



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES
25 Capitol Street
Concord, New Hampshire 03301
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145 ARC

Charles M. Arlinghaus
Commissioner

Catherine A. Keane
Deputy Commissioner

Sheri L. Rockburn
Assistant Commissioner

November 13, 2024

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

REQUESTED ACTION

Authorize the Department of Administrative Services to enter into a **Retroactive** amendment to an existing contract (Contract #8003034) with OFFICEPRO, INC. (VC#378090), Gaithersburg, MD, for training and professional development services by extending the completion date from September 30, 2024, to September 30, 2025, with no change to the current price limitation of \$250,000.00, effective retroactive to September 30, 2024 upon Governor and Executive Council approval. The original contract was approved by the Commissioner of the Department of Administrative Services on February 11, 2022.

Funding shall be provided through individual agency expenditures, none of which shall be permitted unless there are sufficient appropriated funds to cover the expenditure.

EXPLANATION

The reason that this contract amendment is **Retroactive** is due to the contract expiring on September 30, 2024. Additional financial negotiations were initiated prior to this period and, in conjunction with RFI results, the State was able to secure an overall favorable cost avoidance of 33% as compared to the current contract (Contract #8003034) terms. This cost avoidance was determined to be in the best interest of the State and the contract (Contract #8003034) was subsequently allowed to lapse.

As previously stated, the original contract (Contract #8003034) was approved by the Commissioner of the Department of Administrative Services on February 11, 2022

The NH Bureau of Education and Training (BET) within the Department of Administrative Services' (DAS), Division of Personnel, provides educational training programs, organizational development support, and training development services for public sector entities throughout the State of New Hampshire, including State Agencies, municipalities, and non-profit organizations. With the ever-changing industry, it would be a dis-service to discontinue or lapse this contract.

The Department of Administrative Services, through the Bureau of Purchase and Property (BoPP), issued request for information (RFI) 2025-428 on July 15, 2024, with

responses due on July 25, 2024. This RFI reached 266 vendors through the NIGP electronic sourcing platform with an additional nine directly sourced. There were eight responses received providing updated pricing and identifying new opportunities in the market. Further assessment of the responses received, determined that a one-year extension would be in the best interest of the state in order to prevent service interruption for training and development while evaluating these vendors and the classes they offer.

In addition, the incumbent vendor has agreed to hold their current pricing despite the identified trends published by the US Bureau of Labor Statistics ([Other Schools and Instruction – June 2024 OEWS Industry-Specific Occupational Employment and Wage Estimates \(bls.gov\)](#)) confirmed wages have increased which would imply an increase in costs for educational training and development.

Upon approval, this requested contract amendment with incumbent contractor OFFICEPRO, INC. (Contract #8003034) will allow continued training and development courses with no change to the current price limitation for an additional year and collaborate in partnership with the State to monitor market conditions and extend savings where available. Based on this information it is recommended to extend this contract (Contract #8003034) for an additional year leveraging the contract provision to accept regular price decreases as they become available to the general trade.

Based on the foregoing, I am respectfully requesting **Retroactive** approval of the contract amendment with OFFICEPRO, INC.

Respectfully submitted,



Charles M. Arlinghaus
Commissioner



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

RFI Summary

RFI	Educational Training	Agency	BET
RFI#	2025-428	RFI Closing	7/26/24 10:30 AM
Agent Name	Carrie Martin		

Qty.	UOM	Product Description	CLASS FORMAT	Current Contract Pricing		OFFICE PRO	
				Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online
20	EA	Business Etiquette	½ -day live online	\$795.00	\$15,900.00	\$1,500.00	\$30,000.00
18	EA	Dealing With Troubled, Toxic or Negative People	½ -day live online	\$795.00	\$14,310.00	\$1,500.00	\$27,000.00
6	EA	E-mail Etiquette	½ -day live online	\$795.00	\$4,770.00	\$1,500.00	\$9,000.00
4	EA	Managing at a Distance	½ -day live online	\$795.00	\$3,180.00	\$1,500.00	\$6,000.00
44	EA	Time Management	½ -day live online	\$795.00	\$34,980.00	\$1,500.00	\$66,000.00
34	EA	Delivering Constructive Criticism	½ - day live on line, plus pre-work	\$795.00	\$27,030.00	\$2,500.00	\$85,000.00
4	EA	Business Analysis	2 Days	\$995.00	\$3,980.00	\$5,200.00	\$20,800.00
4	EA	Business Etiquette	Half Day	\$795.00	\$3,180.00	\$2,800.00	\$11,200.00
6	EA	Communication Skills	1 week online with 2-90 min live Teams sessions	\$900.00	\$5,400.00	\$3,000.00	\$18,000.00
6	EA	Conflict Resolution	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$7,200.00	\$2,000.00	\$12,000.00
12	EA	Customer Service	2 - 90 Min Live Teams Sessions	\$900.00	\$10,800.00	\$2,000.00	\$24,000.00
10	EA	Dealing with Strong Emotions in the Workplace	1/2 Day Live Online Session (4 Hours)	\$1,200.00	\$12,000.00	\$2,000.00	\$20,000.00
5	EA	Dealing With Troubled, Toxic or Negative People	1/2 Day Live Online Session (4 Hours)	\$1,200.00	\$6,000.00	\$2,000.00	\$10,000.00
8	EA	Difficult Conversations	1/2 Day Live Online Session (4 hours)	\$900.00	\$7,200.00	\$2,000.00	\$16,000.00
15	EA	Diversity and Inclusion - Awareness to Action	1 Week Online Cours - With 2-90 Min Live TEAMS sessions	\$1,200.00	\$18,000.00	\$3,000.00	\$45,000.00
6	EA	Effective Meetings	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$7,200.00	\$2,000.00	\$12,000.00
7	EA	Leading And Managing Change	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	\$900.00	\$6,300.00	\$3,000.00	\$21,000.00
4	EA	Managing Difficult Employees	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$4,800.00	\$2,000.00	\$8,000.00
4	EA	Motivating Employees	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$4,800.00	\$2,000.00	\$8,000.00
4	EA	Presentation: Effective Visuals and Verbal Communication (Introduction)	1.5 Days in person	\$4,100.00	\$16,400.00	\$4,500.00	\$18,000.00
8	EA	Public Speaking I	1.5 Days In Person	\$4,100.00	\$32,800.00	\$4,500.00	\$36,000.00
8	EA	Public Speaking II (Advanced)	1.5 Days In Person	\$4,100.00	\$32,800.00	\$4,500.00	\$36,000.00
4	EA	Team Skills: Participating On and Leading Effective Teams	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	\$900.00	\$3,600.00	\$3,000.00	\$12,000.00
5	EA	Developing Program Metrics & Dashboards	4- ½ days over 2 weeks, In-person, Online or Hybrid	\$1,380.00	\$6,900.00	\$4,500.00	\$22,500.00
7	EA	Leading and Managing Change	2- 90 min live sessions plus online work; In-person, Online or Hybrid	\$1,035.00	\$7,245.00	\$4,500.00	\$31,500.00
10	EA	Managing with Metrics	1-day or 2- ½ days, In-person, Online or Hybrid	\$690.00	\$6,900.00	\$3,500.00	\$35,000.00



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

RFI Summary

Qty.	UOM	Product Description	CLASS FORMAT	Current Contract Pricing		OFFICE PRO	
				Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online
3	EA	Project Management – An Introduction	2- 90 min live sessions plus online work; In-person, Online or Hybrid	\$1,035.00	\$3,105.00	\$3,500.00	\$10,500.00
20	EA	Surveys, Focus Groups and Data Collection	1-day or 2- ½ days In-person, Online or Hybrid	\$690.00	\$13,800.00	\$3,500.00	\$70,000.00
100	EA	Excel I	1-day or 2-1/2 days In-person, Online or Hybrid	\$690.00	\$69,000.00	\$1,225.00	\$122,500.00
100	EA	Excel II	1 Day or 2 - 1/2 Days In Person, online or Hybrid	\$690.00	\$69,000.00	\$1,225.00	\$122,500.00
90	EA	Excel III	1 Day or 2 - 1/2 Days In Person, online or Hybrid	\$690.00	\$62,100.00	\$1,225.00	\$110,250.00
25	EA	Outlook	½ day, In-person or Online	\$345.00	\$8,625.00	\$850.00	\$21,250.00
25	EA	PowerPoint	½ day, In-person or online	\$345.00	\$8,625.00	\$850.00	\$21,250.00
35	EA	Word Boot Camp	1-day or 2-1/2 days In-person, Online or Hybrid	\$690.00	\$24,150.00	\$1,225.00	\$42,875.00
60	EA	Adobe Suite Training	1 Day, Hands- On Training	\$1,200.00	\$72,000.00	\$1,600.00	\$96,000.00
40	EA	Business Writing	1 Day	\$1,815.00	\$72,600.00	\$0.00	\$0.00
					\$72,000.00		\$96,000.00
				Estimated annual spend	\$36,000.00	Expiring contract annual	\$36,000.00
				Estimated term spend	\$72,000.00	Expiring contract term	\$72,000.00
				Add allowance for balance of product line	\$3,600.00	Cost avoidance	\$75,600.00
				Estimated contract spend	\$75,600.00	Cost Avoidance	33%

Recommendation Summary	
Statewide Contract or Amendment	Statewide Contract
Term of Contract	2 years with two, one year extension
Estimated Contract Spend	\$75,600.00
Number of Responses Received	11
Number of Sourced bidders	7
Number of NIGP Vendors Sourced	163
Number of non-responsive bidders	159
P-37 Checklist Complete	Yes
D&B Report Attached	N/A
Method of Payment (P-Card/ACH)	P-Card / ACH
FOB Delivered	Yes
Expiring Contract Price Limitation	\$250,000.00
Total Cost Avoidance	\$24,000.00 33%

Special Notes: The state currently has 7 vendors supporting DAS and the Bureau of educational training. Each vendor teaches specific classes based on their training of expertise and cost. At this time the incumbent vendors have agreed to hold current pricing for an additional year while DAS and BET research these alternates, to obtain lower pricing, without compromising service and quality standards for training. This represents a 33% cost avoidance when compared to RFI 2025-428 Submitted pricing.



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
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RFI Summary

EPOCH Learning		CCS Learning Academy		FRONT RUNNER					
Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Onsite	Extended Cost onsite	Unit Cost Hybrid	Extended Cost Hybrid
\$350	\$7,000.00	\$1,095.00	\$21,900.00	\$1,300	\$26,000.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$6,300.00	\$1,095.00	\$19,710.00	\$1,300	\$23,400.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$2,100.00	\$1,095.00	\$6,570.00	\$1,300	\$7,800.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$1,400.00	\$1,095.00	\$4,380.00	\$1,300	\$5,200.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$15,400.00	\$1,095.00	\$48,180.00	\$1,300	\$57,200.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$11,900.00	\$1,095.00	\$37,230.00	\$1,300	\$44,200.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$1,400.00	\$0.00	\$0.00	\$5,200	\$20,800.00	\$7,600	\$30,400.00	\$7,600	\$30,400.00
\$350	\$1,400.00	\$0.00	\$0.00	\$1,300	\$5,200.00	\$1,900	\$7,600.00	\$1,900	\$7,600.00
\$350	\$2,100.00	\$1,795.00	\$10,770.00	\$975	\$5,850.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$2,100.00	\$1,095.00	\$6,570.00	\$1,300	\$7,800.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$4,200.00	\$1,795.00	\$21,540.00	\$975	\$11,700.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$3,500.00	\$1,095.00	\$10,950.00	\$1,300	\$13,000.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$1,750.00	\$1,095.00	\$5,475.00	\$1,300	\$6,500.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$2,800.00	\$1,095.00	\$8,760.00	\$1,300	\$10,400.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$5,250.00	\$1,795.00	\$26,925.00	\$975	\$14,625.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$2,100.00	\$1,095.00	\$6,570.00	\$1,300	\$7,800.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$2,450.00	\$1,795.00	\$12,565.00	\$975	\$6,825.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$1,400.00	\$1,095.00	\$4,380.00	\$1,300	\$5,200.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$1,400.00	\$1,095.00	\$4,380.00	\$1,300	\$5,200.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$1,400.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,700.00	\$22,800.00	\$0.00	\$0.00
\$650	\$5,200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,700.00	\$45,600.00	\$0.00	\$0.00
\$650	\$5,200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$5,700.00	\$45,600.00	\$0.00	\$0.00
\$350	\$1,400.00	\$1,795.00	\$7,180.00	\$975.00	\$3,900.00	\$1,425.00	\$5,700.00	\$1,425.00	\$5,700.00
\$350	\$1,750.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$350	\$2,450.00	\$1,795.00	\$12,565.00	\$975.00	\$6,825.00	\$1,425.00	\$9,975.00	\$1,425.00	\$9,975.00
\$350	\$3,500.00	\$1,995.00	\$19,950.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
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RFI Summary

EPOCH Learning		CCS Learning Academy		FRONT RUNNER					
Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Onsite	Extended Cost onsite	Unit Cost Hybrid	Extended Cost Hybrid
\$350	\$1,050.00	\$1,795.00	\$5,385.00	\$975.00	\$2,925.00	\$1,425.00	\$4,275.00	\$1,425.00	\$4,275.00
\$350	\$7,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$295	\$29,500.00	\$995.00	\$99,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$295	\$29,500.00	\$995.00	\$99,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$295	\$26,550.00	\$995.00	\$89,550.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$295	\$7,375.00	\$595.00	\$14,875.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$295	\$7,375.00	\$595.00	\$14,875.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$295	\$10,325.00	\$995.00	\$34,825.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$525	\$31,500.00	\$1,095.00	\$65,700.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
\$425	\$17,000.00	\$0.00	\$0.00	\$2,600.00	\$104,000.00	\$0.00	\$0.00	\$0.00	\$0.00



Division of Procurement Support Services
Bureau of Purchase Property

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Director
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RFI Summary

nextec Inc.						Nemon		New Horizon				VINSYS	
Unit Cost Online	Extended Cost Online	Unit Cost Onsite	Extended Cost onsite	Unit Cost Hybrid	Extended Cost Hybrid	Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Onsite	Extended Cost onsite	Unit Cost Online	Extended Cost Online
\$1,350.00	\$27,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,625.00	\$32,500.00	\$0.00	\$0.00	\$599.00	\$11,980.00
\$1,295.00	\$23,310.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,425.00	\$25,650.00	\$0.00	\$0.00	\$599.00	\$10,782.00
\$1,250.00	\$7,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,625.00	\$9,750.00	\$0.00	\$0.00	\$599.00	\$3,594.00
\$1,250.00	\$5,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,625.00	\$6,500.00	\$0.00	\$0.00	\$599.00	\$2,396.00
\$1,295.00	\$56,980.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,625.00	\$71,500.00	\$0.00	\$0.00	\$599.00	\$26,356.00
\$1,295.00	\$44,030.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,625.00	\$55,250.00	\$0.00	\$0.00	\$649.00	\$22,066.00
\$2,695.00	\$10,780.00	\$4,995.00	\$19,980.00	\$5,995.00	\$23,980.00	\$0.00	\$0.00	\$ 5,600.00	\$22,400.00	\$0.00	\$0.00	\$3,499.00	\$13,996.00
\$1,250.00	\$5,000.00	\$2,895.00	\$11,580.00	\$2,895.00	\$11,580.00	\$0.00	\$0.00	\$ 1,625.00	\$6,500.00	\$0.00	\$0.00	\$1,799.00	\$7,196.00
\$5,650.00	\$33,900.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,815.00	\$10,890.00	\$0.00	\$0.00	\$1,499.00	\$8,994.00
\$1,450.00	\$8,700.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,625.00	\$9,750.00	\$0.00	\$0.00	\$599.00	\$3,594.00
\$1,325.00	\$15,900.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,815.00	\$21,780.00	\$0.00	\$0.00	\$599.00	\$7,188.00
\$1,295.00	\$12,950.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 2,100.00	\$21,000.00	\$0.00	\$0.00	\$599.00	\$5,990.00
\$1,295.00	\$6,475.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,425.00	\$7,125.00	\$0.00	\$0.00	\$599.00	\$2,995.00
\$1,295.00	\$10,360.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 2,100.00	\$16,800.00	\$0.00	\$0.00	\$599.00	\$4,792.00
\$6,950.00	\$104,250.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,035.00	\$15,525.00	\$ 3,100.00	\$46,500.00	\$0.00	\$0.00	\$1,499.00	\$22,485.00
\$1,250.00	\$7,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,625.00	\$9,750.00	\$0.00	\$0.00	\$599.00	\$3,594.00
\$6,950.00	\$48,650.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,035.00	\$7,245.00	\$ 2,750.00	\$19,250.00	\$0.00	\$0.00	\$1,499.00	\$10,493.00
\$1,450.00	\$5,800.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,425.00	\$5,700.00	\$0.00	\$0.00	\$599.00	\$2,396.00
\$1,295.00	\$5,180.00	\$0.00	\$0.00	\$0.00	\$0.00	\$345.00	\$1,380.00	\$ 1,425.00	\$5,700.00	\$0.00	\$0.00	\$599.00	\$2,396.00
\$0.00	\$0.00	\$4,595.00	\$18,380.00	\$0.00	\$0.00	\$1,035.00	\$4,140.00	\$0.00	\$0.00	\$ 1,675.00	\$6,700.00	\$3,499.00	\$13,996.00
\$0.00	\$0.00	\$4,695.00	\$37,560.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 4,900.00	\$39,200.00	\$3,499.00	\$27,992.00
\$0.00	\$0.00	\$5,295.00	\$42,360.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 4,900.00	\$39,200.00	\$3,499.00	\$27,992.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,035.00	\$4,140.00	\$ 2,750.00	\$11,000.00	\$0.00	\$0.00	\$1,499.00	\$5,996.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,380.00	\$6,900.00	\$ 2,900.00	\$14,500.00	\$0.00	\$0.00	\$1,999.00	\$9,995.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,035.00	\$7,245.00	\$ 3,100.00	\$21,700.00	\$0.00	\$0.00	\$1,499.00	\$10,493.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$690.00	\$6,900.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,499.00	\$14,990.00



Division of Procurement Support Services
Bureau of Purchase Property

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Director
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RFI Summary

nextec Inc.						Nemon		New Horizon				VINSYS	
Unit Cost Online	Extended Cost Online	Unit Cost Onsite	Extended Cost onsite	Unit Cost Hybrid	Extended Cost Hybrid	Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Onsite	Extended Cost onsite	Unit Cost Online	Extended Cost Online
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,035.00	\$3,105.00	\$ 2,000.00	\$6,000.00	\$0.00	\$0.00	\$1,499.00	\$4,497.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$690.00	\$13,800.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$39,980.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$690.00	\$69,000.00	\$ 1,995.00	\$199,500.00	\$0.00	\$0.00	\$1,999.00	\$199,900.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$690.00	\$69,000.00	\$ 1,995.00	\$199,500.00	\$0.00	\$0.00	\$1,999.00	\$199,900.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$690.00	\$62,100.00	\$ 1,995.00	\$179,550.00	\$0.00	\$0.00	\$1,999.00	\$179,910.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$345.00	\$8,625.00	\$ 1,995.00	\$49,875.00	\$0.00	\$0.00	\$1,999.00	\$49,975.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$345.00	\$8,625.00	\$ 1,995.00	\$49,875.00	\$0.00	\$0.00	\$1,999.00	\$49,975.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$690.00	\$24,150.00	\$ 1,995.00	\$69,825.00	\$0.00	\$0.00	\$1,999.00	\$69,965.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 2,995.00	\$179,700.00	\$0.00	\$0.00	\$1,999.00	\$119,940.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,815.00	\$72,600.00	\$0.00	\$0.00	\$1,999.00	\$79,960.00



**FIRST AMENDMENT TO THE CONTRACT BETWEEN
OFFICEPRO, INC.
AND
THE STATE OF NEW HAMPSHIRE,
DEPARTMENT OF ADMINISTRATIVE SERVICES,
FOR TRAINING AND PROFESSIONAL DEVELOPMENT
CONTRACT # 8003034**

This First Amendment (hereinafter referred to as the "Amendment"), dated this 26 day of August 2024, is by and between the State of New Hampshire, Department of Administrative Services (hereinafter referred to as "the State") and OfficePro Inc. (hereinafter referred to as "the Contractor") for Training and professional development.

WHEREAS, pursuant to Section 17 of the Agreement, the Agreement may be amended by an instrument in writing executed by both parties;

NOW, THEREFORE, for and in consideration of the mutual promises set forth in this Amendment and the underlying Agreement, the parties do mutually agree as follows:

1. Delete in its entirety Form Number P-37, item 1.7 Completion Date and substitute the following:
1.7 September 30, 2025
2. All other provisions of the Agreement, approved by the Commissioner of the Department of Administrative Services on February 7, 2022, on shall remain in full force and effect.

OFFICEPRO, INC.

By: Beth Chernoff

Beth Chernoff
(Print Name)

Title: VP of Client Engagement

Date: 8/26/2024

STATE OF NEW HAMPSHIRE

By: *Ch Arl*

Charles M. Arlinghaus
(Print Name)

Title: Commissioner
Department of Administrative Services

Date: 9-13-24

OFFICE OF THE ATTORNEY GENERAL

By: *Duncan A. Edgar*

Duncan A. Edgar
(Print Name)

Title: Assistant Attorney General

Date: October 15, 2024

The foregoing contract was approved by the
Governor and Council of New Hampshire on

Signed: _____

(Print Name)

Title: _____

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 OFFICEPRO, INC is a Maryland Profit Corporation registered to transact business in New Hampshire on December 28, 2021. 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: 889019

Certificate Number: 0006744555



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 30th day of July A.D. 2024.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan
Secretary of State

Corporate Resolution

I, Aaron Udler, hereby certify that I am a duly elected
(Print First and Last Name)

Clerk/Secretary/Officer of OfficePro, Inc.. I hereby
certify the
(Name of Corporation)

/following is a true co/py of a vote taken at a meeting of the Board of Directors/shareholders, duly
called and held on 8/7/2024, at which a quorum of the Directors/shareholders
were
(Month Day, Year)
present and voting.

VOTED: That Beth Chernoff (may list more than one
person) is

(Printed Name and Title)

duly authorized to enter into contracts or agreements on behalf of

OfficePro, Inc. with the State of New Hampshire and
any of

(Name of Corporation)

its agencies or departments and further is authorized to execute any documents

which may in his/her judgment be desirable or necessary to affect the purpose of

this vote.

I hereby certify that said vote has not been amended or repealed and remains in full force
and effect as of the date of the contract to which this certificate is attached. This authority
remains valid for ninety (90) days from the date of this Corporate Resolution. I further certify
that it is understood that the State of New Hampshire will rely on this certificate as evidence that
the person(s) listed above currently occupy the position(s) indicated and that they have full
authority to bind the corporation. To the extent that there are any limits on the authority of any
listed individual to bind the corporation in contracts with the State of New Hampshire, all such
limitations are expressly stated herein.

DATED: 8/7/2024

ATTEST: AARON UDLER
(Signature)



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
11/01/2024

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 R H NICHOLSON & COMPANY 42640352 3998 FAIR RIDGE DR SUITE 200 FAIRFAX VA 22033	CONTACT NAME:	
	PHONE (703) 261-6100	FAX
	{A/C, No, Ext):	{A/C, No):
	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
	INSURER A : Hartford Casualty Insurance Company	NAIC# 29424
INSURED OFFICE PRO INC 8 GRANITE PLACE 26 GAITHERSBURG MD 20878	INSURER B : Hartford Fire and Its P&C Affiliates	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** **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 INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS		
A	<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> General Liability			42 SBA BK1817	09/26/2024	09/26/2025	EACH OCCURRENCE \$2,000,000		
	GEN'L AGGREGATE LIMIT APPLIES PER:							DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000	
	<input type="checkbox"/> POLICY	<input type="checkbox"/> PRO-JECT	<input checked="" type="checkbox"/> LOC						MED EXP (Any one person) \$10,000
	OTHER:								PERSONAL & ADV INJURY \$2,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			42 SBA BK1817	09/26/2024	09/26/2025	COMBINED SINGLE LIMIT (Ea accident) \$2,000,000		
								BODILY INJURY (Per person)	
								BODILY INJURY (Per accident)	
								PROPERTY DAMAGE (Per accident)	
A	<input checked="" type="checkbox"/> UMBRELLA LIAB EXCESS LIAB <input checked="" type="checkbox"/> OCCUR CLAIMS-MADE			42 SBA BK1817	09/26/2024	09/26/2025	EACH OCCURRENCE \$3,000,000		
	DED: <input checked="" type="checkbox"/>	RETENTION \$ 10,000						AGGREGATE \$3,000,000	
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	42 WEC EL9609	09/26/2024	09/26/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE -EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000		
	A							Each Claim Limit \$5,000	
	LIABILITY							Aggregate Limit \$5,000	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Those usual to the Insured's Operations.

CERTIFICATE HOLDER State of New Hampshire Department of Administrative Services 25 CAPITOL ST 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 <i>Susan S. Castaneda</i>
---	---

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STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX - ROOM 102
25 CAPITOL ST
CONCORD NH 03301-6398

DATE: February 4, 2022

CONTRACT FOR: Training and Professional Development Services

CONTRACT #: 8003034

COMMODITY/NIGP CODE: 918 3800

CONTRACTOR: OfficePro, Inc.

VENDOR CODE #: 378090

SUBMITTED FOR ACCEPTANCE BY:



DN: cn=Wayne.V.Goulet, o=Div
Procurement Support Services,
ou=Bureau of Purchase & Property,
email=Wayne.V.Goulet@das.nh.go
v, c=US
Date: 2022.02.04 09:13:28 -05'00'

PURCHASING AGENT
BUREAU OF PURCHASE AND PROPERTY

RECOMMENDED FOR ACCEPTANCE BY:



DN: cn=Mathew T Stanton, o=Div
Procurement Support Services,
ou=Bureau of Purchase and
Property,
email=Mathew.T.Stanton@das.nh.g
ov, c=US
Date: 2022.02.07 08:15:37 -05'00'

PURCHASING MANAGER/ADMINISTRATOR
BUREAU OF PURCHASE AND PROPERTY

APPROVED FOR ACCEPTANCE BY:



DN: cn=Gary S Lunetta,
o=Department of Administrative
Services, ou=Division of
Procurement Support Services,
email=Gary.S.Lunetta@das.nh.go
v, c=US
Date: 2022.02.10 11:55:42 -05'00'

GARY S. LUNETTA, DIRECTOR
DIVISION OF PROCUREMENT & SUPPORT SERVICES

ACCEPTED FOR THE STATE OF NEW HAMPSHIRE UNDER THE AUTHORITY GRANTED TO ME BY NEW
HAMPSHIRE REVISED STATUTES, ANNOTATED 21-I:14, XII.



CHARLES M. ARLINGHAUS, COMMISSIONER
DEPARTMENT OF ADMINISTRATIVE SERVICES

DATE 2-11-22

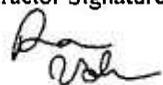
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Department of Administrative Services Bureau of Purchase and Property		1.2 State Agency Address 25 Capitol Street, Room 102 Concord, NH. 03301	
1.3 Contractor Name OfficePro, Inc.		1.4 Contractor Address 8 Granite Place #26 Gaithersburg, MD 20878	
1.5 Contractor Phone Number 301-468-3312	1.6 Account Number Various	1.7 Completion Date September 30, 2024	1.8 Price Limitation \$250,000.00
1.9 Contracting Officer for State Agency Wayne Goulet		1.10 State Agency Telephone Number 603-271-2009	
1.11 Contractor Signature  Date: 1/18/2022		1.12 Name and Title of Contractor Signatory Aaron Udler, CEO	
1.13 State Agency Signature  Date: 2/11/22		1.14 Name and Title of State Agency Signatory Charles M. Arlinghaus, Commissioner	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: _____ On: _____			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

2. SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT B which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. In no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT C which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete

compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all applicable statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3. The Contractor agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely cured, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 give the Contractor a written notice specifying the Event of Default and set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

submit to the State a Transition Plan for services under the Agreement.

10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

10.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

10.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

10.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

11. **CONTRACTOR'S RELATION TO THE STATE.** In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. **INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the

Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. The Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. **NOTICE.** Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

17. **AMENDMENT.** This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. **CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

20. **THIRD PARTIES.** The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. **HEADINGS.** The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. **SPECIAL PROVISIONS.** Additional or modifying provisions set forth in the attached EXHIBIT A are incorporated herein by reference.

23. **SEVERABILITY.** In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. **ENTIRE AGREEMENT.** This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire agreement and understanding between the parties, and supersedes all prior agreements and understandings with respect to the subject matter hereof.

EXHIBIT A
SPECIAL PROVISIONS

There are no special provisions of this contract.

**EXHIBIT B
SCOPE OF SERVICES**

1. INTRODUCTION

OfficePro, Inc. (hereinafter referred to as the "Contractor") hereby agrees to provide the State of New Hampshire (hereinafter referred to as the "State"), Department of Administrative Services, with Training and Professional Development Services in accordance with the bid/proposal submission in response to State Request for Proposal #2502-22 and as described herein.

2. CONTRACT DOCUMENTS

This Contract consists of the following documents ("Contract Documents"):

- a. State of New Hampshire Terms and Conditions, General Provisions Form P-37
- b. EXHIBIT A Special Provisions
- c. EXHIBIT B Scope of Services
- d. EXHIBIT C Method of Payment
- e. EXHIBIT D RFP 2502-22
- f. EXHIBIT E Appendix - Classes

In the event of any conflict among the terms or provisions of the documents listed above, the following order of priority shall indicate which documents control: (1) EXHIBIT A "Special Provisions," (2) Form Number P-37, (3) EXHIBIT B "Scope of Services," (4) EXHIBIT C "Method of Payment," (5) EXHIBIT D "RFP 2502-22" and (6) EXHIBIT E "Appendix - Classes."

3. TERM OF CONTRACT

This contract shall commence upon execution by the Commissioner of the Department of Administrative Services and shall continue thereafter through September 30, 2024.

The Contract may be extended for two (2) additional one-year extension terms thereafter upon the same terms, conditions and pricing structure with the approval of the Commissioner of the Department of Administrative Services.

The maximum term of the Contract (including all extensions) cannot exceed five (5) years.

4. SCOPE OF WORK

Training and Professional Development Classes:

Pricing per class or program shall include all development/preparation time and instruction time, including live instruction as well as instructor time required to review and respond to questions and submissions from students (for example, providing feedback for asynchronous work as part of an on-line courses running over several days).

Contractor shall provide certain information on each class or program for which they are offering including:

- Proposed format, including number of days and/or hours of direct instruction, hours of self-directed work, and timing of class or program of study;
- Instructor or instructors who would teach each class or program of study; and
- Price Per Class

Course Summary and Syllabus: The Contractor shall include a brief synopsis of each course including the proposed format or structure for the class and the total number of hours of instruction and self-paced work by students, and a course syllabus. A more comprehensive and detailed description of any course shall be provided if requested by the State.

Training Materials: Contractor must submit a list of the course materials that will be provided for each course for which is offered (i.e., books, documentation, references, etc.). All materials must be approved by the State prior to the presentation of any training course.

Quality Assurance: All training or training program that will be offered through the State of NH BET shall work with the State to finalize the course content, length, format, and method of student evaluation. For example, a Contractor proposing a Lean Training Program shall work with existing Lean leaders and practitioners from various State agencies in developing and refining the Lean programs for NH State Government application.

Additionally, the State shall have the option to send a BET employee to each course to observe and review the quality of the presentation.

Class Evaluation Forms: The Contractor shall distribute information for students to complete an online evaluation form to all participants in all classes.

Frequency of Offering: The frequency at which various classes are offered will vary based on anticipated and actual demand. BET may decide to offer a class more or less frequently at their sole discretion.

Staff Requirements:

All staff serving as instructors under this Contract must have at least a Bachelor's degree and relevant work experience plus demonstrated teaching or other relevant experience in the subject area(s) they are instructing. A Master's degree in a relevant area is preferred but not required. The Contractor shall submit resumes demonstrating the required education and experience for all proposed instructors and staff, including subcontractor staff/instructors.

Subcontractors

- 1) Services shall not be, in whole or in part, subcontracted, assigned, or otherwise transferred to any other Contractor without prior written approval by the State.
- 2) If subcontractors are to be used, the Contractor must clearly explain their participation.
- 3) If subcontractors are to be used, please include information regarding the proposed subcontractors including the name of the company, their address, contact person and three references for clients they are currently servicing.
- 4) The Contractor shall be directly responsible for any subcontractor's performance and work quality when used by the Contractor to carry out the scope of the job.
- 5) Subcontractors must abide by all terms and conditions under any resultant Contract.

Requirements

- 1) The State requires ten (10) days' advance knowledge of work schedules to provide security and access to respective work areas. No premium charges will be paid for any off-hour work.
- 2) The State shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the Contractor's employees, equipment or supplies. The Contractor shall replace in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the Contractor to proceed promptly with the necessary corrections, the State may withhold any amount necessary to correct all defective work or damages from payments to the Contractor.
- 3) The work staff shall consist of qualified persons completely familiar with the products and equipment they shall use. The Contracting Officer may require the Contractor to dismiss from the work such employees as deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.
- 4) The Contractor or their personnel shall not represent themselves as employees or agents of the State.
- 5) While on State property, employees shall be subject to the control of the State, but under no circumstances shall such persons be deemed to be employees of the State.
- 6) All personnel shall observe all regulations or special restrictions in effect at the State Agency.
- 7) The Contractor's personnel shall be allowed only in areas where services are being performed. The use of State telephones is prohibited.

ADDITIONAL REQUIREMENTS:

Except as otherwise provided in this Scope of Services, all services performed under this Contract shall be performed between the hours of 8:00 A.M. and 4:00 P.M. unless other arrangements are made in advance with the State. Any deviation in work hours shall be pre-approved by the Contracting Officer. The State requires ten-day advance knowledge of said work schedules to provide security and access to respective work areas. No premium charges will be paid for any off-hour work.

The Contractor shall not commence work until a conference is held with the Department of Administrative Services' Division of Personnel's Bureau of Education and Training (BET), and each State agency or other public entity served by BET intending to utilize the Contractor's services, at which representatives of the Contractor and the State are present. The conference will be arranged by the BET.

The State shall require correction of any defective work and the repair of any damages to any part of a building or its appurtenances caused by the Contractor or its employees, subcontractors, equipment or supplies. The Contractor shall correct, repair, or replace all defective work, as needed, to complete said work in satisfactory condition, and damages so caused in order to restore the building and its appurtenances to their previous condition. Upon failure of the Contractor to proceed promptly with the necessary corrections or repairs, the State may withhold any amount necessary to correct all defective work or repair all damages from payments to the Contractor.

The work staff shall consist of qualified persons completely familiar with the products and equipment that they will use. The Contracting Officer may require the Contractor to dismiss from the work such employees as the Contracting Officer deems incompetent, careless, insubordinate, or otherwise

objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.

Neither the Contractor nor its employees or subcontractors shall represent themselves as employees or agents of the State.

While on State property the Contractor, its employees, and its sub-contractors shall be subject to the authority and control of the State, but under no circumstances shall such persons be deemed to be employees of the State.

All personnel shall observe all regulations or special restrictions in effect at any State agency location at which services are to be provided.

The Contractor's personnel shall be allowed only in areas where services are to be provided. The use of State telephones by the Contractor, its employees, or its sub-contractors is prohibited.

5. TERMINATION

The State of New Hampshire has the right to terminate the contract at any time by giving the Contractor thirty (30) days advance written notice.

6. OBLIGATIONS AND LIABILITY OF THE CONTRACTOR

The Contractor shall provide all services strictly pursuant to, and in conformity with, the specifications described in State RFP #2502-22, as described herein, and under the terms of this Contract.

It is the responsibility of the Contractor to maintain this contract and New Hampshire Vendor Registration with up to date contact information.

Contract specific contact information (Sales contact, Contractor contract manager, etc.) shall be sent to the State's Contracting Office listed in Box 1.9 of Form P-37.

Additionally, all updates i.e., telephone numbers, contact names, email addresses, W9, tax identification numbers are required to be current through a formal electronic submission to the Bureau of Purchase and Property at:

[https://das.nh.gov/purchasing/vendorregistration/{S\(a0fzcv55ahaeas45jpya5i45\)}/welcome.aspx](https://das.nh.gov/purchasing/vendorregistration/{S(a0fzcv55ahaeas45jpya5i45)}/welcome.aspx)

The Contractor shall agree to hold the State of NH harmless from liability arising out of injuries or damage caused while performing this work. The Contractor shall agree that any damage to building(s), materials, equipment or other property during the performance of the service shall be repaired at its own expense, to the State's satisfaction.

7. DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS

The Contractor certifies, by signature of this contract, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal Department or Agency.

8. INSURANCE

Certificate of insurance amounts must be met and maintained throughout the term of the contract and any extensions as per the P-37, section 14 and cannot be cancelled or modified until the State receives a 10 day prior written notice.

9. CONFIDENTIALITY & CRIMINAL RECORD

If requested by the using agency, the Contractor and its employees, and Sub-Contractors (if any), shall be required to sign and submit a Confidential Nature of Department Records Form and a Criminal Authorization Records Form. These forms shall be submitted to the individual using agency prior to the start of any work.

**EXHIBIT C
METHOD OF PAYMENT**

1. CONTRACT PRICE

The Contractor hereby agrees to provide Training and Professional services in complete compliance with the terms and conditions specified in Exhibit B for an amount up to and not to exceed a price of \$250,000.00; this figure shall not be considered a guaranteed or minimum figure; however it shall be considered a maximum figure from the effective date through the expiration date as indicated in Form P-37 Block 1.7.

2. PRICING STRUCTURE

SOFTWARE TRAINING CLASSES					
CLASS	CLASS FORMAT	INSTRUCTOR	02/01/2022 – 09/30/2022 (PRICE PER CLASS)	10/1/2022- 9/30/2023 (PRICE PER CLASS)	10/2/2023- 9/30/2024 (PRICE PER CLASS)
Access Training	1 Day, Hands-On Training	Terri Hurley	\$900.00	\$900.00	\$900.00
Adobe Suite Training	1 Day, Hands-On Training	Juan Cuellar	\$1,200.00	\$1,200.00	\$1,200.00
Excel I	1 Day, Hands-On Training	Juan Cuellar	\$900.00	\$900.00	\$900.00
Excel II	1 Day, Hands-On Training	Juan Cuellar	\$900.00	\$900.00	\$900.00
Excel III	1 Day, Hands-On Training	Juan Cuellar	\$900.00	\$900.00	\$900.00
Outlook	1/2 Day, Hands-On Training	Juan Cuellar	\$650.00	\$650.00	\$650.00
Powerpoint	1/2 Day, Hands-On Training	Juan Cuellar	\$650.00	\$650.00	\$650.00
Visio Training	1 Day, Hands-On Training	Terri Hurley	\$900.00	\$900.00	\$900.00
Word Bootcamp	1 Day, Hands-On Training	Juan Cuellar	\$900.00	\$900.00	\$900.00

3. INVOICE

Invoices shall be submitted to the NH Bureau of Education and Training (BET) after completion of work for the requesting entity. Invoices must include the following information:

- Date(s) of service
- Itemized list of services provided
- State Vendor identification number
- Name, address, contact person and contract e-mail and telephone number for the Vendor

- Name, address, contact person and contract e-mail and telephone number for the entity for whom the service was provided
- BET customer number for the entity to whom service was provided (if not direct for BET).

Each State of New Hampshire agency or other public entity securing training services through the NH BET will have a BET-specific customer account number. There may be instances where sub-sections of an agency have their own individual BET customer account number. Where training is provided to an individual agency or other entity, the Contractor shall obtain the applicable BET customer account number from the BET business administrator prior to invoicing the State for training services provided.

4. PAYMENT

Contractor shall be paid within 30 days after receipt of properly documented invoice and acceptance of the work to the State's satisfaction.

Payments may be made via ACH or P-Card. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury>

EXHIBIT D

RFP #2502-22 is incorporated here within.

EXHIBIT E
APPENDIX – CLASSES

INTRODUCTION TO ACCESS

CLASS DESCRIPTION:

This application is used by millions of organizations to manage their data. This class is for the user who is getting started. Attendees will learn the components of the 2010 user interface. You will create the tables that hold the data you want to store and track. You'll learn to navigate these tables, edit and save your information.

A key lesson in this class is learning how to create relationships. Relationships are what differentiate databases from spreadsheets – allowing you to combine information from different tables. Students will learn the basic features of querying a database and creating an attractive report to display the results.

PREREQUISITES:

While this is an introductory level course it is by no means a 'basics' class. Please have experience with other Microsoft Office applications, such as Word, Excel, Outlook or Powerpoint, before attending this class.

OBJECTIVES:

At the completion of this course, participants will be able to perform the following tasks:

1. EXPLORING ACCESS
2. CREATING TABLES
3. WORKING WITH TABLES
4. EDITING TABLES
5. FINDING AND FILTERING DATA
6. PRINTING DATA
7. CREATING RELATIONSHIPS
8. USING SIMPLE QUERIES
9. MODIFYING QUERY RESULTS
10. CREATING BASIC FORMS
11. CREATING BASIC REPORTS

ACCESS:INTERMEDIATE**CLASS DESCRIPTION:**

Students attending the Intermediate level of Access will start the day with learning how to set the Field Properties which is key to how data is entered in Access. If information is not entered correctly, you will not get accurate results when running reports and queries. A good amount of class time on will be spent on Setting Field Properties because doing it properly is so important!

Queries are what you use to get answers from your data. While you may have done a simple query – this class will focus on the fine art of designing queries, using operators and even a Wizard to walk you through the process.

Learn to customize your forms using controls in the design view and get into advanced report design.

PREREQUISITES:

Students should have attended the 1 or 2-day access introductory course or have equivalent knowledge.

OBJECTIVES:

At the completion of this course, participants will be able to perform the following tasks:

1. SETTING FIELD PROPERTIES
2. MODIFYING TABLES
3. USING OPERATORS IN QUERIES
4. DESIGNING ADVANCED QUERIES
5. CREATING ACTION QUERIES
6. USING ADVANCED QUERY WIZARDS
7. USING ADVANCED DATABASE FEATURES
8. USING CONTROLS AND LAYOUTS
9. MANIPULATING FORM CONTROLS IN DESIGN VIEW
10. USING DESIGN VIEW
11. USING ADVANCED FORM DESIGN
12. USING ADVANCED REPORT DESIGN

ACCESS ADVANCED

CLASS DESCRIPTION:

Class starts with a focus on analyzing tables. This is an important topic as it helps students create Access databases that are efficient and manageable. We will also get further into Form and Report design as well as create subforms/subreports.

Streamline your processes and automate repetitive tasks with macros. We'll teach you how to secure your database by encrypting the information and setting passwords. Export your data into Excel or learn to export into Word for Mail Merge documents. Be prepared for a lot of information in one day.

Please be aware that this may be challenging content for some. Your instructor may not cover all of the topics listed in this class based on the pace of the students. Tell your instructor what topics are most relevant for you.

PREREQUISITES:

Students should have attended, or have equivalent knowledge of, access 2019 introduction and intermediate classes before attending this session.

OBJECTIVES:

At the completion of this course, participants will be able to perform the following tasks:

1. USING SUBFORMS/SUBREPORTS
2. ANALYZING TABLES
3. USING OTHER FORM TECHNIQUES
4. USING PIVOTTABLES AND PIVOTCHARTS
5. WORKING WITH INDEXES
6. COLLECTING DATA BY E-MAIL
7. USING ACCESS AND THE INTERNET
8. USING ACCESS DATABASE SECURITY
9. CREATING MACROS
10. USING MACROS

ACCESS – QUERIES AND REPORTS

CLASS DESCRIPTION:

This course is designed to provide students with the skills necessary to utilize the basic features pertaining to queries and reports within Microsoft Access 2019. You will query a database, and use, modify, and create basic reports.

PREREQUISITES:

This class requires that you have experience using a mouse and windows. You should also have some basic experience in Access or other database applications.

OBJECTIVES:

At the completion of this course, participants will be able to perform the following tasks:

Using Simple Queries

- Using Queries and Recordsets
- Using the Simple Query Wizard
- Creating a Query in Design View
- Opening a Query
- Adding a Table to a Query
- Joining Tables in a Query
- Running a Query

Designing Advanced Queries

- Setting Top Values in Query
- Creating a Calculated Field
- Formatting a Calculated Field
- Displaying a Totals Row in a Query
- Creating a Function Query
- Using Multivalued Fields
- Creating a Concatenation Field
- Filtering a Query

Creating Basic Reports

- Using Reports
- Using the Report Button
- Using Print Preview – Reports
- Printing Pages of a Report
- Using the Report Wizard
- Changing Views in a Report
- Grouping and Summarizing Report Data

Using Advanced Report Design

- Adding Report Sections in Design View
- Creating a Calculated Control
- Creating a Running Summary
- Inserting a Date/Time Control
- Inserting a Page Break
- Changing the Report Margins
- Using the Label Wizard
- Creating a Report without Using a Wizard

ACCESS – FORMS DESIGN AND FILL

CLASS DESCRIPTION:

Access users may be working on a database that they did not design, but want to implement form design. This class starts with adding controls to the data fields and controlling the overall layout of the form. The course finishes with managing switchboards.

PREREQUISITES:

This course is not for the novice user! You should be comfortable in the access database application and able to use basic features like the navigation pane and design views. Students should have attended an introduction class or have equivalent knowledge.

OBJECTIVES:

At the completion of this course, participants will be able to perform the following tasks:

Using Advanced Form Design

- Using Forms in Design View
- Creating a Combo Box
- Editing List Items
- Creating a List Box
- Creating an Option Group
- Adding a Logic Control
- Setting the Tab Order Automatically
- Setting the Tab Order Manually
- Adding a Form Header and Footer
- Creating a Blank Form

Setting Field Properties

- Using Field Properties
- Limiting Field Size
- Setting Number Formats
- Setting Date/Time Formats
- Setting Yes/No Formats
- Setting Default Values
- Setting Validation Values
- Creating an Input Mask – Wizard
- Creating an Input Mask – Manual
- Creating a Custom Input Mask
- Typing a Lookup List
- Modifying Lookup Properties

Using Switchboards

- Opening and Using a Switchboard
- Creating a Switchboard Form
- Adding a Command Button to a Switchboard
- Setting Startup Options

EXCEL INTRODUCTION

CLASS DESCRIPTION:

Excel can help you organize, calculate, analyze, revise, update, and present your data in ways that will help the decision makers in your organization steer you in the right direction. This course aims to provide you with a foundation for those Excel knowledge and skills, which you can build upon to eventually become an expert in data manipulation.

PREREQUISITES:

Students should be familiar with windows and using a mouse.

OBJECTIVES:

At the completion of this course, participants will be able to perform the following tasks:

1. EXPLORING EXCEL
2. USING BASIC WORKBOOK SKILLS
3. WORKING WITH RANGES
4. CREATING SIMPLE FORMULAS
5. FORMATTING NUMBERS
6. FORMATTING TEXT
7. WORKING WITH COLUMNS AND ROWS
8. COPYING AND MOVING DATA
9. MANAGING DATA

EXCEL INTERMEDIATE

CLASS DESCRIPTION:

Take your Excel skills to the next level. Students will learn the processes involved in working between two or more Excel spreadsheets. Learn the value of creating Range Names versus referring to cells by their location. Create filters to view specific data within your spreadsheets. Learn about using Excel Functions such as working with dates or TRUE or FALSE questions.

Add effects and objects to your spreadsheet to highlight important information. Add visual impact by learning to create, charts and use Sparklines. Learn to add text boxes, work with the chart legend, and add data labels.

PREREQUISITES:

Attendees should have taken Excel Introduction or have the equivalent knowledge level.

OBJECTIVE:

At the completion of this course, participants will be able to perform the following tasks:

1. USING PAGE SETUP
2. USING OTHER FUNCTIONS
3. USING CONDITIONAL AND CUSTOM FORMATS
4. USING AUTOFILTER
5. WORKING WITH TABLES
6. USING LARGE WORKSHEETS
7. WORKING WITH MULTIPLE WORKSHEETS
8. MANAGING WORKSHEETS
9. USING RANGE NAMES
10. CREATING CHARTS

EXCEL ADVANCED

CLASS DESCRIPTION:

This class begins with learning Advanced Functions such as Vertical and Advanced LOOKUP. Build on your IF function skills by learning how to use operators like AND / OR. Analyze your data by learning how to create Pivot Tables. This is a great feature of Excel and will allow you to look at your data many different ways – without having to touch the original data source.

When you adjust your budget numbers – consider using Scenarios and Goal Seeking. Changing the data in one cell allows you to see how all of the other cells are impacted by the given Scenario.

Export and import data from Excel to other applications. Learn to use the new developer tab to record and use macros to automate repetitive tasks.

PREREQUISITES:

Attendees should have taken Excel Intermediate or have the equivalent knowledge level.

OBJECTIVES:

At the completion of this course, participants will be able to perform the following tasks:

1. USING ADVANCED FUNCTIONS
2. CREATING/REVISING PIVOTTABLES
3. WORKING WITH ADVANCED FILTERS
4. WORKING WITH OUTLINES
5. USING WORKSHEET PROTECTION
6. EXPORTING AND IMPORTING DATA
7. CONSOLIDATING WORKSHEETS
8. USING MACROS
9. RECORDING MACROS

WORD: INTRODUCTION

DESCRIPTION:

The focus of this class is the foundational features of MS Word. Use the File Tab to save, print or publish a file. Learn the key skills of cutting, copying and pasting text in Word. Use formatting to give your documents a polished appearance. Paragraph formatting provides consistency throughout the document. Learn about document views and which one to use and when. Attendees will use word tools to save them time when creating everyday documents. Learn to use SmartArt when working with lists.

PREREQUISITES:

Students should have experience with using Windows and how to use a mouse.

OBJECTIVE:

At the completion of this course, participants will be able to perform the following tasks:

1. EXPLORING WORD
2. USING BASIC DOCUMENT SKILLS
3. USING BASIC TEXT EDITING
4. WORKING WITH DOCUMENT VIEWS
5. USING CHARACTER FORMATTING
6. INDENTING PARAGRAPHS
7. FORMATTING WITH DOCUMENT THEMES
8. USING NUMBERS AND BULLETS
9. USING SMARTART
10. INSERTING GRAPHICS
11. CHECKING SPELLING AND GRAMMAR
12. USING DOCUMENT FORMATTING
13. PRINTING

WORD INTERMEDIATE

CLASS DESCRIPTION:

Attendees will learn to insert Headers and Footers at the top and bottom of each page. We'll also cover Section Breaks which allow you to format different parts of your document in different ways. This class also covers the "must know" topic of using Styles in Word. Styles provide consistency throughout your documents and also can be a time-saver for making global changes. Tables are another focus for this class. Learning to insert, modify and format tables when you want to make a list or have a comparison area in your document. Quick formatting will make your tables look great. Create quick parts to save you time in inserting frequently used text or graphics. We will cover the navigation pane which allows for easier movement in your document.

PREREQUISITES:

Students need to have attended a Word 2016 introduction or Office 2016 new features class.

OBJECTIVES:

At the completion of this course, participants will be able to perform the following tasks:

1. WORKING WITH HEADERS AND FOOTERS
2. USING SECTION BREAKS
3. USING STYLES
4. USING QUICK PARTS
5. WORKING WITH TABLES
6. EDITING A TABLE
7. APPLYING BORDERS AND SHADING
8. SORTING TABLE DATA
9. WORKING WITH COMMENTS AND REVISIONS
10. WORKING WITH AUTOFORMAT
11. INSERTING DATES AND SYMBOLS
12. USING THE NAVIGATION PANE

WORD ADVANCED

Class description:

Students attending this course will be introduced to a variety of advanced Word topics. Use mail merge for letters, labels, directories and more. Our instructor will walk you through completing a mail merge and allow for practice time so that you are comfortable doing this yourself. Track document changes and insert comments for co-workers to review. Learn how Macros are handled differently in Office 2019. Remember using styles from Word Intermediate? We'll use styles to create a table of contents and an index of reference. Create a form that employees can complete electronically. Topics in advanced classes hone in on productivity and efficiency.

PREREQUISITES:

For student success please attend this class only after attending the Introductory and Intermediate level of Word 2016

OBJECTIVES:

At the completion of this course, participants will be able to perform the following tasks:

1. USING MAIL MERGE
2. MERGING MAILING LABELS AND DIRECTORIES
3. WORKING WITH LISTS
4. USING MACROS
5. USING FORMS
6. PROTECTING A DOCUMENT
7. CREATING A TABLE OF CONTENTS
8. CREATING AN INDEX
9. CREATING CITATIONS AND BIBLIOGRAPHY
10. USING WORD HTML FEATURES
11. USING BOOKMARKS

POWERPOINT INTRODUCTION

CLASS DESCRIPTION:

Attendees will love this fun class! Learn the foundation of PowerPoint by creating new slides, editing text and making your overall presentation consistent by learning how to use Themes. Make your slide background attractive by applying creative and good striking already created by Microsoft. Learn how to make numbered or bulleted lists and then be able to edit this list with successful results.

Insert clip art and photo images to enhance your presentations.

PREREQUISITES:

Students should be comfortable using a mouse and Windows

OBJECTIVES:

At the completion of this course, participants will be able to perform the following tasks:

1. EXPLORING POWERPOINT
2. USING BASIC PRESENTATION SKILLS
3. WORKING WITH PRESENTATIONS
4. EDITING AND PROOFING TEXT
5. PRINTING
6. FORMATTING PRESENTATION TEXT
7. FORMATTING BULLETS AND NUMBERS
8. USING GRAPHIC IMAGES
9. USING SLIDE SHOW VIEW

POWERPOINT INTERMEDIATE

CLASS DESCRIPTION:

This class helps students streamline many of the tasks involved in making presentations. Learn to create a presentation from the outline tab. Create and customize a chart to your specifications. Learn to create graphic elements using drawing objects. Create a photo album in PowerPoint, add special effects for visual interest and work on slide timings for a polished final product!

PREREQUISITES:

Students must be comfortable using a mouse and windows. It is also helpful if you have attended PowerPoint introduction or have equivalent experience.

OBJECTIVES:

At the completion of this course, participants will be able to perform the following tasks:

1. USING SLIDE SORTER VIEW
2. USING THE OUTLINE TAB
3. USING SMARTART
4. CREATING BASIC CHARTS
5. EDITING CHARTS
6. CREATING CUSTOM CHARTS
7. USING TABLES
8. WORKING WITH DRAWING OBJECTS
9. APPLYING SPECIAL EFFECTS
10. INSERTING A PHOTO ALBUM

POWERPOINT ADVANCED

DESCRIPTION:

Students attending this PowerPoint 2016 Advanced class will learn to customize slides, handouts, tables and more. Learn how to work efficiently with multiple presentations at once. Learn how to use hyperlinks in your presentation to make any presentation more interactive. Create links to websites, other places in the presentation or a folder on your network drive.

PREREQUISITES:

Students should be comfortable using a mouse and Windows.

OBJECTIVES:

At the completion of this course, participants will be able to perform the following tasks:

1. CUSTOMIZING PRESENTATIONS
2. EDITING PRESENTATION MASTERS
3. EDITING NOTES AND HANDOUT MASTERS
4. EDITING MULTIPLE PRESENTATIONS
5. EXPANDING A SLIDE SHOW
6. SETTING UP THE SLIDE SHOW
7. EXPORTING OUTLINES AND SLIDES
8. PRESENTING TO A WIDER AUDIENCE
9. APPLYING SPECIAL EFFECTS

OUTLOOK – INTRODUCTION

CLASS DESCRIPTION:

In this course, you will learn to use outlook to send, receive, and manage email messages, manage your contact information, schedule appointments and meetings, create tasks and notes for yourself, and customize the Outlook interface to suit your working style. This course is the first in a series of two Microsoft® Office Outlook® 2019 courses.

PREREQUISITES:

To ensure your success in this course you should have a basic understanding of personal computers and basic end-user skills with any current version of windows.

OBJECTIVE:

At the completion of this course, participants will be able to perform the following tasks:

1. Exploring Outlook
2. Sending and Receiving Messages
3. Organizing Messages
4. Working with Components and Office
5. Using Outlook Messaging Features
6. Scheduling with the Calendar
7. Managing Contacts

OUTLOOK - INTERMEDIATE

CLASS DESCRIPTION:

Now that you have learned the basics of Outlook we will work with other productivity tools with this application. Outlook 2016 has the Ribbon interface with features organized into groups of common functions. Create Group Calendars to see another schedules next to yours.

Learn about the new To Do Bar and create tasks generated from an email. Learn the benefit of using Categories to track your information in multiple ways. Did you know that Outlook can use Word as its email editor? That means using the Word Table features in your Outlook email. Learn about Rules to streamline processes and organize the inbox.

PREREQUISITES:

To ensure your success in this course you should have basic end-user skills with any current version of Windows and have completed Outlook 2019 part 1.

OBJECTIVES:

At the completion of this course, participants will be able to perform the following tasks:

1. Managing Meetings
2. Working with Tasks and The To Do Bar
3. Organizing Outlook Items
4. Formatting Outlook Messages
5. Using the Address Book
6. Working with Rules
7. Working with Files and Applications
8. Adding Shortcuts to the Navigation Pane

OUTLOOK--ADVANCED

CLASS DESCRIPTION:

This course builds upon the foundational knowledge presented in the Microsoft® Office Outlook, Part 1 and Part 2. This Microsoft Outlook training class builds on basic skills in outlook and teaches students to work with some of the more advanced features of outlook.

PREREQUISITES:

To ensure your success in this course you should have basic end-user skills with any current version of Windows and have completed Outlook 2019 Part 1 and 2.

OBJECTIVES:

At the completion of this course, participants will be able to perform the following tasks:

1. Customizing Views
2. Working with Rules
3. Working with Offline Settings
4. Working with the People Pane
5. Working with Folders and Forms
6. Setting Message and Security Options
7. Working with Junk Mail
8. Setting Other Outlook Options

VISIO 2016: INTRODUCTION

CLASS DESCRIPTION:

In today's workplace, visual diagrams are an essential part of communication, from road maps to sales flows to process charts. Visio 2016 provides you with an intuitive, customizable tool to easily create a professional-looking visual product by using its extensive gallery of shapes. By following the exercises in this course, you will create visually engaging diagrams, maps, and drawings, using graphical elements to make information easier to comprehend.

PREREQUISITES:

For this course, you will need to be familiar with using personal computers, including a mouse and keyboard. You should also be comfortable in the Windows 8 environment.

OBJECTIVES:

At the completion of this course, participants will learn how to:

1. Getting Started with Visio 2016
2. Working with Workflow Diagram Tools
3. Building Organization Charts
4. Designing a Floor Plan
5. Building a Cross-Functional Flowchart
6. Designing a Network Diagram
7. Styling a Diagram

VISIO 2016: ADVANCED

CLASS DESCRIPTION:

In Visio 2016: Part 1, you learned the basic skills needed to create and modify various Visio drawings. In Visio 2016: Part 2, you will learn about more advanced features—making you a more efficient and effective Visio user.

PREREQUISITES:

For this course, it is recommended attendees have already taken the course, Visio 2016: Part 1.

OBJECTIVES:

At the completion of this course, participants will learn how to:

1. Lesson 1: Designing Advanced Plans and Diagrams
2. Lesson 2: Enhancing the Look of Drawings
3. Lesson 3: Working with Custom Shapes, Stencils, and Templates
4. Lesson 4: Connecting Drawings to External Data
5. Lesson 5: Leveraging Development Tools
6. Lesson 6: Sharing Drawings

State of New Hampshire

Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that OFFICEPRO, INC is a Maryland Profit Corporation registered to transact business in New Hampshire on December 28, 2021. 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: **889019**

Certificate Number: **0005637082**



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 18th day of January A.D. 2022.

A handwritten signature in black ink, appearing to read "Wm Gardner".

William M. Gardner
Secretary of State

OFFICEPRO. INC.

CERTIFICATE OF AUTHORITY

As an officer, corporate secretary, and legal counsel of OfficePro, Inc. ("Company"), I hereby provide the following Certificate of Authority, as of the date hereof.

CERTIFIED, that Aaron Udler is the sole shareholder, sole director, President and Chief Executive Officer of the Company; and

CERTIFIED, that pursuant to all of its required corporate policies, procedures, and practices, the Company has duly approved entering into the service contract relating to training and professional development services entitled P-37 Agreement and all associated documents as awarded via letter dated January 14, 2022 per Request for Proposal RFP #2502-22 and Company's RFP response and bid thereto (collectively, the "Contract") with the State of New Hampshire through its Department of Administrative Services, Division of Procurement and Support Services, Bureau of Purchase and Property ("State of New Hampshire"), and

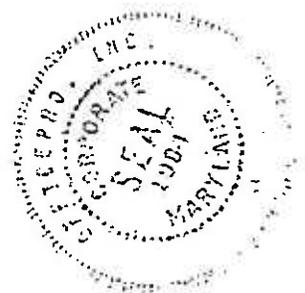
CERTIFIED, that the Company has duly authorized the President and Chief Executive Officer of the Company to execute the Contract on behalf of the Company; and

CERTIFIED, that the State of New Hampshire may rely on this Certificate of Authority as part of its procurement process.



Joshua Udler
Corporate Secretary and Legal Counsel

Date: January 19, 2022



[CORPORATE SEAL]



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
1/18/2022

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 have ADDITIONAL INSURED provisions or 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 McFarlin Insurance Agency 8325 Guilford Rd Columbia, MD 21046	CONTACT NAME: Nancy Small PHONE (A/C, No, Ext): (410) 312-7800 E-MAIL ADDRESS: nancy@mcfarlininsurance.com	FAX (A/C, No):
	INSURER(S) AFFORDING COVERAGE	
INSURED Office Pro, Inc. 8 Granite Place Gaithersburg, MD 20878	INSURER A: Hartford Casualty Insurance Company	NAIC # 29424
	INSURER B: Hartford Insurance Group	00914
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **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	ADDITIONAL SUBROGATION WAIVED	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:		30SBABA1494	9/26/2021	9/26/2022	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 - COMPOP AGG \$ 4,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		30SBABA1494	9/26/2021	9/26/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000		30SBABA1494	9/26/2021	9/26/2022	EACH OCCURRENCE \$ 3,000,000 AGGREGATE \$ \$ 3,000,000
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y <input checked="" type="checkbox"/> N If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	30WECEL9609	9/26/2021	9/26/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

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

CERTIFICATE HOLDER State of New Hampshire Administrative Services Bureau of Purchase and Property 25 Capitol Street, Room 102 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



**NEW HAMPSHIRE DEPARTMENT OF ADMINISTRATIVE SERVICES
BUREAU OF PURCHASE AND PROPERTY**

**REQUEST FOR INFORMATION RELATIVE TO THE PROCESS OF
EDUCATIONAL TRAINING
2025-428**

DUE DATE: July 25, 2024, at 10:30 AM (EST)

RESPONSE SUBMITTED BY (COMPANY NAME) OfficePro, Inc.

AUTHORIZED SIGNER'S SIGNATURE *Beth Chernoff*

AUTHORIZED SIGNER'S TITLE VP of Client Engagement

PRINTED NAME Beth Chernoff

PREPARED BY: Carrie Martin
THE DEPARTMENT OF ADMINISTRATIVE SERVICES
BUREAU OF PURCHASE AND PROPERTY

I. GENERAL INFORMATION

A. PURPOSE

This Request for Information (RFI) is issued by the New Hampshire Department of Administrative Services, Bureau of Purchase and Property.

This Request for Information has been issued with the intent of gathering information relative to the process of establishing a contract for educational training for the State of New Hampshire.

The State's objective is to evaluate the educational training industry and fortify the State's current process and contracts. Items will include, but will not be limited to the commodities, service or equipment herein.

B. TIMELINE

The timeline below is provided as a general guideline and is subject to change. More exact dates will be added to the later processes as the project moves forward.

- 7/10/2024 Issue of RFI
- 7/15/2024 Last day for questions, clarifications, and/or requested changes to RFI
- 7/25/2024 10:30 AM (EST) RFI Opening

C. BACKGROUND

The State of New Hampshire currently has seven statewide contracts in place to cover the purchase of onsite and remote educational training and is used by State agencies and other eligible entities located in the state.

D. OBJECTIVE

The State of New Hampshire has three objectives:

- To inquire if the current contractors will extend their contract for an additional year at the current contract terms and pricing.
- To gather information on current market and pricing structure for educational training that will be utilized by State agencies.
- Solicit information to assist the state in preparing a potential bid if needed.

The State is seeking feedback on the information in this RFI and will consider any information, including partial responses, received in response to this RFI. If the State moves forward in the development of an RFP/RFB. The bidding process will be open to all respondents regardless of their decision to participate in this RFI.

E. KNOWN CHALLENGES

- Evolving technology
- Price escalation
- Deliverability

F. LIABILITY

This solicitation for information does not commit the State to publish a Request for Proposal or award a contract. The State shall not be held liable for any costs incurred by the Vendor in the preparation of the response. The issuance of a Request for Proposal/Bid as a result of information gathered from responses is solely at the discretion of the State.

G. CONFIDENTIALITY

The State retains the right to promote transparency and to place this RFI into public domain and to make copy of the RFI available as a provision of New Hampshire access to public records laws. Please do not include any information in your RFI response that is confidential or proprietary, as the State assumes no responsibility for excluding information in response to records requests. Any request for information made by a third party will be examined in light of the exemptions provided in the New Hampshire access to public record laws.

H. PUBLIC DISCLOSURE OF PROPOSAL SUBMISSIONS:

Generally, the full contents of any proposal (including all materials submitted in connection with it, such as attachments, exhibits, addenda, and vendor presentations) become public information upon completion of final contract or purchase order negotiations with the selected vendor. Certain information concerning proposals, including but not limited to scoring, is generally available to the public even before this time, in accordance with the provisions of NH RSA 21-G:37.

Confidential, commercial or financial information may be exempt from public disclosure under RSA 91-A:5, IV. Any and all information contained in or connected to a bid or proposal that a Respondent considers confidential shall be clearly designated in the following manner:

If the Respondent considers any portion of a submission confidential, they shall provide a separate copy of the full and complete document, fully redacting those portions by blacking them out and shall note on the applicable page or pages of the document that the redacted portion or portions are “confidential.” Use of any other term or method, such as stating that a document or portion thereof is “proprietary”, “not for public use”, or “for client’s use only”, is not acceptable. In addition to providing an additional fully redacted copy of the bid submission to the person listed as the point of contact on Page one (1) of this document, the identified information considered to be confidential **must** be accompanied by a separate letter stating the rationale for each item designated as confidential. In other words, the letter must specifically state why and under what legal authority each redaction has been made. Submissions which do not conform to these instructions by failing to include a redacted copy (if required), by failing to include a letter specifying the rationale for each redaction, by failing to designate redactions in the manner required by these instructions, or by including redactions which are contrary to these instructions or operative law may be rejected by the State as not conforming to the requirements of the bid or proposal. Marking or designating an entire proposal, attachment or section as confidential shall neither be accepted nor honored by the State. Marking an entire bid, proposal, attachment or full sections thereof confidential without taking into consideration the public’s right to know shall neither be accepted nor honored by the State.

Notwithstanding any provision of this request for submission to the contrary, proposed pricing shall be subject to public disclosure REGARDLESS of whether or not marked as confidential.

If a request is made to the State by any person or entity to view or receive copies of any portion of a proposal, the State will assess what information it believes is subject to release; notify the Respondent that the request has been made; indicate what, if any, portions of the proposal or related material shall be released; and notify the Respondent of the date it plans to release the

materials. To halt the release of information by the State, a Respondent must initiate and provide to the State, prior to the date specified in the notice, a court action in the Superior Court of the State of New Hampshire, at its sole expense, seeking to enjoin the release of the requested information.

By submitting a proposal, Respondent acknowledge and agree that:

- The State may disclose any and all portions of the proposal or related materials which are not marked as confidential and/or which have not been specifically explained in the letter to the person identified as the point of contact for this RFI;
- The State is not obligated to comply with a Respondent's designations regarding confidentiality and must conduct an independent analysis to assess the confidentiality of the information submitted in your proposal; and
- The State may, unless otherwise prohibited by court order, release the information on the date specified in the notice described above without any liability to a Respondent.

II. RESPONSE INSTRUCTIONS

A. RESPONSE PACKAGE, DESTINATION AND DEADLINE

Interested parties may submit a response to the State of New Hampshire Bureau of Purchase and Property by **email to NH.Purchasing@das.nh.gov**. All responses must be clearly marked with the RFI number, date due and the Purchasing Agent's name. **Note: We cannot accept files larger than 7 MB.**

IF YOU ARE EXPERIENCING DIFFICULTIES EMAILING YOUR RESPONSE OR YOU WISH TO VERIFY THAT YOUR RESPONSE HAS BEEN RECEIVED, PLEASE CALL (603) 271-2201 AND ASK A PURCHASING ASSISTANT FOR ASSISTANCE OR TO CHECK ON THE STATUS OF YOUR RESPONSE.

B. INQUIRIES

All questions concerning this RFI must be submitted in writing to Carrie.L.Martin@DAS.NH.Gov by 4:30 PM local time on the date indicated in Section 1.2 TIMELINE. Answers will be posted on the Bureau of Purchase & Property website as an Addendum. **Phone calls will not be accepted.**

Please be sure your questions are clearly stated and include your name, company name and a phone number. (Only the questions will be published as addenda.)

C. RESPONSE CONTENT

Respondents are requested to furnish the following as part of their response:

- The business name, address, place of business, contact information, including representative name and alternate (if available), telephone number(s), and e-mail address(es).
- Summary of the respondent's business and its experience as it related to the services outlined in the RFI.
- Brief description of respondents proposed solutions, and how these would best meet the Department's objectives. The description should also identify known or potential concerns with, or barriers to, the solutions.

D. The response to this RFI should address the following:

1. Describe your pricing for educational training, is it different for remote vs. online. Is there a minimum and a maximum of class participants.

2. Describe any other market concerns affecting educational training.

What other information would you desire that the Department provide to assist you with your submittal of a proposal if an RFP were to be issued?

3. See attachment 1 Offer sheet.

III. CLOSING

The State of New Hampshire, Department of Administrative Services thanks you for your efforts in preparing a response. Although this Request for Information does not require the State to issue a Request for Bid/Proposal or to award contracts, the information gathered in this process will be helpful in determining whether to move forward with educational training and if so how we may best structure a contract to reach our goals.

A. VENDOR CONTACT INFORMATION:

Please provide contact information below for a person knowledgeable of and who can answer questions regarding your response.

Beth Chernoff

301-468-3312

Contact Person

Telephone Number

beth.chernoff@officeproinc.com

OfficePro, Inc.

E-mail Address

Vendor Company Name

8 Granite Place, #26, Gaithersburg, MD 20878

Vendor Address

NON-SOFTWARE TRAINING (ONLINE FORMAT)				
QTY	CLASS	Class Format	COST PER CLASS	Extended Cost
20	Business Etiquette	½ -day live online	\$1,500.00	
18	Dealing With Troubled, Toxic or Negative People	½ -day live online	\$1,500.00	
6	E-mail Etiquette	½ -day live online	\$1,500.00	
4	Managing at a Distance	½ -day live online	\$1,500.00	
44	Time Management	½ -day live online	\$1,500.00	
34	Delivering Constructive Criticism	½ - day live on line, plus pre-work	\$2,500.00	
NON-SOFTWARE TRAINING- Onsite, In person				
CLASS	Class Format	COST PER CLASS	Extended Cost	
4	Business Analysis	2 Days	5200	\$20,800.00
4	Business Etiquette	Half Day	2800	\$11,200.00
14	Communication Skills	1 week online with 2-90 min live Teams sessions	3000	\$42,000.00
8	Conflict Resolution	1/2 Day Live Online Session (4 hours)	1500	\$12,000.00
30	Customer Service	2 - 90 Min Live Teams Sessions	1500	\$45,000.00
21	Dealing with Strong Emotions in the Workplace	1/2 Day Live Online Session (4 Hours)	2000	\$42,000.00
5	Dealing With Troubled, Toxic or Negative People	1/2 Day Live Online Session (4 Hours)	2000	\$10,000.00
16	Difficult Conversations	1/2 Day Live Online Session (4 hours)	2000	\$32,000.00
39	Diversity and Inclusion - Awareness to Action	1 Week Online Cours - With 2-90 Min Live TEAMS sessions	3000	\$117,000.00
8	Effective Meetings	1/2 Day Live Online Session (4 hours)	2000	\$16,000.00
7	Leading And Managing Change	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	3000	\$21,000.00
12	Managing Difficult Employees	1/2 Day Live Online Session (4 hours)	2000	\$24,000.00
5	Motivating Employees	1/2 Day Live Online Session (4 hours)	2000	\$10,000.00
8	Presentation: Effective Visuals and Verbal Communication (Introduction)	1.5 Days in person	4500	\$4,500.00
19	Public Speaking I	1.5 Days In Person	4500	\$4,500.00
10	Public Speaking II (Advanced)	1.5 Days In Person	4500	\$4,500.00
4	Team Skills: Participating On and Leading Effective Teams	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	3000	\$12,000.00
15	Developing Program Metrics & Dashboards	4- ½ days over 2 weeks, In-person, Online or Hybrid	4500	\$67,500.00
14	Leading and Managing Change	2- 90 min live sessions plus online work; In-person, Online or Hybrid	4500	\$63,000.00
18	Managing with Metrics	1-day or 2- ½ days, In-person, Online or Hybrid	3500	\$63,000.00
6	Project Management – An Introduction	2- 90 min live sessions plus online work; In-person, Online or Hybrid	3500	\$21,000.00
34	Surveys, Focus Groups and Data Collection	1-day or 2- ½ days In-person, Online or Hybrid	3500	\$0.00
SOFTWARE TRAINING CLASSES - In Person, Online or Hybrid				
CLASS	Class Format	COST PER CLASS	Extended Cost	
280	Excel I	1-day or 2-1/2 days In-person, Online or Hybrid	1225	\$343,000.00
307	Excel II	1 Day or 2 - 1/2 Days In Person, online or Hybrid	1225	\$376,075.00
165	Excel III	1 Day or 2 - 1/2 Days In Person, online or Hybrid	1225	\$202,125.00
29	Outlook	½ day, In-person or Online	850	\$24,650.00
32	PowerPoint	½ day, In-person or online	850	\$27,200.00
59	Word Boot Camp	1-day or 2-1/2 days In-person, Online or Hybrid	1225	\$72,275.00
65	Adobe Suite Training	1 Day, Hands- On Training	1600	\$104,000.00
NON-SOFTWARE TRAINING - Onsite, In person				
CLASS	Class Format	COST PER CLASS	Extended Cost	
40	Business Writing	1 Day	3500	



**STATE OF NEW HAMPSHIRE
 DIVISION OF PROCUREMENT AND SUPPORT SERVICES
 BUREAU OF PURCHASE AND PROPERTY
 STATE HOUSE ANNEX
 25 CAPITOL STREET
 CONCORD, NEW HAMPSHIRE 03301-6398**

Date of Change: July 15, 2024

ADDENDUM # 01 TO RFI INVITATION 2025-428

**DATE AND TIME OF BID CLOSING: 7/25/2023 10:30 AM
 FOR: EDUCATIONAL TRAINING**

Question 1: The attachment has almost exclusively remote formats. It that what the State of NH is seeking.
State Response: There are two (2) sections for Non-Software that states: On-site and In-Person.

Question 2: Would a strictly online platform be considered?
State Response: There are two (2) sections for online platform Non-Software and Software training that states: Online format or Hybrid.

Question 3: What is the anticipated contract value for this service?
State Response: There are currently 7 contracts and value would be based on number of participants per class.

Question 4: Is there a timeline for the release of the solicitation for the project?
State Response: See RFI 2025-428, Page 1; Due Date: July 25, 2024

Question 5: Can you confirm which contracts are the incumbent?
State Response: All contracts on the offer sheet are from the incumbent contractors.

**PURCHASING AGENT: CARRIE MARTIN
 Email: NH.Purchasing@das.nh.gov**

NOTE: ALL CHANGES TO BID SOLICITATION NOTED IN ADDENDUMS WILL SUPERSEDE PREVIOUSLY SUBMITTED DOCUMENTS AND MUST BE SUBMITTED WITH THE BID. ALL OTHER SPECIFICATIONS REMAIN UNCHANGED AND VALID.

RESPONDENT BUSINESS NAME: OfficePro, Inc.

ADDRESS: 8 Granite Place, #26, Gaithersburg, MD 20878

PRINT NAME: Beth Chernoff

SIGNATURE: *Beth Chernoff*

TEL. NO. 301-468-3312

EMAIL ADDRESS: beth.chernoff@officeproinc.com

Please visit: <https://das.nh.gov/purchasing/vendorresources.aspx> (click on "Bid and Proposals") for complete bid and addendums.



**STATE OF NEW HAMPSHIRE
 DIVISION OF PROCUREMENT AND SUPPORT SERVICES
 BUREAU OF PURCHASE AND PROPERTY
 STATE HOUSE ANNEX
 25 CAPITOL STREET
 CONCORD, NEW HAMPSHIRE 03301-6398**

Date of Change: November 1, 2024

ADDENDUM # 02 TO RFI INVITATION 2025-428

DATE AND TIME OF BID CLOSING: 7/25/2023 10:30 AM

FOR: EDUCATIONAL TRAINING

Question 1: Are you looking for Online or onsite pricing?

**State Response: Section 2 Non-SOFTWARE TRAINING ONSITE, IN PERSON, change to read:
 Onsite, in person or online. Each class specifically states how the state would like the class to be conducted.
 See attached OFFER SHEET 2**

Question #2: Are you able to extend the due date?

State Response: date and time of bid closing 7/26/2024 10:30 AM

PURCHASING AGENT: CARRIE MARTIN

Email: NH.Purchasing@das.nh.gov

NOTE: ALL CHANGES TO BID SOLICITATION NOTED IN ADDENDUMS WILL SUPERSEDE PREVIOUSLY SUBMITTED DOCUMENTS AND MUST BE SUBMITTED WITH THE BID. ALL OTHER SPECIFICATIONS REMAIN UNCHANGED AND VALID.

RESPONDENT BUSINESS NAME: OfficePro, Inc.

ADDRESS: 8 Granite Place, #26, Gaithersburg, MD 20878

PRINT NAME: Beth Chernoff SIGNATURE: Beth Chernoff

TEL. NO. 301-943-3170 EMAIL ADDRESS: beth.chernoff@officeproinc.com

Please visit: <https://das.nh.gov/purchasing/vendorresources.aspx> (click on "Bid and Proposals") for complete bid and addendums.