

STATE OF NEW HAMPSHIRE  
Dept. of Administrative Services  
Div. of Procurement and Support Services  
Bureau of Purchase and Property  
State House Annex  
Concord, New Hampshire 03301

Date: September 11, 2020

NOTICE OF CONTRACT

COMMODITY: Managed Learning Services

CONTRACT NO.: 8002726

NIGP: 920-9100

VENDOR: New Horizons New Hampshire LLC VENDOR #: 264967  
d/b/a New Horizons Computer Learning Centers  
460 Amherst Street  
Nashua, NH 03063

CONTACT PERSON: Michael Keane  
Tel. No.: (603) 324-6263  
E-Mail: [Michael.Keane@nhls.com](mailto:Michael.Keane@nhls.com)

EFFECTIVE FROM: September 11, 2020 through July 30, 2023

TERMS: Net 30

PRODUCTS & PRICES: See Below

ORDERING: State agencies will place their orders direct to vendor. Agencies must obtain DoIT approval and submit a requisition for PO approval prior to the start of desired class.

SCOPE OF WORK

Professional Technical Training Services, consistent with all specifications set forth in this Contract shall be for classroom training, in a permanent facility located within the State of New Hampshire and for interactive online training.

Professional technical training services shall be completed in a reasonable time frame as mutually agreed upon with the State and Contractor.

Contractor, or subcontractor, shall possess appropriate certification to teach a specific course. For example, Cisco courses shall be taught by Cisco Certified Systems Instructors (CCSIs) or Cisco Certified Academy Instructors (CCAIs).

CONTRACTOR-SITE TRAINING for the CLASSROOM TRAINING

Training shall be offered at a permanent Contractor owned, or leased, facility in New Hampshire. It will not be acceptable to propose setting up a temporary site for specific classes in a rented facility, such as a hotel.

STATE-SITE TRAINING for the CLASSROOM TRAINING

The Contractor's instructors shall be prepared to work with the State network administration staff to configure and install any software and equipment. The cost of setup is included in the pricing listed in

Exhibit B for each individual class.

### WEB-BASED TRAINING

Contractor shall provide Web-Classroom or Web-Remote training. Web-Classroom training shall be defined as classroom interactive with web feed to enable students to interact with instructor. Web-Remote training shall be defined as 'self-study'- individual training without interactive link.

### CONTRACTOR REQUIREMENTS

All services performed under this Contract shall be performed between the hours of 8:00 A.M. and 4:30 P.M unless other arrangements are made in advance with the State. Any deviation in work hours shall be pre-approved by the State. The State requires ten (10) days 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.

Contractor shall hold Microsoft Gold Certified Partner (or better) certifications.

A Course description and syllabus for each course offering shall be available to State agency upon request. Contractor shall indicate the course materials that will be provided for each course (i.e., books, documentation, CDs, web access).

It shall be the responsibility of the Contractor to work with the individual State agency training manager or coordinator to evaluate the current and desired skill level of agency participants scheduled for training in a course. This will aid in the determination of the class skill level requirements for a scheduled course.

The Contractor shall prepare and distribute evaluation forms to all participants in any class. The completed forms shall be returned to the State within seven (7) business days of the class.

### COURSE EVALUATION REPORT FOR COURSES PRESENTED AT STATE SITES

Within two (2) weeks from the end of any class presented at a State training site, the Contractor shall submit a report, with class participant assessments, to the using State agency training manager or coordinator. The report shall include the student evaluations of the class instructor and course. The Contractor shall also include an assessment of the class effectiveness with regard to the increase in participant's skill level. In addition, the Contractor may make recommendations for maintaining or strengthening these skills.

### CONTRACTOR STAFF PERFORMANCE

Experienced instructors with the appropriate certifications and experience shall teach all classes offered by the Contractor. The State reserves the right to interview Contractor staff or supporting staff, proposed for work on any course provided under the Contract, and may request the removal of any Contractor employee who fails to perform at acceptable levels. The Contractor shall immediately remove said individual from the project. The Contractor shall have seven (7) business days to provide resumes of proposed candidates with the same or greater skill set at the same or lesser rate. This shall not result in any increased cost to the State.

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 deemed 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.

### PRICING QUOTATIONS FOR INDIVIDUAL PROJECTS

State will request quotations by providing a SOW describing the classes required and the applicable technical qualifications. Contractor shall return quotes within three (3) business days. The quoted class

rates shall not exceed the rates established under this Contract. Class rates are fully loaded and shall include all travel, class materials, etc. needed to perform the required training.

Exam fees for Certification classes are not included in the classroom and web training prices.

	Classroom Training Environment	Classroom Training Environment	Web Training Environment	Web Training Environment
	Cost	Course Length in Days	Cost	Course Length in Days
<b>TECHNICAL SUPPORT SPECIALIST TRAINING PROGRAM</b>				
A+ Certification hardware and OS:	\$1,700	5 Days	\$1,700	5 Days
A+ Certification hardware: CompTIA A+ Certification - Part 1	\$1,700	5 Days	\$1,700	5 Days
A+ Certification OS: CompTIA A+ Certification - Part 2	\$1,700	5 Days	\$1,700	5 Days
Network + Certification	\$1,700	5 Days	\$1,700	5 Days
Security + Certification	\$1,700	5 Days	\$1,700	5 Days
Microsoft Certified Desktop Technician (MCDT)	\$1,975	5 Days	\$1,975	5 Days
Managing Modern Desktops	\$1,975	5 Days	\$1,975	5 Days
Microsoft Certified MCAD Training	\$1,975	5 Days	\$1,975	5 Days
Programming in C#	\$1,975	5 Days	\$1,975	5 Days
Developing ASP.NET MVC 5 Web Applications	\$1,975	5 Days	\$1,975	5 Days
Developing Windows Azure and Web Services	\$1,975	5 Days	\$1,975	5 Days
Cisco CCNA Certification	\$2,955	5 Days	\$2,955	5 Days
Service Management Certification	\$1,975	5 Days	\$1,975	5 Days
Microsoft Certified MCSE Training	\$1,975	5 Days	\$1,975	5 Days
MCSE	\$1,975	5 Days	\$1,975	5 Days
MCSE Productivity Solutions Expert	\$1,975	5 Days	\$1,975	5 Days
Oracle System Administrator	\$2,150	5 Days	\$2,150	5 Days
Oracle Advanced System Administration Implementing, Managing & Maintaining a Microsoft Windows	\$2,150	5 Days	\$2,150	5 Days
Upgrading Your Skills to Windows Server 2016 MCSA	\$1,975	5 Days	\$1,975	5 Days
Cisco CCVP CCSP	\$4,195	5 Days	\$4,195	5 Days
Implementing Cisco Collaboration Cloud and Edge Solutions	\$4,195	5 Days	\$4,195	5 Days
Cisco CCNA Voice	\$4,195	5 Days	\$4,195	5 Days
Cisco CCNA Wireless	\$3,995	5 Days	\$3,995	5 Days
Cisco CCNET	\$4,195	5 Days	\$4,195	5 Days
Microsoft 7 Trouble Shooting and Support	\$1,975	5 Days	\$1,975	5 Days
Advanced Implementing and Troubleshooting MPLS VPN Networks	\$3,795	5 Days	\$3,795	5 Days
SCNP - Security Certified Network Professional Certification	\$4,000	5 Days	\$4,000	5 Days
CISSP - Certified Information Systems Security Professional Certification	\$2,300	5 Days	\$2,300	5 Days
<b>INFRASTRUCTURE</b>				
Microsoft SQL Server	\$1,975	5 Days	\$1,975	5 Days
Microsoft SQL Server Admin and Security	\$1,975	5 Days	\$1,975	5 Days
Microsoft SQL Server Query and Scripting	\$1,975	5 Days	\$1,975	5 Days
Querying Data with Transact SQL	\$1,975	5 Days	\$1,975	5 Days
Microsoft Security	\$1,975	5 Days	\$1,975	5 Days

Securing Windows Server 2016	\$1,975	5 Days	\$1,975	5 Days
Microsoft Active Directory	\$1,975	5 Days	\$1,975	5 Days
Microsoft C#	\$1,975	5 Days	\$1,975	5 Days
Getting Started with Server Management in Windows Server® 2008 (Beta 3) Hands-On Lab:	\$1,975	5 Days	\$1,975	5 Days
Fundamentals of Windows Server 2008 Network and Applications Infrastructure	\$1,975	5 Days	\$1,975	5 Days
Configuring Identity and Access Solutions with Windows Server® 2008 Active Directory®	\$1,975	5 Days	\$1,975	5 Days
Managing and Maintaining Windows Server 2008 Network Infrastructure Servers	\$1,975	5 Days	\$1,975	5 Days
Wireless Network Set-up and Management	\$3,795	5 Days	\$3,795	5 Days
Cisco Voice over IP (CVOICE v6.0)	\$4,195	5 Days	\$4,195	5 Days
Implementing Cisco Unified Communications Manager Part 1 (CIPT1 v6.0)	\$4,195	5 Days	\$4,195	5 Days
Quality of Service (QoS)	\$3,695	5 Days	\$3,695	5 Days
Implementing Cisco Voice Gateways and Gatekeepers (GWGK)	\$3,895	5 Days	\$3,895	5 Days
Troubleshooting Cisco Unified Communications Systems (TUC v1.0)	\$4,495	5 Days	\$4,495	5 Days
Implementing Cisco Unified Communications Manager Part 2 (CIPT2 v6.0)	\$4,195	5 Days	\$4,195	5 Days
Microsoft Exchange Server 2013 / Core Solutions	\$1,975	5 Days	\$1,975	5 Days
Microsoft Exchange Server 2013 / Advanced Solutions	\$1,975	5 Days	\$1,975	5 Days
Microsoft Exchange Server 2010 / Configuring, Managing and Troubleshooting	\$1,975	5 Days	\$1,975	5 Days
Microsoft Exchange Server 2010 / Designing and Deploying Messaging Solutions	\$1,975	5 Days	\$1,975	5 Days
Administering Windows Server 2012	\$1,975	5 Days	\$1,975	5 Days
Configuring Advanced Windows Server 2012 Services	\$1,975	5 Days	\$1,975	5 Days
Networking with Windows Server 2016	\$1,975	5 Days	\$1,975	5 Days
Microsoft SQL Server Reporting Services SSRS	\$1,975	5 Days	\$1,975	5 Days
Writing Reports with Report Builder and SSRS Level 1	\$790	2 Days	\$790	2 Days
Writing Reports with Report Builder and SSRS Level 2	\$790	2 Days	\$790	2 Days
Microsoft SQL Server Integration Services SSIS	\$1,975	5 Days	\$1,975	5 Days
Implementing a SQL Data Warehouse	\$1,975	5 Days	\$1,975	5 Days
Microsoft SQL Server 2015 features	\$790	2 Days	\$790	2 Days
Microsoft SharePoint	\$1,975	5 Days	\$1,975	5 Days
Advanced Technologies of SharePoint 2016	\$1,975	5 Days	\$1,975	5 Days
Oracle Database 11g = SQL Fundamentals	\$2,150	5 Days	\$2,150	5 Days
Oracle Database 11g – PL/SQL Fundamentals	\$2,150	5 Days	\$2,150	5 Days
Building Cisco Service Provider Next-Generation Networks, Part 1	\$4,500	5 Days	\$4,500	5 Days
Building Cisco Service Provider Next-Generation Networks, Part 2	\$4,500	5 Days	\$4,500	5 Days

Deploying Cisco Service Provider Advanced Network Routing v1.0	\$4,500	5 Days	\$4,500	5 Days
Implementing Cisco Service Provider Next-Generation Core Network Services v1.0	\$4,500	5 Days	\$4,500	5 Days
Implementing Cisco Service Provider Next-Generation Edge Network Services v1.0	\$3,000	3 Days	\$3,000	3 Days
Deploying Cisco Service Provider Network Routing	\$4,500	5 Days	\$4,500	5 Days
ASR 9000 Series Essentials	\$4,000	5 Days	\$4,000	5 Days
ASR 1000 Series Essentials v3.1.0S	\$3,500	4 Days	\$3,500	4 Days
Implementing Cisco MPLS v2.3	\$3,795	5 Days	\$3,795	5 Days
Installing and Configuring Windows Server 2012	\$1,975	5 Days	\$1,975	5 Days
Administering Windows Server 2012	\$1,975	5 Days	\$1,975	5 Days
Configuring Advanced Windows Server 2012 Services	\$1,975	5 Days	\$1,975	5 Days
Designing and Implementing a Server Infrastructure	\$1,975	5 Days	\$1,975	5 Days
Implementing an Advanced Server Infrastructure	\$1,975	5 Days	\$1,975	5 Days
Implementing a Desktop Infrastructure	\$1,975	5 Days	\$1,975	5 Days
Managing Modern Desktops	\$1,975	5 Days	\$1,975	5 Days
Microsoft SharePoint Foundation 2013	\$396	1 Day	\$396	1 Day
MicroSoft SharePoint Foundation 2013	\$396	1 Day	\$396	1 Day
Microsoft SharePoint Foundation 2013 Site Administrator, OLL	\$396	1 Day	\$396	1 Day
Relational database design	\$236	1 Day	\$236	1 Day
Microsoft ASP.NET	\$790	2 Days	\$790	2 Days
Microsoft VB.NET	\$1,975	5 Days	\$1,975	5 Days
Microsoft Visual Studio 2008, 2010, 2012	\$1,975	5 Days	\$1,975	5 Days
Fundamentals of Microsoft Server 2008 Active Directory	\$1,975	5 5 Days	\$1,975	5 5 Days
Linux System Administration: 55187 Linux System Administration	\$1,904	4 Days	\$1,904	4 Days
Microsoft .NET (Various titles available)	\$1,975	5 Days	\$1,975	5 Days
Configuring Windows Server 2008 Active Directory Domain Services (Retiring 6/30/2020)	\$1,975	5 Days	\$1,975	5 Days
Identity with Windows Server 2016	\$1,975	5 Days	\$1,975	5 Days
Linux Fundamentals	\$1,700	4 Days	\$1,700	4 Days
Data Warehousing	\$1,975	5 Days	\$1,975	5 Days
Implementing a SQL Data Warehouse	\$1,975	5 Days	\$1,975	5 Days
Microsoft Dynamics	\$790	2 Days	\$790	2 Days
Microsoft Power Platform + Dynamics 365 Core	\$1,975	5 Days	\$1,975	5 Days
Oracle Database 11g: Administration I/II	\$2,156	5 Days	\$2,156	5 Days
Oracle Database 12c	\$2,156	5 Days	\$2,156	5 Days
<b>SECURITY</b>				
Security Awareness Concepts and Practices	\$236	1/2 day	\$236	1/2 day
Network Penetration Testing	\$2,264	5 Days	\$2,264	5 Days
Cisco Securing Networks with ASA Advanced (SNAA)	\$3,795	5 Days	\$3,795	5 Days
Cisco Securing Networks with ASA Fundamentals (SNAF)	\$3,795	5 Days	\$3,795	5 Days
Cisco Securing Networks with Cisco Routers and Switches (SNRS)	\$4,195	5 Days	\$4,195	5 Days
Cisco Implementing Cisco IOS Network	\$4,495	5 Days	\$4,495	5 Days

Security (IINS)				
Cisco Securing Cisco Network Devices (SND)	\$3,995	5 Days	\$3,995	5 Days
Wireless Security	\$4,295	5 Days	\$4,295	5 Days
VoIP Security	\$4,000	5 Days	\$4,000	5 Days
Web application penetration testing	\$1,678	3 Days	\$1,678	3 Days
Network Penetration Testing	\$2,264	5 Days	\$2,264	5 Days
<b>SOFTWARE / WEB DEVELOPMEN</b>				
ASP Programming (Active Server Pages)	\$1,975	5 Days	\$1,975	5 Days
Developing Windows Azure and Web Services	\$1,975	5 Days	\$1,975	5 Days
Developing Solutions for Microsoft Azure	\$1,975	5 Days	\$1,975	5 Days
Azure DevOps Engineer	\$2,765	5 Days	\$2,765	5 Days
Application Architecture Certification	\$1,995	3 Days	\$1,995	3 Days
Enterprise Architecture Certification	\$2,795	4 Days	\$2,795	4 Days
Data Architecture Certification	\$1,395	2 Days	\$1,395	2 Days
Software Configuration Management	\$650	1 Day	\$650	1 Day
Application Life Cycle Management	\$1,185	3 Days	\$1,185	3 Days
Certified JAVA Developer Training	\$2,495	5 Days	\$2,495	5 Days
Java Programming Essentials for Developers New to OO	\$2,495	5 Days	\$2,495	5 Days
Fast Track to Core Java for OO Developers	\$2,495	4 Days	\$2,495	4 Days
XML Developer	\$1,495	3 Days	\$1,495	3 Days
Advanced XML / XMLT	\$1,295	2 Days	\$1,295	2 Days
PERL Programming	\$2,495	4 Days	\$2,495	4 Days
Next Level Perl Programming	\$2,495	4 Days	\$2,495	4 Days
WebLogic Administration Training	\$2,895	5 Days	\$2,895	5 Days
Advanced WebLogic Sys Admin	\$2,795	4 Days	\$2,795	4 Days
Eclipse IDE Training	\$2,495	5 Days	\$2,495	5 Days
HTML 5, CSS 3	\$1,975	5 Days	\$1,975	5 Days
Ajax	\$2,295	5 Days	\$2,295	5 Days
Microsoft WCF services	\$1,975	5 Days	\$1,975	5 Days
Microsoft Integration Services	\$1,975	5 Days	\$1,975	5 Days
PHP programming	\$2,495	4 Days	\$2,495	4 Days
PHP Intermediate	\$2,495	4 Days	\$2,495	4 Days
Crystal Reports	\$792	2 Days	\$792	2 Days
Crystal Reports 2016 - Part 2	\$792	2 Days	\$792	2 Days
Microsoft Software Engineering	\$1,975	5 Days	\$1,975	5 Days
Developing Windows Azure and Web Services	\$1,975	5 Days	\$1,975	5 Days
Developing Solutions for Microsoft Azure	\$1,975	5 Days	\$1,975	5 Days
Azure DevOps Engineer	\$2,765	5 Days	\$2,765	5 Days
Team Foundation Server	\$1,391	3 Days	\$1,391	3 Days
JQUERY	\$2,796	5 Days	\$2,796	5 Days
ASP.NET Model View Controller (MVC)	\$1,975	5 Days	\$1,975	5 Days
Bootstrap	\$1,495	2 Days	\$1,495	2 Days
Responsive (Mobile) Web Design with Bootstrap	\$650	1 Day	\$650	1 Day
Designing Responsive Websites	\$1,495	3 Days	\$1,495	3 Days
Cascading Style Sheets	\$1,295	2 Days	\$1,295	2 Days
Web Essentials with HTML5, CSS3 & Javascript	\$1,495	3 Days	\$1,495	3 Days
Apple iOS Developer Program	\$2,796	5 Days	\$2,796	5 Days
Android ATC Certification	\$3,495	5 Days	\$3,495	5 Days
Microsoft MTA	\$1,185	3 Days	\$1,185	3 Days
Networking and Security Fundamentals	\$1,975	5 Days	\$1,975	5 Days
Javascript	\$2,796	5 Days	\$2,796	5 Days

<b>PROJECT MANAGEMENT</b>				
Project Management Fundamentals	\$476	1 Day	\$476	1 Day
Project Management Tools: Microsoft Project 2016 - Part 1	\$261	1 Day	\$261	1 Day
Microsoft Project 2016 - Part 2	\$261	1 Day	\$261	1 Day
Project Scope and Time Management	\$952	2 Days	\$952	2 Days
Project Cost and Risk Management	\$952	2 Days	\$952	2 Days
Change Management	\$316	1 Day	\$316	1 Day
PMI Project Management Certification Training	\$1,904	4 Days	\$1,904	4 Days
PMP Project Management Professional Certification Training	\$2,396	5 Days	\$2,396	5 Days
BA - Business Analyst Certification Training	\$1,116	2 Days	\$1,116	2 Days
ITIL/ITSM	\$1,356	2 Days	\$1,356	2 Days
Cisco Prime Collaboration Assurance	\$3,750	5 Days	\$3,750	5 Days

### **INVOICE**

Itemized invoices shall be submitted after the completion of services and shall include: a brief description of the classes and attendants along with the location of work, to the individual agency.

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

The invoice shall be sent to the address of the using agency under agreement.

### **QUESTIONS:**

Direct any questions to Ryan Aubert, 603-271-0580 or [Ryan.Aubert@das.NH.Gov](mailto:Ryan.Aubert@das.NH.Gov)