

**STATE OF NEW HAMPSHIRE  
DEPARTMENT OF EDUCATION**

**Educator Information System Upgrades and Support**

**RFP DESHE 2025-01**

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**SECTION 1 – Overview and Schedule**

**A. Goal of this procurement/Business needs:**

The Bureau of Credentialing within the New Hampshire Department of Education (NHED) is seeking a vendor to provide software enhancements, upgrades and ongoing support to its Educator Information System (EIS). This NHED owned system maintains credentialing information for approximately 27,000 credentialed K-12 educators. NHED is looking for three years of services with the option of extending the services for two additional years. The services will be delivered remotely by the vendor’s software developers.

**B. Schedule**

The following table provides a Schedule of Events for this RFP through contract finalization and approval. The Agency reserves the right to amend this Schedule at its sole discretion and at any time through a published Addendum.

<b>EVENT</b>	<b>DATE</b>	<b>LOCAL TIME</b>
RFP Released (Advertisement)	2/28/2025	
Vendor Inquiry Period Ends	3/07/2025	5:00 PM
Final Agency Responses to Inquiries	3/10/2025	5:00 PM
Proposal Due	3/13/2025	2:30 PM
Estimated Notification of Selection	3/20/2025	

**C. Description of Agency or Program issuing the Request for Proposals**

The Bureau of Credentialing within the New Hampshire Department of Education (NHED) is responsible for certifying and recertifying K-12 educational personnel based on standards approved by the New Hampshire State Board of Education as defined in state statute and administrative rule. The Bureau credentials approximately 27,000 educators in over eighty different endorsement areas. The Educator Information System (EIS) is the software tool used to facilitate this work and it is owned by NHED. The system is customer facing and it houses sensitive personal information of educators. In addition to maintaining credentialing information, EIS also tracks educator professional development (necessary for recertification/ renewal) and educator assignments within districts. Lastly, the system is housed on servers maintained by the New Hampshire Department of Information Technology (NHDOIT) and the vendor chosen through this process will work extensively with NHDOIT personnel in addition to Bureau personnel.

In this RFP, “Agency” means Department of Education. "Vendor" means a person or entity who offers products or services for sale. "Selected vendor" means the qualified Bidder which has been identified by the Agency as having received the best score for its proposal according to the criteria set forth in this RFP.

**D. Vendor Instructions**

Interested vendors must read the entire RFP and submit the required documents in the manner specified in the RFP. Vendors are responsible for reviewing the most updated information related to this RFP before submitting proposals.

## **SECTION 2 – Requirements and Scope of Work**

Development, Programming, Testing and Ongoing Support for the Educator Information System (EIS).

The vendor will provide the design, programming and testing support for the Educator Information System. The services being sought will target four areas. First, the vendor will update the system to meet the requirements of ongoing Administrative Rule Changes being defined for the credential application and renewal process. The vendor will also work with the Bureau of Credentialing to implement system enhancements and fixes that have been identified over several years. These items include both system bugs that require significant re-work by the credentialing staff, as well as improvements to support applicants, existing educators, SAUs and the Bureau of Credentialing. The vendor will also work with the Bureau of Credentialing to identify business processes that can be streamlined to reduce staff effort, eliminate duplication of work and speed up the application review process. Finally, the current EIS system is built on older technology components. The vendor will upgrade the technology components as they are worked on. This upgrade approach will be much more cost effective than a larger rebuild of the system, or the cost of a new system entirely.

Specific deliverables will include:

- 1) Administrative Rule related system updates
  - 2) Modernize user interface/ ADA compliance
  - 3) Improve Bureau workflow
  - 4) Upgrade the underlying data structures on an ongoing basis
  - 5) Create a reporting mechanism that allows department administrator(s) to generate reports for Title II through a dashboard, without individual report customizations (FY26)
- Expand EIS capabilities to provide financial projections
  - Leverage EIS to provide email or text updates before and during the renewal process to encourage and facilitate educator license renewal
  - Work with the credentialing staff to review the verification of certificates for educator working without an SOE (may involve legislative changes regarding teaching on minor assignments)
  - Work with NHED to explore the possibility to share criminal background check summary information with districts, if allowed per NHED rules.
  - Expand on current EIS functionality to allow for enhanced communication with educators. EIS should allow for NHED staff to send emails from within EIS, to be sent from the system with a ‘do not reply’ configuration. Additionally, the EIS manager should be able to create templates that are emailed based upon actions within the system.

This logic already exists, but only when programmed. A series of actions should be preconfigured so that the Admin can initiate templates in the future, based upon those actions.

- The vendor should work across divisions within the NHED to ingrate EIS with other systems. For example, integrating EIS with the SEEDS (common database) to automate EIS security access based upon SEEDS roles. Additionally, the vendor should work to review and update collections across the NHED divisions to ensure the reporting of Educator positions are accurate. This could include considerations of how credentialing requirements (e.g. elementary credential versus middle school math credential), can create reporting inconsistencies. The vendor should recommend data collection standardizations, to improve reporting.
- The vendor will initiate a transition to update the system architecture and user interface for a subset of the Educator Information System, allowing for existing integration, and beginning with agreed upon functionality - likely the Educator Experience (e.g. applications and renewals). Vendor should use .NET, Angular and TypeScript technologies. Improvement in this upgrade should include improved customer experience such as 1-step renewal applications and moving the selection of endorsement earlier in the application process.
- The architecture of EIS to manage application requirements should be refactor. Additionally, the requirements for tests may need to be updated to meet legislative changes regarding reading pedagogy.
- The vendor should work with the Credentialing staff to integrate ESP with EIS for data collections. For example, enabling the critical shortage survey to include existing educator counts. These counts can ensure supplied data is more accurate given the counts of existing NH credentialed educators. Note: this requirement must consider FTE versus staff counts.
- The vendor will support the existing clearance review process to identify and implement improvements - for example, ability to see old applications, ability for direct email and ability to add requirements to an email template.
- The vendor will provide a report output option that allows for data visualization, creating graphs and charts of report data.

Additionally, the vendor will provide ongoing maintenance and support of the system as needed throughout the term of the contract. This ongoing support will focus on 24/7/365 system uptime and the vendor will be required to provide 24/7 support with planned and defined maintenance periods.

### **SECTION 3 -- Contract Terms and Conditions**

#### **A. Non-Exclusive Contract**

Any resulting Contract from this RFP will be a non-exclusive Contract. The Agency reserves the right, at its discretion, to retain other contractors to provide any of the services or deliverables identified in this RFP or make an award by item, part or portion of an item, group of items, or total Proposal.

**B. Award**

If the Agency decides to award a contract as a result of this RFP process, any award is contingent upon approval of the contract by the Governor and Executive Council of the State of New Hampshire and upon continued appropriation of funding for the contract.

**C. Standard Contract Terms**

The Agency will require the selected vendor to execute a contract using the Standard Terms and Conditions of the State of New Hampshire (Form P-37) which is attached as Appendix A. In no event is a vendor to submit its own standard contract terms and conditions as a replacement for the State's terms in response to this solicitation.

The terms of this RFP and the selected vendor's Proposal will be used to form the terms of any resulting contract. The resulting contract may incorporate some or all of the selected vendor's Proposal. References in the P-37 to Exhibits A, B and C are references to the required structure of any resulting contract (Exhibit A – Special Provisions/Amendments to the P-37, Exhibit B – Scope of Services, and Exhibit C – Payment Terms) and are not references to sections of this RFP.

To the extent that a vendor believes that exceptions to the contract terms in Appendix A will be necessary for the vendor to enter into the contract, the vendor must note those issues during the Vendor Inquiry Period, as further described in Section 4B.

**SECTION 4 –Request for Proposal Process**

**A. Agency Point of Contact/Restriction of Contact with Agency Employees**

The sole point of contact for this RFP, from the RFP issue date until the approval of the resulting contract by the Governor and Executive Council is:

Nicholas Marks      Nicholas.W.Marks@doe.nh.gov

From the date of release of this RFP until an award is made and announced regarding the selection of a vendor, all communication with personnel employed by or under contract with the Agency regarding this RFP is prohibited unless first approved by the RFP Sole Point of Contact. Agency employees have been directed not to hold conferences and/or discussions concerning this RFP with any potential contractor during the selection process, unless otherwise authorized by the RFP Sole Point of Contact. Vendors may be disqualified for violating this restriction on communications.

**B. Vendor Inquiries**

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, any changes to the RFP, and any exceptions to the contract terms in Appendix A, including the Form P-37, shall be submitted via email to the Agency Point of Contact specified

above. Inquiries must be received by the end of vendor inquiry period (see Schedule of Events herein).

The vendor must identify the RFP name and the number and include the vendor's name, telephone number, and e-mail address.

The Agency will issue responses to properly submitted inquiries on or before the date specified in the Schedule of Events; however, this date is subject to change at the Agency's discretion. The Agency may consolidate and/or paraphrase questions for sufficiency and clarity. The Agency may, at its discretion, amend this RFP on its own initiative or in response to issues raised by inquiries, as it deems appropriate. **In response to requested exceptions to P37, the Agency will review requested exceptions and accept, reject or note that it is open to negotiation of the proposed exception at its sole discretion. Questions about or requested exceptions to the RFP, Form P-37 and/or any relevant attachments not raised during the inquiry period are waived.** Oral statements, representations, clarifications, or modifications concerning the RFP shall not be binding upon the Agency. Official responses by the Agency will be made only in writing by the process described above. Vendors shall be responsible for reviewing the most updated information related to this RFP before submitting a proposal.

## **SECTION 5 – RFP Terms and Conditions**

### **A. Debarment**

Vendors who are ineligible to bid on proposals, bids or quotes issued by the Department of Administrative Services, Division of Procurement and Support Services pursuant to the provisions of RSA 21-I:11-c shall not be considered eligible for an award under this RFP.

### **B. Proposal Preparation Cost**

By submitting a proposal, a vendor agrees that in no event shall the Agency be either responsible for or held liable for any costs incurred by a vendor in the preparation of or in connection with the Proposal, or for work performed prior to the Effective Date of a resulting Contract.

### **C. Validity of Proposal**

Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of Proposals in Schedule of Events, or until the Effective Date of any resulting Contract, whichever is later.

### **D. RFP Addendum**

The Agency reserves the right to amend this RFP at its discretion, prior to the Proposal submission deadline. In the event of an addendum to this RFP, the Agency, at its sole discretion, may extend the Proposal submission deadline, as it deems appropriate.

### **E. Non-Collusion**

The vendor's signature on a Proposal submitted in response to this RFP guarantees that the prices, terms and conditions, and work quoted have been established without collusion with other Vendors and without effort to preclude the Agency from obtaining the best possible competitive Proposal.

**F. Property of the Agency**

All material received in response to this RFP shall become the property of the Agency and will not be returned to the vendor. Upon contract award, the Agency reserves the right to use any information presented in any Proposal.

**G. Proposal Confidentiality**

Unless necessary for the approval of a contract, the substance of a proposal must remain confidential until the Effective Date of any Contract resulting from this RFP. A vendor's disclosure or distribution of Proposals other than to the Agency may be grounds for disqualification.

**H. Public Disclosure**

The information submitted in response to this RFP (including all materials submitted in connection with it, such as attachments, exhibits, addenda, and presentations), any resulting contract, and information provided during the contractual relationship may be subject to public disclosure under Right-to-Know law, including RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFP will be made accessible to the public online via the website Transparent NH (<http://www.nh.gov/transparentnh/>).

Confidential, commercial or financial information may be exempt from public disclosure under RSA 91-A:5, IV. If a vendor believes any information submitted in response to this RFP should be kept confidential, the vendor must specifically identify that information where it appears in the submission in a manner that draws attention to the designation and must mark/stamp each page of the materials that the vendor claims must be exempt from disclosure as "CONFIDENTIAL." Vendors must also provide a letter to the person listed as the point of contact for this RFP, identifying the specific page number and section of the information you consider to be confidential, commercial or financial and providing your rationale for each designation. Marking or designating an entire proposal, attachment or section as confidential shall neither be accepted nor honored by the State. Vendors must also provide a separate copy of the full and complete document, fully redacting those portions and shall note on the applicable page or pages that the redacted portion or portions are "confidential."

Submissions which do not conform to these instructions by failing to include a redacted copy (if necessary), by failing to include a letter specifying the rationale for each redaction, by failing to designate the 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 proposal.

Pricing, which includes but is not limited to, the administrative costs and other performance guarantees in Proposals or any subsequently awarded contract shall be subject to public disclosure regardless of whether it is marked as confidential.



Notwithstanding a vendor's designations, the State is obligated under the Right-to-Know law to conduct an independent analysis of the confidentiality of the information submitted in a proposal. If a request is made to the State to view or receive copies of any portion of the proposal, the State shall first assess what information it is obligated to release. The State will then notify you that a request has been made, indicate what, if any, information the State has assessed is confidential and will not be released, and specify the planned release date of the remaining portions of the proposal. To halt the release of information by the State, a vendor 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, vendors 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 RFP;
- The State is not obligated to comply with a vendor'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 vendor.

#### **I. Electronic Posting of RFP Results and Resulting Contract**

At the time of receipt of proposals, the Agency will post the number of responses received with no further information. No later than five (5) business days prior to submission of a contract to the Department of Administrative Services, the Agency will post the ranks or scores of each responding vendor. In the event that the contract does not require Governor & Executive Council approval, the Agency will disclose the rank or score at least 5 business days before final approval of the contract.

Pursuant to RSA 91-A and RSA 9-F:1, the Secretary of State will post to the public any document submitted to G&C for approval, including contracts resulting from this RFP, and posts those documents on its website (<https://sos.nh.gov/administration/miscellaneous/governor-executive-council/>). By submitting a proposal, vendors acknowledge and agree that, in accordance with the above mentioned statutes and policies, (and regardless of whether any specific request is made to view any document relating to this RFP), any contract resulting from this RFP that is submitted to G&C for approval will be made accessible to the public online.

#### **J. Non-Commitment**

Notwithstanding any other provision of this RFP, this RFP does not commit the Agency to award a contract. The Agency reserves the right, at its sole discretion, to reject any and all proposals, or any portions thereof, at any time; to cancel this RFP; and to solicit new proposals under a new acquisition process.

#### **K. Ethical Requirements**

From the time this RFP is published until a contract is awarded, no vendor shall offer or give, directly or indirectly, any gift, expense reimbursement, or honorarium, as defined by RSA 15-B, to any elected official, public official, public employee, constitutional official, or family member of any such official or employee who will or has selected, evaluated, or awarded an RFP, or similar submission. Any vendor that violates RSA 21-G:38 shall be subject to prosecution for an offense under RSA 640:2. Any vendor who has been convicted of an offense based on conduct in violation of this section, which has not been annulled, or who is subject to a pending criminal charge for such an offense, shall be disqualified from bidding on the RFP, or similar request for submission and every such vendor shall be disqualified from bidding on any RFP or similar request for submission issued by any state agency. A vendor that was disqualified under this section because of a pending criminal charge which is subsequently dismissed, results in an acquittal, or is annulled, may notify the department of administrative services, which shall note that information on the list maintained on the state’s internal intranet system, except in the case of annulment, the information, shall be deleted from the list.

**L. Challenges to Identification of Selected Vendor**

Within 5 business days of the Agency’s posting of the rank or score on its website, vendors may, in accordance with RSA 21-G:37, request that the agency review its selection process. The request must be in writing and must specify all points on which the vendor believes the agency erred in its process and shall contain such argument in support of its position as the vendor seeks to present. In its request for review, a vendor shall not submit, and an agency will not accept nor consider, any substantive information that was not included in the original proposal. The agency will respond to the request within 5 business days of its receipt.

**SECTION 6 – Evaluation of Proposals**

**A. Criteria for Evaluation and Scoring**

The Agency will evaluate each responsive Proposal using a scoring scale of 100 points, which will be distributed as set forth in the table below.

CATEGORIES	POINTS
TECHNICAL PROPOSAL with the following potential maximum scores for each Technical Proposal category;	<b>50</b>
QUALIFICATIONS AND EXPERIENCE	30
PRICE PROPOSAL MAXIMUM POINTS	20
TOTAL MAXIMUM POINTS	100

The Agency will select a vendor based upon the criteria and standards contained in this RFP and from applying the weighting in this section. Oral interviews and reference checks, to the extent they are utilized by the Agency, will be used to refine and finalize scores.

If the Agency decides to make an award based on these evaluations, the Agency will notify the selected vendor(s). Should the Agency be unable to reach agreement with the selected vendor(s)

during Contract discussions, the Agency may then undertake Contract discussions with the next preferred vendor and so on, or the Agency may reject all proposals, cancel this RFP, or solicit new Proposals under a new acquisition process.

## **B. Planned Evaluations Steps**

The Agency plans to use the following process:

- Step 1. Initial screening to ensure that the Proposals are in compliance with submission requirements;
- Step 2. Preliminary evaluation of the Technical Proposals;
- Step 3. Oral interviews and Product Demonstrations (if necessary);
- Step 4. Final Evaluation of Technical Proposals and Scoring;
- Step 5. Final Evaluation of [other categories] and scoring (if applicable);
- Step 6. Review of Price Proposals and final scoring; and
- Final Selection: Select the highest scoring vendor(s) and begin contract execution.

## **C. Step 1: Initial Screening**

The Agency will conduct an initial screening to verify vendor compliance with the proposal submission requirements set forth in Sections 4 and 7. The Agency may waive or offer a limited opportunity to cure immaterial deviations from the RFP requirements if it is determined to be in the best interest of the State.

## **D. Step 2: Preliminary Technical Scoring of Proposals**

The Agency will establish an evaluation team to initially score the Technical Proposals. This evaluation team will review the technical proposals and give a preliminary score to the technical proposals under the guidelines the guidelines set forth in Section 6. Should a vendor fail to achieve 35 Points in the preliminary technical scoring, it will receive no further consideration from the evaluation team and the vendor's price proposal will be returned unopened. Price proposals will not be reviewed by the evaluation team during the preliminary technical review.

The proposer will be rated on the following technical questions:

- 1) Describe the overall project plan to accomplish the scope of work outlined in section 3.
- 2) Describe the security measures that the proposer will use to protect confidential data.
- 3) Describe the development environment and testing methodologies used.

## **E. Step 3: Oral Interviews and Product Demonstrations**

If the Agency determines that it is appropriate, vendors may be invited to oral interviews and/or product demonstrations including demonstrations of any proposed automated systems or technology components. The Agency retains the sole discretion to determine whether to conduct

oral interviews, with which vendors; and the number of interviews. Vendors are advised that the Agency may decide to conduct interviews with less than all responsive vendors.

The purpose of oral interviews and product demonstrations is to clarify and expound upon information provided in the written proposals. Vendors are prohibited from altering the basic substance of their proposals during the oral interviews and product demonstrations. The Agency may ask the vendor to provide written clarifications of elements in their technical proposal regardless of whether it intends to conduct oral interviews.

Information gained from oral interviews and product demonstrations will be used to refine technical review scores assigned from the initial review of the proposals.

**F. Step 4: Final Technical Scoring of Proposals**

Following oral interviews, product demonstrations, reference checks (if appropriate) and/or review of written clarifications of proposals requested by the Agency, the evaluation team will determine a final score for each technical proposal.

**G. Step 5: Price Proposal Review**

Price proposals will be reviewed upon completion of the final technical scoring of proposals. The vendor's price proposal will be allocated a maximum potential score of 20 points. Vendors are advised that this **is not a low bid award** and that the scoring of the price proposal will be combined with the scoring of the technical proposal to determine the overall highest scoring vendor.

The following formula will be used to assign points for costs:

$$\text{Vendor's Price Score} = (\text{Lowest Proposed Price} / \text{Vendor's Proposed Price}) \times \text{Number of Points for Score}$$

For the purpose of use of this formula, the lowest proposed price is defined as the lowest price proposed by a vendor who has scored above the minimum necessary for consideration on the Technical Score.

**H. No Best and Final Offer**

The Proposal should be submitted initially on the most favorable terms which the vendor can offer. There will be no best and final offer procedure.

**I. Final Selection**

The Agency will conduct a final selection based on the final evaluation of the proposals or, if requested, as a result of the Best and Final Offer, and begin contract discussions with the selected vendor(s).

**J. Rights of the Agency in Accepting and Evaluating Proposals**

The Agency reserves the right, at its sole discretion, to:

- Make independent investigations in evaluating proposals;
- Request additional information to clarify elements of a proposal;
- Waive minor or immaterial deviations from the RFP and contract requirements, if determined to be in the best interest of the State;
- Omit any planned evaluation step if, in the Agency’s view, the step is not needed;
- Reject any and all proposals at any time; and
- Open contract discussions with the second highest scoring vendor and so on, if the Agency is unable to reach an agreement on contract terms with the higher scoring vendor(s).

## **SECTION 7 – Process for Submitting a Proposal**

### **A. Proposal Submission, Deadline, and Location Instructions**

Proposals submitted in response to this RFP must be received no later than the Proposal Due Date specified in the Schedule of Events, herein.

The Price proposal must be labeled clearly and submitted separately from the technical proposal.

Unless waived as a non-material deviation in accordance with Section 6, late submissions will not be accepted and will be returned to the vendors unopened. Delivery of the Proposals shall be at the vendor’s expense. The time of receipt shall be considered when a Proposal has been officially documented by the Agency, in accordance with its established policies, as having been received at the location designated below. The Agency accepts no responsibility for damaged, mislabeled, or undeliverable mailed or emailed proposals. Any damage that may occur due to shipping shall be the vendor’s responsibility.

Proposals must include one electronic copy of the Proposal with all Confidential Information fully redacted, as provided for in Section 5H of this RFP.

Proposals must be clearly marked as follows:  
STATE OF NEW HAMPSHIRE  
**RESPONSE TO RFP: RFP: DESHE 2025-01**

### **Physical Proposals**

Physical Proposals must be addressed to:

STATE OF NEW HAMPSHIRE  
Department of Education  
Division of Educator Support and Higher Education  
25 Hall Street, Concord, NH 03301

Physical Submissions shall include:

- a) One original and three clearly identified copies of the Proposal including required attachments; and
- b) One (1) Electronic submission via USB drive.

### **Electronic Proposals**

Electronic Proposals must be addressed to:

**TO:** Stephen.M.Appleby@doe.nh.gov

**CC:** [Nicholas.W.Marks@doe.nh.gov](mailto:Nicholas.W.Marks@doe.nh.gov)

*Subject line must include:* RESPONSE TO RFP: DESHE 2025-01

Electronic Submissions must be submitted using the following criteria:

- a. Searchable PDF Format
- b. Files must be less than 10MB in size.

Exception: If files are greater than 10MB in size, the vendor will be required to submit their proposal in parts. It is the vendors responsibility to ensure a complete proposal is submitted.

### **SECTION 8 – Proposal Content and Requirements**

Proposals shall follow the below format and provide the required information set forth below:

- Table of Contents
- Company Profile / Background
- Key Personnel Resumes
- Project Plan with Timelines (based upon the proposed statement of work)
- Budget / Cost Proposal (based upon the proposed statement of work)
- Three References