



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF PUBLIC HEALTH SERVICES

Lori A. Shilbinette
 Commissioner

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 Director

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April 9, 2021

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

REQUESTED ACTION

Authorize the Department of Health and Human Services, Division of Public Health Services, to enter into a **Retroactive, Sole Source** contract with Skillsoft Corporation (VC#TBD), Nashua, NH, in the amount of \$23,536 for customer service and software training for the COVID-19 Coordinating Office call center team, effective retroactive to February 26, 2021, upon Governor approval through February 25, 2022. 100% Federal Funds.

Funds are available in the following account for State Fiscal Year 2021, with the authority to adjust budget line items within the price limitation through the Budget Office, if needed and justified.

05-95-90-903010-19010000 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SVCS DEPT OF, HHS, PUBLIC HEALTH DIVISION, BUREAU OF LABORATORY SERVICES, ELC CARES COVID-19

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2021	102-500731	Contracts for Prog Svc	90183538	\$23,536
			Total	\$23,536

EXPLANATION

This request is **Retroactive** because more time was needed to negotiate and finalize the scope of the work prior to the Contractor accepting the terms of the agreement. This request is **Sole Source** because the Department, in the interest of the public's health and safety, determined the Contractor had the capacity to immediately provide services to support the State's COVID-19 pandemic response.

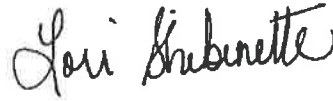
The purpose of this request is to utilize the Contractor's learning software to support the COVID-19 Coordinating Office call center. The call center has handled over 250,000 incoming calls and completed approximately 100,000 outgoing calls since May 2020 related to COVID-19 testing and vaccination scheduling questions.

The Contractor's software provides interactive training to individuals so they can watch, read, listen, and practice call center scenarios. These services help train the call center staff in deescalating situations, improving communication skills with callers, and enhancing computer skills, all of which increase the efficiency and timeliness of the calls.

Source of Funds: CFDA #93.323, FAIN #NU50CK000522

In the event that the Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,



Lori A. Shibinette
Commissioner

I hereby approve this request pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of 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, 2020-24, 2020-25, 2021-01, 2021-02, 2021-04, and 2021-05, and suspend the Manual of Procedures 150, V., A., 3 requirement.

4.11.21

Date



Name: Governor Christopher T. Sununu