



STATE OF NEW HAMPSHIRE
OFFICE OF PROFESSIONAL LICENSURE AND CERTIFICATION
OFFICE OF THE EXECUTIVE DIRECTOR

Deanna Jurius
 Executive Director

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RFP Addendum 2

RFP NUMBER AND TITLE:	RFP-2025-ADMIN-02 for Testing Services
AMENDMENT DATE:	March 24, 2025
PROPOSAL DUE DATE:	April 4, 2025 @ 4:00PM (ET)
RFP ISSUED BY:	The Office of Professional Licensure and Certification (OPLC)

Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.

Changes to Proposal Content

The Request for Proposal due date is amended from **March 28, 2025** to **April 4, 2025 @ 4:00 PM (ET)**.

Questions and Answers

Question #	Vendor Question	OPLC Answer
1.	Is OPLC considering selecting multiple vendors?	Yes. Please refer to Paragraph 34. Award: Awards shall be made to the successful vendor(s) meeting the criteria established in this RFP and providing the highest evaluation score <u>per section</u> for each of the four sections identified in paragraph 2.Scope of Work.



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2	Can vendors bid to provide services for some of the programs or is a bid for all programs required?	Paragraph 34. Award: Awards shall be made to the successful vendor(s) meeting the criteria established in this RFP and providing the highest evaluation score <u>per section</u> for each of the four sections identified in paragraph 2.Scope of Work. Vendors are not required to submit proposals for all exam sections.
3	Is there a list of programs the state already has and develops content for?	The state currently has exam content for the exams listed in Section 2: Jurisprudence & Theory Examinations and Section 3: Real Estate Commission Examinations.
4	Can the bid for administration services only?	No, certain exams may require only administration services however content development in an integral part of the RFP.
5	For development services does the state have SMEs for each program or would the vendor need to develop the content without any SMEs from the programs?	The state has SMEs that could assist the successful vendor(s) with developing content for most exams, however that does not relieve the requirement of the successful vendor(s) to be able to develop exam content as needed.



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6	Regarding 8.4 “The length of the response shall not exceed forty (40) pages.” Can the OPLC specify which parts of the response are included in the 40 page limit? For example, could the Transmittal Letter be excluded from the 40 page count? Will the OPLC permit Appendices submitted in addition to the Technical proposal (and not counted towards the 40 page limit)?	The forty (40) page limit does not include: <ul style="list-style-type: none"> • Cover page • Transmittal letter • Table of contents • Appendices
7	Per 4.1, Bidders should submit one email that contains all required bid submission documents. Can the OPLC please provide the maximum file size/file size limitation information for its email system? We would like to make certain that our proposal does not bounce back due to file size limitations.	The maximum size file OPLC can receive via email is 10MB.
8	Related to the prior question: Would it be acceptable to provide a response in multiple emails, clearly indicating such in the subject line (“Email 1 of 2”, “Email 2 of 2”) if our response exceeds the OPLC’s email system limitations?	Yes, that is acceptable.
9	Could the OPLC provide the total number of real estate examinations administered in calendar year 2024, broken down by exam type? Specifically, the breakdown should detail volumes for Salesperson National, Salesperson State, Broker National, and Broker State deliveries. If possible, could the OPLC also distinguish First Time and Repeat test takers?	Total administered: Broker National – 70 Broker State – 184 Salesperson State – 1837 Salesperson National – 1404
10	When will the first examination administrations begin under the new contract? Does the OPLC retain the ability to extend testing with its current real estate examination provider should an award be made to a party other than the incumbent?	To be determined. Our current examination contract expires June 30, 2025.



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11	Does the OPLC understand that if OPLC specific items are developed for OPLC then they shall become the property of the OPLC, and Vendor will continue to be the exclusive owner of existing test items provided or derived from Vendor's general and state item banks ("Root Items")? Presuming the answer to this question is yes, does the OPLC agree that for any items created or derived from Root Items or jointly developed under the Agreement, the OPLC shall have a non-exclusive and royalty-free license to use these items only in connection with the OPLC's testing program?	To be determined with successful vendor(s) during the contract negotiation phase. All modifications to the P-37 General Provisions must be approved by NH Department of Justice.
12	Does the OPLC understand that Vendor will retain and own solely all rights, title and interest, including copyrights, of existing proprietary computer programs, source code, materials, and intellectual property that have been previously developed by the Vendor or its 3rd party licensor ("Vendor Intellectual Property"), some of which may be trade secret, copyright, patent and trademark protected, and that any changes or modifications to the Vendor Intellectual Property suggested or required by the OPLC are hereby assigned by the OPLC to Vendor, and Vendor will own solely all rights, title, and interest, including copyrights, in such changes and modifications?	To be determined with successful vendor(s) during the contract negotiation phase. All modifications to the P-37 General Provisions must be approved by NH Department of Justice.



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13	Regarding 38 Vendor Certifications on page 13, can the OPLC confirm that the Confidentiality and Criminal Record Authorization Form requirement applies only to individuals who will be physically entering State property and not to those working remotely or externally with State of New Hampshire records? If the answer is no, and the Confidentiality and Criminal Record Authorization Form is required for all individuals working with State of New Hampshire records regardless of physical location, would the State accept the Vendor's certification that all employees have undergone the following background check process in lieu of individual Criminal Record Authorization Forms? Can the OPLC please provide a copy of the Confidentiality and Criminal Record Authorization Form for vendors to review?	No Criminal Records Authorization Form will be required for this RFP. Confidentiality will be addressed with the successful vendor(s) during the contract negotiation stage.
14	Section I, 2.1.3 Real Estate Commission Exams & 2.1.4 Real Estate Appraiser Exams (RFP, p. 3). Please confirm that for real estate exams OPLC requires ARELLO-accredited exams, and for appraiser exams AQB-accredited exams are required.	Real Estate Commission exams shall be ARELLO-accredited and Real Estate Appraiser exams shall be AQB-accredited.
15	Section I, 2.1.3 Real Estate Commission Exams (RFP, p. 3). Will the vendor be required to process applications for the real estate exam? If so, what is the process?	Applications for licensure will be processed by OPLC. Certain exam disciplines may require the applicant be pre-approved by OPLC before taking the exam and vendors should have a process to allow OPLC staff to approve applicants to sit for exams.
16	Section I, 2.1.3 Real Estate Commission Exams (RFP, p. 3). What is the ID type required for candidates to register for the real estate exam?	A non-expired state or government issued ID.



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17	<p>Section I, 3.1 Schedule of Events (RFP, p. 4). Can you confirm that the expected launch date for the new vendor will be the same as the “Anticipated Effective Contract Start Date”?</p>	<p>To be determined, expected launch dates may vary by exam discipline.</p>
18	<p>Section III – Proposal Content & Requirements (RFP, p. 6). As we prepare our response to OPLC, we have noted that the RFP does not explicitly require responses on key aspects of the contract, such as exam development, test center locations, and application processing. Given the 40-page limit and the instructions outlined in Section III, there appears to be limited opportunity to address these topics in detail. Could you please clarify whether vendors are expected to address these areas within the response? Additionally, would OPLC consider extending the proposal submission deadline by at least five business days to allow vendors adequate time to incorporate these topics and review the State's responses to submitted questions?</p>	<p>While test center locations and exam development are not listed under the mandatory topics, they are discussed in in the scope of work and should be addressed in the technical response. Applications for licensure will be received and processed by OPLC; the successful vendor(s) shall provide a process for applicants to register for exams. Submission due date has been extended.</p>



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<p>19</p>	<p>Appendix A – Sample Contract – Property Ownership (RFP, p. 18). We are requesting the following exception to this term:</p> <table border="1"> <thead> <tr> <th data-bbox="381 562 690 640">Original language in 10.1</th> <th data-bbox="690 562 1031 640">Proposed language in 10.1</th> </tr> </thead> <tbody> <tr> <td data-bbox="381 640 690 1703"> <p>As used in this Agreement, the word “Property” shall mean all data, 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.</p> </td> <td data-bbox="690 640 1031 1703"> <p>As used in this Agreement, the word “Property” shall mean all data, information and things developed or obtained <u>solely and exclusively for the state</u> 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.</p> </td> </tr> </tbody> </table>	Original language in 10.1	Proposed language in 10.1	<p>As used in this Agreement, the word “Property” shall mean all data, 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.</p>	<p>As used in this Agreement, the word “Property” shall mean all data, information and things developed or obtained <u>solely and exclusively for the state</u> 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.</p>	<p>To be determined with successful vendor(s) during the contract negotiation phase. All modifications to the P-37 General Provisions must be approved by NH Department of Justice.</p>
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