



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

25 Capitol Street

Concord, New Hampshire 03301

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Charles M. Arlinghaus
Commissioner

Catherine A. Keane
Deputy Commissioner

Sheri L. Rockburn
Assistant Commissioner

September 4, 2025

Her Excellency, Governor Kelly A. Ayotte
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Administrative Services to enter into an 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, 2025, to September 30, 2026, with no change to the current price limitation of \$250,000.00, effective upon Governor and Executive Council approval. The original contract was approved by the Commissioner of the Department of Administrative Services on February 7, 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

As previously stated, the original contract (Contract #8003034) was approved by the Commissioner of the Department of Administrative Services on February 7, 2022. It was subsequently amended with Governor and Executive council approval on October 16, 2025, item # 125.

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.

The Department of Administrative Services, through the Bureau of Purchase and Property (BoPP), issued a request for bid (RFB) 3054-26 on June 27, 2025, with responses due on July 16, 2025. This RFB reached 157 vendors through the NIGP electronic sourcing platform with an additional eight directly sourced. There were 12 responses received showing significantly higher pricing compared to existing contract.

Maintaining the contract with the incumbent vendor OFFICEPRO, INC., provides a cost avoidance of 75 % for the In Person training based off the RFB information received. The incumbent contractor has agreed to hold their current pricing despite the identified trends published by the US Bureau of Labor Statistics (Other Schools and Instruction – July 2025 OEWS Industry-Specific Occupational Employment and Wage Estimates (bls.gov)) confirmed all items rose 2.7% over the last 12 months.

Upon approval, this requested contract amendment with incumbent contractor New Horizons Learning (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 for an additional year leveraging the contract provision to accept regular price decreases as they become available to the general trade.

The Department of Administrative Services has determined that the vendor is in good standing with the Secretary of State's Office, has secured the required levels of insurance, and has provided evidence of authority to execute and be bound by the contract. Documents supporting these assertions are available at the agency, for review upon request.

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

Respectfully submitted,



Charles M. Arlinghaus
Commissioner

		OFFICE PRO													
Qty.	Product Description	Online Classes		Expiring Online	SAVINGS	In Person Classes		Expiring In Person		SAVINGS	Hybrid Classes		Expiring Hybrid	SAVINGS	
	NON-SOFTWARE - ONLINE														
20	Business Etiquette	\$0.00	\$0.00	\$0.00		X	X				X	X			
18	Dealing With Troubled, Toxic or Negative People	\$0.00	\$0.00	\$0.00		X	X				X	X			
6	E-mail Etiquette	\$0.00	\$0.00	\$0.00		X	X				X	X			
4	Managing at a Distance	\$0.00	\$0.00	\$0.00		X	X				X	X			
44	Time Management	\$0.00	\$0.00	\$0.00		X	X				X	X			
34	Delivering Constructive Criticism	\$0.00	\$0.00	\$0.00		X	X				X	X			
	NON-SOFTWARE - ONLINE & IN PERSON & HYBRID														
4	Business Analysis	\$0.00	\$0.00	\$0.00		\$0.00	#REF!	\$0.00			\$0.00	\$0.00	\$0.00		
4	Business Etiquette	\$0.00	\$0.00	\$0.00		\$0.00	#REF!	\$0.00			\$0.00	\$0.00	\$0.00		
14	Communication Skills	\$0.00	\$0.00	\$0.00		X					X	X			
8	Conflict Resolution	\$0.00	\$0.00	\$0.00		X					X	X			
30	Customer Service	\$0.00	\$0.00	\$0.00		X					X	X			
21	Dealing with Strong Emotions in the Workplace	\$0.00	\$0.00	\$0.00		X					X	X			
5	Dealing With Troubled, Toxic or Negative People	\$0.00	\$0.00	\$0.00		X					X	X			
16	Difficult Conversations	\$0.00	\$0.00	\$0.00		X					X	X			
8	Effective Meetings	\$0.00	\$0.00	\$0.00		X					X	X			
7	Leading And Managing Change	\$0.00	\$0.00	\$0.00		X					X	X			
12	Managing Difficult Employees	\$0.00	\$0.00	\$0.00		X					X	X			
5	Motivating Employees	\$0.00	\$0.00	\$0.00		X					X	X			
8	Presentation: Effective Visuals and Verbal Communication (Introduction)	X	X			\$0.00	\$0.00	\$0.00			X	X			
19	Public Speaking I	X	X			\$0.00	\$0.00	\$0.00			X	X			
10	Public Speaking II (Advanced)	X	X			\$0.00	\$0.00	\$0.00			X	X			
4	Team Skills: Participating On and Leading Effective Teams	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00			\$0.00	\$0.00	\$0.00		
15	Developing Program Metrics & Dashboards	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00			\$0.00	\$0.00	\$0.00		
14	Leading and Managing Change	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00			\$0.00	\$0.00	\$0.00		
18	Managing with Metrics	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00			\$0.00	\$0.00	\$0.00		
6	Project Management – An Introduction	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00			\$0.00	\$0.00	\$0.00		
34	Surveys, Focus Groups and Data Collection	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00			\$0.00	\$0.00	\$0.00		
	SOFTWARE ON-LINE & IN PERSON & HYBRID														
280	Excel I	\$1,125.00	\$315,000.00	\$0.00		\$2,000.00	\$560,000.00	\$900.00	\$252,000.00	\$1,100.00	\$2,000.00	\$560,000.00	\$0.00		
307	Excel II	\$1,125.00	\$345,375.00	\$0.00		\$2,000.00	\$614,000.00	\$900.00	\$276,300.00	\$1,100.00	\$2,000.00	\$614,000.00	\$0.00		
165	Excel III	\$1,125.00	\$185,625.00	\$0.00		\$2,000.00	\$330,000.00	\$900.00	\$148,500.00	\$1,100.00	\$2,000.00	\$330,000.00	\$0.00		
29	Outlook	\$1,125.00	\$32,625.00	\$0.00		\$2,000.00	\$58,000.00	\$650.00	\$18,850.00	\$1,350.00	\$2,000.00	\$58,000.00	\$0.00		
32	PowerPoint	\$1,125.00	\$36,000.00	\$0.00		\$2,000.00	\$64,000.00	\$0.00	\$0.00	\$2,000.00	\$2,000.00	\$64,000.00	\$0.00		
59	Word Boot Camp	\$1,125.00	\$66,375.00	\$0.00		\$2,000.00	\$118,000.00	\$900.00	\$53,100.00	\$1,100.00	\$2,000.00	\$118,000.00	\$0.00		
65	Adobe Suite Training	\$1,600.00	\$104,000.00	\$0.00		\$3,200.00	\$208,000.00	\$0.00		\$3,200.00	\$3,200.00	\$208,000.00	\$0.00		
40	Business Writing	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00			X	X			
		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$10,000.00	\$1,680,000.00	\$4,250.00	\$748,750.00	\$931,250.00	\$0.00	\$0.00	\$0.00	\$0.00



**SECOND 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 Second Amendment (hereinafter referred to as the "Amendment"), dated this 19th day of August 2025, 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 an agreement effective February 7, 2022, amended by the First Amendment on October 16, 2024, item # 125, hereinafter referred to as "the Agreement"), the Contractor agreed to perform certain Training and Professional development services for the State in consideration of payment by the State of certain sums as specified therein; and

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, 2026
2. All other provisions of the Agreement, approved by the Commissioner on February 7, 2022, amended by Governor and Executive Council on October 16, 2024, item #125 shall remain in full force and effect.

OfficePro, Inc.

By: Beth Chernoff

Beth Chernoff
(Print Name)

Title: VP of Client Engagement

Date: 8/19/2025

STATE OF NEW HAMPSHIRE

By: *Charles*

Charles M. Arlinghaus
(Print Name)

Title: Commissioner
Department of Administrative Services

Date: 9-4-25

OFFICE OF THE ATTORNEY GENERAL

By: *Christen Lavers*

Christen Lavers
(Print Name)

Title: Sr. Assistant Attorney General

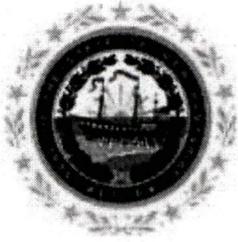
Date: 9/4/25

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

Signed: _____

(Print Name)

Title: _____



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

25 Capitol Street

Concord, New Hampshire 03301

(603) 271-3201 | Office@das.nh.gov

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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

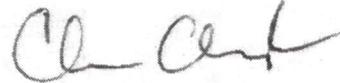
responses due on July 25, 2024. This RFI reached 266 vendors through the NIGP electronic sourcing platform with an additional nine directly sourced. There were eight responses received providing updated pricing and identifying new opportunities in the market. Further assessment of the responses received, 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