



REQUEST FOR PROPOSALS

FOR A

**Online Customer Facing Registration & Payment System  
for Early College and Work Force Development**

Issued by the

Community College System of New Hampshire

RFP #SYS25-07

Date of Issue: June 16, 2025

Proposals must be received no later than  
2:00 PM on July 18, 2025

All questions related to the RFP should be submitted via e-mail to:

Sean Fitzpatrick, System Office Procurement at [sfitzpatrick@ccsnh.edu](mailto:sfitzpatrick@ccsnh.edu)

The full content of this Request for Proposals, Attachments, Appendices, Response to Questions and all Addenda via CCSNH website located at:

<https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>

The RFP contains specific protocols relating to discussion and other communications regarding this RFP. Any violations of these provisions may result in immediate disqualification of a firm's submission.

Prospective firms are encouraged to promptly notify CCSNH of any apparent inconsistencies, problems, or ambiguities in the RFP.

**Purpose:** The Community College System of New Hampshire (CCSNH) invites proposals for the development and implementation of a comprehensive registration and payment system tailored for early college and workforce development programs. This system should be all-encompassing, providing seamless integration with existing payment and database systems, in particular NelNet and Ellucian Banner, which serves as our financial and student management backend.

Given the critical and expanding nature of these programs, it is essential to provide a registration system that is streamlined and efficient, meeting the evolving needs of our learners. The registration system must feature an easy-to-use interface that is intuitive and accessible for all users. It should be 100% digital, allowing end users to complete the registration and payment process online without the need for paper forms or in-person visits. This digital approach will streamline the registration process, reduce administrative burdens, and provide a convenient and efficient experience for learners, parents, high school and business stakeholders and CCSNH staff.

Functional requirements include:

- Searchable course listing with the ability to sort and filter by topic or concentration.
- Secure user data
- Selection and registration for courses and trainings
- Payment integration with NelNet
- Full integration with Ellucian Banner
  - Accounts Receivable, Biographical, Curriculum, Course Schedule, Course Catalog and Registration
- Communication tools – email and text including automations
- Workflow for registration process
- High UX interface to support populations who are not digital first
- Trustworthy integrations to eliminate manual processes
- Ability to accept third-party payments and scholarships
- Nice to have: mobile app

The overall goal is to enhance the registration process, improve user experience, and ensure efficient management of student data and financial transactions.

The Early College and Workforce development education programs serve all of New Hampshire through seven colleges and centrally managed services that are continuously expanding to meet the needs of the state.

CCSNH seeks a highly qualified vendor to deliver a cost-effective, comprehensive solution. This solution must include procurement, configuration, integration, training, deployment, as well as ongoing maintenance and support services.

### **Background Information:**

**About CCSNH:** The Community College System of New Hampshire (CCSNH) is a public system of higher education consisting of seven colleges located across NH. All colleges in CCSNH are accredited by the New England Commission on Higher Education and serve over 22,000 learners annually with 200 associate degree and certificate programs. In addition more than 100 high schools participate in offering our college classes through Early College, and we offer more than 100 short term credential and workforce programs, all aligned with career opportunities and transfer pathways at affordable rates. The System Office provides central support to the colleges and is located in Concord, New Hampshire's capital city.

CCSNH is dedicated to providing accessible, affordable, and high-quality education to the diverse communities across the state. Comprised of seven community colleges, each with its unique strengths and focus areas, CCSNH plays a pivotal role in empowering students to achieve their academic and career goals.

Established with a commitment to fostering regional economic development and meeting the evolving needs of both traditional and non-traditional learners, CCSNH has become a cornerstone of education in New Hampshire. The community colleges within the system serve as hubs for innovation, collaboration, and the cultivation of a skilled workforce.

**Early College:** The CCSNH Early College program spans seven colleges and more than a hundred high schools across the state. High school students in grades 10-12 are eligible to participate in the Early College program. Through state funding, students also have access to Early College scholarships each year that cover the tuition for two college classes. Classes are offered in different modalities and locations (high school, college campus and online) across NH. Registration for these courses requires workflow to support the application of scholarships and approvals for course registration. High school students are advised by high school counselors and CCSNH staff members.

**Workforce Development:** CCSNH's workforce development programming also spans seven colleges and currently serves an average estimated 3,000 students per year, individually or via employer sponsored training programs. Our students have access to federal, state and grant funding available through Workforce Innovation Opportunity Act (WIOA), Non-profits like NH Charitable Foundation, and CCSNH's ApprenticeshipNH grant as examples. Classes are offered via the same modalities as our academic and early college programs, in person, online or hybrid. Registration for these courses is currently processed differently at our 7 colleges and requires a similar workflow to support all of this, as Early College.

### **Requirements of Bidders**

The successful firm will:

- o Be authorized to do business in the State of New Hampshire.
- o Comply with all federal and New Hampshire state laws and regulations, statutes and policies.
- o Maintain adequate insurance coverage.

### **Proposal Instructions**

At a minimum, each proposal must include:

- Company profile
- Examples of past experience & references
- Detailed proposal containing:
  - o Solution overview
  - o Cost
  - o Typical implementation timeline
- Bidder's W9
- Bidder's Certificate of Insurance

All submissions from interested firms should be sent electronically via email to Sean Fitzpatrick, System Office Procurement Manager at [purchasing@ccsnh.edu](mailto:purchasing@ccsnh.edu). Each proposal shall be clearly labeled: "SYS25-07 Proposal for Early College and Work Force Develop Registration"

### **Schedule Of Key Events**

Request for Proposal issued	June 16, 2025
Proposal Due Date & Time	July 18, 2025
RFP Response Review and Demonstrations	July 21 – September 5, 2025
Award and Notification to Successful Contractor, no later than	September 30, 2025
Contract Date & Commencement of Services	Negotiable

### **Proposal Inquires**

All inquiries concerning this request for proposal shall be made via email to: Sean Fitzpatrick, System Office Procurement Manager, at [sfitzpatrick@ccsnh.edu](mailto:sfitzpatrick@ccsnh.edu). Answers to all inquiries will be posted publicly to the CCSNH website <https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>

### **Contract Term**

The term of any awarded contract will be for one (1) to three (3) years. At the conclusion of the initial term, the agreement may be renewed for additional terms if mutually agreed upon by both parties.

### **Evaluation of Proposals**

Proposals will be reviewed by a CCSNH review committee. CCSNH may require presentations and demonstrations from top-ranked bidders, scheduled after the RFP due date. CCSNH will select the proposal that best suits the needs of CCSNH and offers the best overall value. No single factor will determine the final award decision. CCSNH will negotiate with the successful institution to determine final price and contract form.

Proposals will be scored on the following criteria:

<b>Category</b>	<b>Max Points Attainable</b>
Company Stability	50
Experience and Reputation	25
Solution Compliance with Scope Requirements	250
Additional Capabilities of Product and Services	100
Client References from Former and Current	75
Value Added / Optional Services	50
Initial and Ongoing Costs	150
Total	700

CCSNH reserves the right to reject any or all proposals or any part thereof, to waive any formality, informality, information or errors in the proposal, to accept the proposal considered to be in the best interests of the CCSNH, or to purchase on the open market if it is considered in the best interest of CCSNH to do so. Failure to submit all information called for and/or submission of an unbalanced proposal are sufficient reasons to declare a proposal as non-responsive and subject to disqualification. Statements, which do not incorporate our requested format will not be considered.

All proposals received shall be considered confidential and not available for public review until after a Bidder has been selected.

This Request for Proposal (RFP) does not commit CCSNH to award a contract, to pay any costs incurred in the preparation of a response to this request, or to procure or contract for services or supplies.

**AWARD OF CONTRACT:**

Any contract entered into by CCSNH shall be in response to the proposal and subsequent discussions. It is the policy of CCSNH that contracts are awarded only to responsive and responsible Bidders. In order to qualify as responsive and responsible, a prospective Bidder must meet the following standards as they relate to this request:

- Have adequate financial resources for performance or have the ability to obtain such resources as required during performance;
- Have the necessary experience, organization, technical and professional qualifications, skills and facilities;
- Be able to comply with the proposed or required time of completion or performance schedule; and
- Have a demonstrated satisfactory record of performance;
- Adhere to the specifications of this proposal and provide all documentation required of this proposal

The contract will be awarded to a responsive and responsible Bidder based on the qualifications and experience of the Bidder, the Bidder's ability to provide ongoing technical support, the Bidder's timeframe for providing the requested service and the Bidder's price proposal. The Bidder selected will be the most qualified and not necessarily the Bidder with the lowest price.

Proposals must be submitted as best and final offers, including all requirements, terms, and conditions, without assuming post-submission additions. Unacceptable responses may lead to awarding another bidder.

## **SCOPE OF SERVICES:**

### **Project Scope**

As described in the purpose CCSNH Early College and Work Force Development programs seek to implement a fully functional registration front end. Vendors are invited to propose implementation and dedicated ongoing support for this solution, which must align/integrate with existing business systems.

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### **In-Scope Requirements**

#### Functional requirements

- Course / training listing
- Administrative access by colleges to add/update course listing (have college admins for updating site)
- Searchable database of the listing
- User interface with ease of access
- Secure user data
- Registration of course/training
- Payment processing (by student at time of registration), cancellation/refund processing
- Ability for student to have a 3<sup>rd</sup> party pay option
- Communication tools: email and text
- Online access to robust registration and payment reports
- Workflow that allows for permission sign off for students under 18
- Nice to have: Mobile App

#### System and integration requirements:

- The solution must integrate with Ellucian Banner and NelNet through automated, bi-directional processes to ensure seamless data exchange and synchronization between the registration system and the financial and student management backend
  - Must be customizable for 7 colleges user interfaces
  - Solution must provide compatibility with existing CCSNH systems where appropriate
  - Solution must be scalable
  - Provide reliability, backup and recovery functions
  - Maintain all appropriate security controls and be in compliance with PII related data controls
  - Required to provide an annual SOC-1 report
  - Must support automation and scheduling
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### **Project Milestone Schedule**

CCSNH aims to have the solution in place by August 15, 2026. Vendors are encouraged to provide a proposed implementation schedule with key milestones (e.g., discovery, design, configuration, training, implementation)

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### **Value Added Features or Components**

CCSNH seeks to understand vendor solutions beyond the current requirements including other functions that could improve the experience of those seeking Early College or Work Force Development services. Describe these capabilities, their benefits, and costs.

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**MODIFICATIONS AFTER AWARD:**

CCSNH reserves the right to incorporate minor modifications, which may be required by it. The Bidder will incorporate these changes at no additional cost but may protest such action and not be bound by any such request if it can prove that the timing or extent of the modifications implies a major effort on its part.

**CANCELLATION OF AWARD:**

CCSNH reserves the right to cancel the award without liability to the bidder at any time before a contract has been fully executed by all parties and is approved by the CCSNH.

**CONTRACT:**

Any Contract between CCSNH and the Bidder shall consist of (1) CCSNH's standard contract for services, (2) the Request for Proposal (RFP) and any amendments thereto and (3) the Bidder's proposal in response to this RFP. In the event of a conflict in language between documents (2) and (3) referenced above, the provisions and requirements set forth and referenced in the RFP shall govern. However, CCSNH reserves the right to clarify any contractual relationship in writing with the concurrence of the Bidder, and such written clarification shall govern in case of conflict with the applicable requirements contained in the RFP and the Bidder's proposal. In all other matters, not affected by written clarification, if any, the RFP shall govern. The submitter is cautioned that their proposal shall be subject to acceptance without further clarification.

**EXECUTION OF AGREEMENT:**

The successful Bidder shall sign (execute) the necessary agreements for entering into the contract and return such signed agreements to CCSNH, along with applicable insurance certificates, within ten (10) calendar days from the date emailed or otherwise delivered to the successful bidder.

**APPROVAL OF AGREEMENT:**

Upon receipt of the agreement that has been fully executed by the successful Bidder, CCSNH shall complete the execution of the agreement in accordance with local laws or ordinances and return the fully executed agreement to the Bidder. Delivery of the fully executed agreement to the Bidder shall constitute the CCSNH's approval to be bound by the successful Bidder's proposal and the terms and conditions of the agreement.

**FAILURE TO EXECUTE AGREEMENT:**

Failure of the successful Bidder to execute the agreement within ten (10) calendar days from the date emailed or otherwise delivered to the successful Bidder shall be just cause for cancellation of the award.

**DISQUALIFICATION:**

Awards will not be made to any person, firm or company in default of a contract with the CCSNH, the State of New Hampshire or the Federal Government.

**ADDENDUM:**

In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, the addendum will be posted to the CCSNH website at <https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>. Any addendum to the RFP must be included by the Contractor in their proposal. Proposals that do not include addendums may be rejected. Before your submission, always check the website for any addenda that may have been issued which would affect the RFP.

Any change, correction or deviation to this RFP must be addressed in a written addendum. Verbal changes will not be allowed.

**BID RESULTS:**

Bid results may be viewed when available, once the award has been made, on our web site at:  
<https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>

**ADDITIONAL TERMS & CONDITIONS:**

By submitting a proposal, bidder agrees to the following terms:

**Rate Stabilization-** It is the intent of the parties that the monthly recurring charges stated in the rate schedule portion of the agreement will not change during the initial term. For the Services (if any) still subject to tariff filing requirement by the appropriate state or federal regulatory agency, in the event that company changes its tariff and as a result there are material and adverse impacts on the rates charged to the customer, then customer may terminate the agreement upon thirty (30) day written notice without further liability, other than to pay for services rendered up to the effective date of termination.

**Non-Auto Renew-** The Agreement is effective on the date identified on the proposal and will continue for the term set forth in the proposal from the date that the Services are installed until either terminated pursuant to the provisions below or replaced with a new agreement. Upon expiration of the term, this agreement will renew on a month to month basis, priced at the existing monthly rates

**Portability-** During a service term, customer shall have the right to terminate a service provided without incurring early termination charges provided that the customer orders a replacement service provided entirely by Provider to a location served by the provider network with equal or great monthly recurring charges for an equal to the remaining service term as the initial service.

**Business Downturn-** For purposes of this agreement, the term "Business Downturn" is hereby defined to mean an unplanned material adverse change in Customer's business that had not been caused by any neglect or wrongdoing of customer that materially negatively affects customer's need for the level of services provided pursuant to an applicable service order. Provider and customer will cooperate in efforts to develop a mutually agreeable alternative proposal that will address the reduced needs of customer for level of services. Customer shall promptly provide written notification as soon as it has knowledge of a confirmed service location(s) closure and provide notification of its intent to terminate the services to the affected service location(s) in which it may do so without further obligation, to include termination charges. The effect of termination of any service location(s)/sales order hereunder will be to discharge provider and the customer from future performance of such service location(s)/sales order.

**Technology migration-** Company acknowledges Customer's substantial interest in newer technologies that offer improved performance and more efficient ways to meet Customer's telecommunication requirements. Company and Customer hereby agree that Customer shall have the option of converting services to another Company product or technology, provided the Customer agrees to enter into a new agreement for a new term equal or greater than the original term.



**Chronic Outages/Issues-** Customer has the right to receive credit and/or terminate service without early termination liability for sites that are deemed to have chronic service outages or chronic service issues. Chronic would be defined as six (6) service outages or service issues over a twelve (12) month period. Customer understands that service outages or service issues related to force majeure as outlined in Company service level agreement would not be defined as chronic.