EXHIBIT V

System Policies and Practices

Security Policies and Procedures Required for Access to Commonwealth Databases, Systems or Information Technology Resources and for Access to Client Data that Contains PI

Contractor must comply with all security mechanisms and processes established for (i) access to any of MassIT's (and, if, and to the extent required by Contractor's activities and permitted under the MSA, to CCA's or EOHHS's) databases, systems or other information technology resources as well (ii) standards set forth in the Privacy and Security Rules applicable to a Business Associate, the standards set forth in National Institute of Standards and Technology standard: NIST 800-53 – Information Security, moderate standard, and all Commonwealth security and information technology resource policies, processes and mechanisms established for access to PI or systems containing PI, including those established by Executive Order 504, that are applicable to Contractor in connection with its activities under the MSA.

These mechanisms, standards, policies and processes are identified in Diagram V-1, below.

9/29/2014