046 - Consultants, and a TOTAL row.

00D – Transfer of Federal Funds	488502	\$1,987,391
	TOTAL FUNDS	\$1,987,391

EXPLANATION

The Governor has authorized the allocation and expenditure of \$1,987,391 of flex funds toward additional expenses that the DOIT incurred, or will incur, in providing necessary information technology services to State government in response to the COVID-19 pandemic.

Due to the COVID-19 pandemic, the DOIT was required to promptly transition State employees to remote working while providing IT support to various aspects of the pandemic response. In doing so, the DOIT incurred, and will continue to incur, costs related to its provision of these services.

On August 20, 2020, GOFERR submitted a fiscal authorization request to the Governor's Office for the allocation of \$4,600,175 to cover other, similar DOIT expenses. The COVID-19 related expenses referenced in this document, although like in nature, are independent from those referenced in the August 20, 2020 requested action.

The DOIT's expenditures are divisible into eight categories. A description of each is below.

1. Network Capacity Increase

The pandemic resulted in a significant increase in remote network access by State employees. For example, prior to March 2020, the State averaged 50 to 150 remote users per day, while April through July 2020 saw an average of over 3000 users per day. To accommodate this, the State's internet bandwidth capacity required a significant increase, which necessitated multiple infrastructure changes, such as replacement of edge switches, routers, and a Firewall Intrusion Protection System upgrade to 10GB capable throughout. The State's VPN appliance also required replacement and increased VPN licensing. Additional network switches and routers were also required to expand Emergency Management and Call Center capacity at several locations, and call-center license capacity was also increased to support the needs of the HSEM, NHES, and Public Health call centers.

Network Capacity Increases	Cost
VPN Appliance, Edge Routers & Switches	\$ 473,107
Firewall/Intrusion Protection System	\$ 420,000
Network Switches/Gear for COVID-related expansion	\$ 117,182
Call Center Software License Expansion	\$ 91,050
Total	\$ 1,101,339

2. Citizen Services Website Improvements

New Hampshire citizens require clear and easily-accessible information regarding the State's response to the COVID-19 pandemic. Between mid-March 2020 and the present, the DOIT has expended funds under its existing web-design services contract with vendor, SilverTech. Initially, the DOIT entered into this contract to modify and upgrade the existing State of New Hampshire agency websites. However, in light of the COVID-19 pandemic, this resource was redirected toward the development of COVID-dedicated microsites within existing State agency webpages, including Unemployment Security's benefits page and job opportunities portal, the Governor's Office's COVID-19 guidance page, and the GOFERR website. The DOIT has expended \$98,900 to complete these and other pandemic-related microsites.

Additionally, the DOIT aims to complete twelve additional COVID-related microsites before December 30, 2020 at a cost of \$275,000.

Website Work (SilverTech)	Cost
NHES Websites	\$65,900
Gov's Office Websites (COVID Guidance/GOFERR)	\$27,000
DOS-EOC Media Library	\$6,000
Twelve Additional Websites	\$275,000
Total	\$373,900

3. Equipment Peripherals (SCCM/Personal Computers/Cables)

To quickly effectuate the shift to remote work, the DOIT allowed State employees to bring their current work devices home. To enable remote workers to have functionality similar to that experienced in-office, the DOIT purchased accessories to accommodate the employees' existing equipment, including wireless adapters, headsets, ethernet cables, remote support licenses, and additional software configuration management devices. The DOIT made similar equipment purchases in relation to the hundreds of call center seats setup at various locations for 211, Employment Security, and PPE Distribution and Contract Tracing initiatives.

4. Professional Services Contract (MTX)

The State's COVID-19 response required:

- Increased support for and maintenance of the State's Enterprise Production website
- Enhancements for the Governor's website to address COVID-19 requirements
- Enhancements for Veterans' Services to address COVID-19 requirements and data migration
- Implementation of customer relationship management (CRM) solutions to support various agencies with the creation of new call centers in response to COVID-19.
- Implementation of a CRM solution for New Hampshire Public Health
- Additional support for COVID-19 related activities as required

To accomplish the above, the DOIT entered into a \$100,000 professional services contract with MTX Group, Inc. The DOIT estimates using \$60,000 of this contract by December 30, 2020.

5. Touchless Equipment Storage Lockers

In an effort to adhere to social distancing and other CDC guidelines, the DOIT plans to invest in lockers placed in three locations that allow for effective delivery and pickup of IT equipment. Through this plan, State employees working remotely who need to have their IT equipment worked on can drop off and pick up their equipment with no close contact with DOIT employees at these "touchless" lockers.

Touchless Lockers	Cost
Lockers	\$49,020 (3 @ \$16,340)
Software Maintenance	\$1,800
Installation – Electric/Ethernet	\$6,000 (2 @ \$3,000)
Total	\$56,820

6. Remote Work Hardware/Accessories

Executive agencies statewide are implementing Microsoft Teams as an enterprise collaboration solution for remote workers. The use of built-in desktop/laptop microphones and speakers has proven inadequate for frequent employee collaboration among remote employees. The need for headsets and webcams is essential for effective conference calls and face-to-face meetings (video chat).

Remote Work Hardware/Accessories	Cost
Headsets (qty. 4,500)	\$146,250
Webcams (qty. 4,500)	\$146,250
USB Splitter (qty. 200)	\$4,800
Wireless Headsets, Jabra wireless speakerphones	\$1,629
Total	\$316,929

7. Personal Protective Equipment

To keep on-site DOIT staff safe while working to address agency needs, including the expansion of call centers, network upgrades, and preparing PC devices for teleworking, the DOIT purchased various PPE and cleaning supplies, including gloves, masks, hand sanitizer, and cleaning solutions, at a cost of \$1,143.

8. DHHS Personal Computer for Contact Tracing

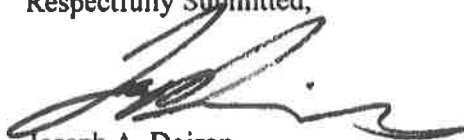
The DHHS Contact Tracing Center team, which consists of 175/staff/devices will be occupying the Steeple Gate Mall as of October 1, 2020. To effectively patch, update, and allow access to the DOIT Software Center a System Center Configuration Manager, a distribution point personal computer is required, at a cost of \$754. This will allow the Regional Support Services team to effectively service the 175 staff/devices on site with patching, updates, Software Center, etc., and prevent network congestion.

The table below breaks down the total \$1,987,391 based on four above-reference general cost allocations.

Use of Funds	COST
Network Capacity Increases	\$ 1,101,339
Remote Work Hardware/Accessories	\$ 316,929
Citizen Services Website Improvements	\$ 373,900
Professional Services	\$ 60,000
Equipment Peripherals	\$ 76,506
Touchless Equipment Storage Lockers	\$ 56,820
Personal Protective Equipment	\$ 1,143
Personal Computer (Contact Tracing)	\$ 754
TOTAL	\$ 1,987,391

All funds requested are a result of the State's COVID-19 pandemic response and are only for unanticipated, unbudgeted expenses that it incurred between March 1, 2020 and December 30, 2020.

Respectfully Submitted,



Joseph A. Doiron,
Deputy Director, GOFERR