**1. Software Vendor**

**a. Name:** Microsoft Corporation  
**b. Address:**  
Microsoft Corporation  
One Microsoft Way  
Redmond, WA 98052-6399  
USA

**c. Website:**  
<https://azure.microsoft.com/en-us/products/ai-services/document-intelligence/>

**2. Specific Business Justification**

**a. Reason for Request:**  
The requested software, Azure Document Intelligence, is essential for automating the classification, extraction, and normalization of key fields from high-volume government documents such as pay stubs, bank statements, SSNs, W2s, and employment verification forms. This functionality supports eligibility determination workflows within the New HEIGHTS program and is aligned with the modernization efforts of the State’s benefit disbursement system. Since these capabilities are not available in any standard State-approved software, this API-based integration is critical for project success.

**b. Benefits:**

* Automates manual document processing, reducing errors and processing time
* Enhances data accuracy and compliance with verification requirements
* Integrates seamlessly into the existing New HEIGHTS architecture via secure APIs
* Supports a scalable and secure document processing pipeline with Human-in-the-Loop (HITL) review capability

**3. Security Considerations**

**a. What are the security considerations with the use of this software?**  
The integration will use secure API wrapper endpoints built by Deloitte and consumed by the existing New HEIGHTS application. Only authenticated and authorized users from the State will have access. Authentication will be enforced via Azure Active Directory (Azure AD) tokens, ensuring secure access through token-based identity verification. All communication between the State systems and Azure services will be encrypted in transit using HTTPS/TLS 1.2+. Azure’s built-in API management and Role-Based Access Control (RBAC) will be used to restrict access to only approved entities. No PII or sensitive data will be stored outside the secure State Azure environment.

**b. Will this software be used to collect, store, or process any private or sensitive information?**  
Yes. The software will process documents that contain sensitive and personally identifiable information (PII), including income data, SSNs, and other eligibility-related information. However, all processing will occur securely within the State’s Azure environment, and all data will be encrypted at rest and in transit. Logs and access tracking will be enabled for audit purposes.

**4. What similar State Standard Software can meet this need? If none, please state “None.”**  
None.

**5. Vendor Technical Support Information**

**a. Website URL:** <https://azure.microsoft.com/en-us/products/ai-services/document-intelligence/>

**b. Toll Free Number:** 1-800-642-7676 (Microsoft Support)

**c. Tech Support Email Address:** [support@microsoft.com](mailto:support@microsoft.com)

**d. Other:  
Microsoft Support Portal:** <https://support.microsoft.com>  
**Azure Documentation:** <https://learn.microsoft.com/en-us/azure/>

**6. Describe the deployment method for ongoing software updates (i.e., how are software updates maintained and delivered?)**The Azure Document Intelligence service is a fully managed, cloud-native API provided and maintained by Microsoft. All software updates, security patches, and feature enhancements are handled automatically by Microsoft within the Azure environment. No manual intervention is required by the State or Deloitte for maintaining the core service.

The custom API wrappers developed by Deloitte for integration with the New HEIGHTS system will be deployed using industry-standard CI/CD pipelines. These wrappers may be containerized or deployed as serverless functions within Azure, allowing for streamlined updates and version control. Changes to the wrapper logic will be thoroughly tested and deployed as needed without affecting the core Azure services.

**7. Who will be responsible for managing and verifying compliance with licensing, technical support, software updates, security patches, and general support?**

* **Licensing and Platform Maintenance:** Microsoft (Cloud Provider) will be responsible for managing and maintaining the core Azure Document Intelligence platform, including software updates, patches, and service uptime under Microsoft’s SLA.
* **Integration and Application Support:** Deloitte will be responsible for managing the custom API wrapper layer, integration into the New HEIGHTS application, and ensuring compliance with data handling, security, and performance requirements.
* **State Oversight and Governance:** The State of New Hampshire’s DoIT, represented by **Adam [Last Name]**, will oversee compliance and coordination between the vendor (Microsoft) and the system integrator (Deloitte) to ensure all State IT policies and security standards are met.

**8. Staff who need to use the non-standard product (name, title, and email address)**

* **Venkat Narasa Reddy Boreddy** - *AI/ML Engineer*   
  Email: veboreddy@deloitte.com
* **Madhavi Munnangi** - *Technical Lead*   
  Email: mmunnamgi@deloitte.com
* **Ashfaq Siddiqui** - *Engagement Manager*   
  Email: [assiddiqui@deloitte.com](mailto:assiddiqui@deloitte.com)

**9. The DoIT POC or Group that will install the software**

*(To be filled in by DoIT – Leave blank as per instruction.)*

**10. The software can be downloaded from (website address)**  
Not applicable. Azure Document Intelligence is a cloud-native, API-based service provided by Microsoft

**11. Attach any relevant documents that support this request (e.g., IT/Business Justification, Technical Requirements, Quotes, etc.)**

The following are the technical requirements and resources needed for the integration of Azure Document Intelligence with the New HEIGHTS system:

**Required Azure Services (to be provisioned in a dedicated Resource Group):**

* Azure Document Intelligence – for extracting structured data from financial and identity documents using prebuilt models
* Azure Blob Storage – to store uploaded documents and extracted outputs
* Azure App Service or Azure Container Apps – to host the Deloitte-developed wrapper API endpoints
* Azure Key Vault – to securely store API keys and service credentials
* Azure Portal Login Access – for testing models using Document Intelligence Studio, monitoring, and deployment

**Access Requirements:**

* Contributor access to the resource group for engineering deployment
* Cognitive Services Contributor for managing Document Intelligence models
* Storage Blob Data Contributor for document upload and retrieval
* Key Vault Secrets User for secure access to stored credentials
* Temporary Owner/User Access Administrator may be required during initial setup for assigning roles and identities

**Optional Services (may be needed in future production phases):**

* Azure Functions – for serverless post-processing workflows
* Azure API Management (APIM) – to manage and secure API traffic
* Azure Monitor / Application Insights – for diagnostics, logging, and performance tracking

**12. Agency Approver (Name, Position, Email Address)**

**Name:** Adam LeCain - Position  
**Email:** adam.lecain@dhhs.nh.gov

**13. Agency ISO or IT Lead (Name, Position, Email Address)**

**Name:** Adam LeCain - Position  
**Email:** adam.lecain@dhhs.nh.gov