

STATE OF NEW HAMPSHIRE

DEPT. OF ADMINISTRATIVE SERVICES
BUREAU OF PURCHASE AND PROPERTY

INTER-DEPARTMENT COMMUNICATION

DATE: JULY 31, 2013

FROM: Robert B. Lawson, Purchasing Agent
Bureau of Purchase & Property

TO: Robert D. Stowell
Michael P. Connor
Linda M. Hodgdon

SUBJECT: AWARD OF CONTRACT FOR TRAINING SERVICES

Attached for your approval are the contract documents for a Statewide contract for Training Services for the Bureau of Education and Training, which we are recommending. This contract will run for a period of approximately 36 months until 8/31/16.

This recommendation is based on an evaluation of responses to State's RFB #2-14 for a Contract for Training Services.

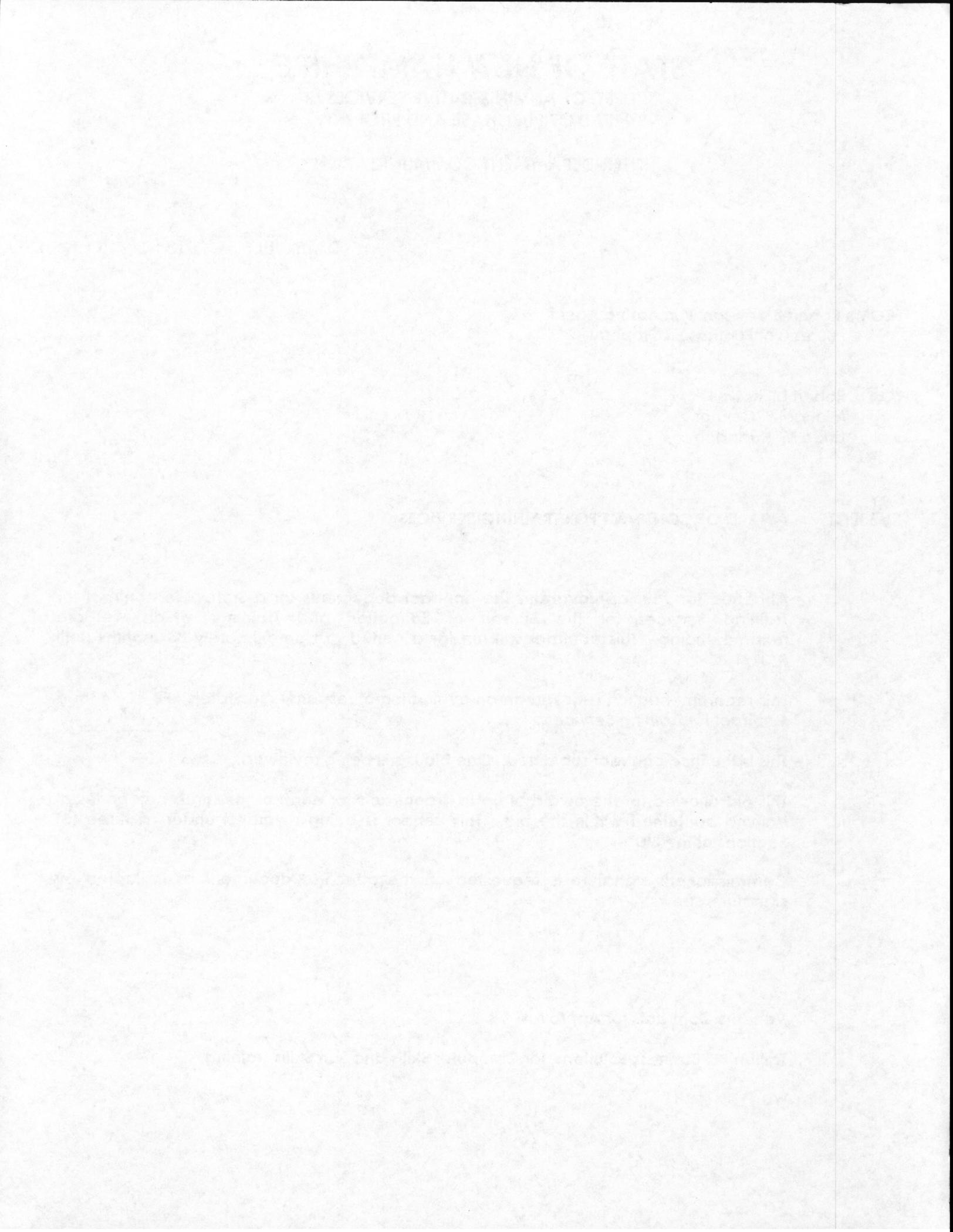
This is the third contract submitted. One bid is still being reviewed.

This Bid allowed for the award of up to 4 contracts for each of the three categories of training contained within the bid. This vendor is being awarded under all three (3) Sections of the Bid.

Commissioner's signature is requested on the attached document as indicated by signature arrows.

Vendors Contracts for Approval

Taillon PC Business Solutions, for Computer Skills and Soft Skills Training



STATE OF NEW HAMPSHIRE APPROVAL SIGNATURE PAGE

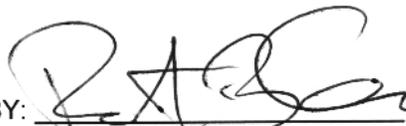
VENDOR Taillon PC Business Solutions

CONTRACT FOR AWARD OF BID2-14 FOR TRAINING SERVICES

EFFECTIVE THROUGH August 31, 2016

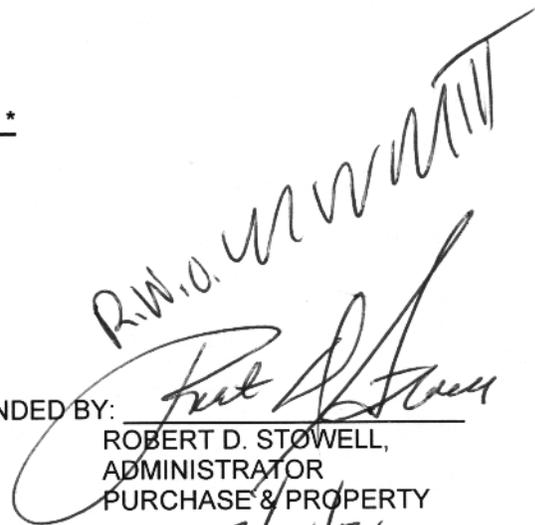
* * * * *

PROPOSED BY:



ROBERT B. LAWSON
PURCHASING AGENT,
PURCHASE & PROPERTY

RECOMMENDED BY:



ROBERT D. STOWELL,
ADMINISTRATOR
PURCHASE & PROPERTY

DATE PROPOSED:

7/31/13

DATE RECOMMENDED:

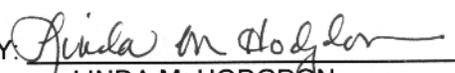
7/31/13

ENDORSED BY:



MICHAEL P. CONNOR
DEPUTY COMMISSIONER
DEPT. OF ADM. SERV.

APPROVED BY:



LINDA M. HODGDON
COMMISSIONER,
DEPT. OF ADM. SERV.

DATE ENDORSED:

8/2/13

DATE APPROVED:

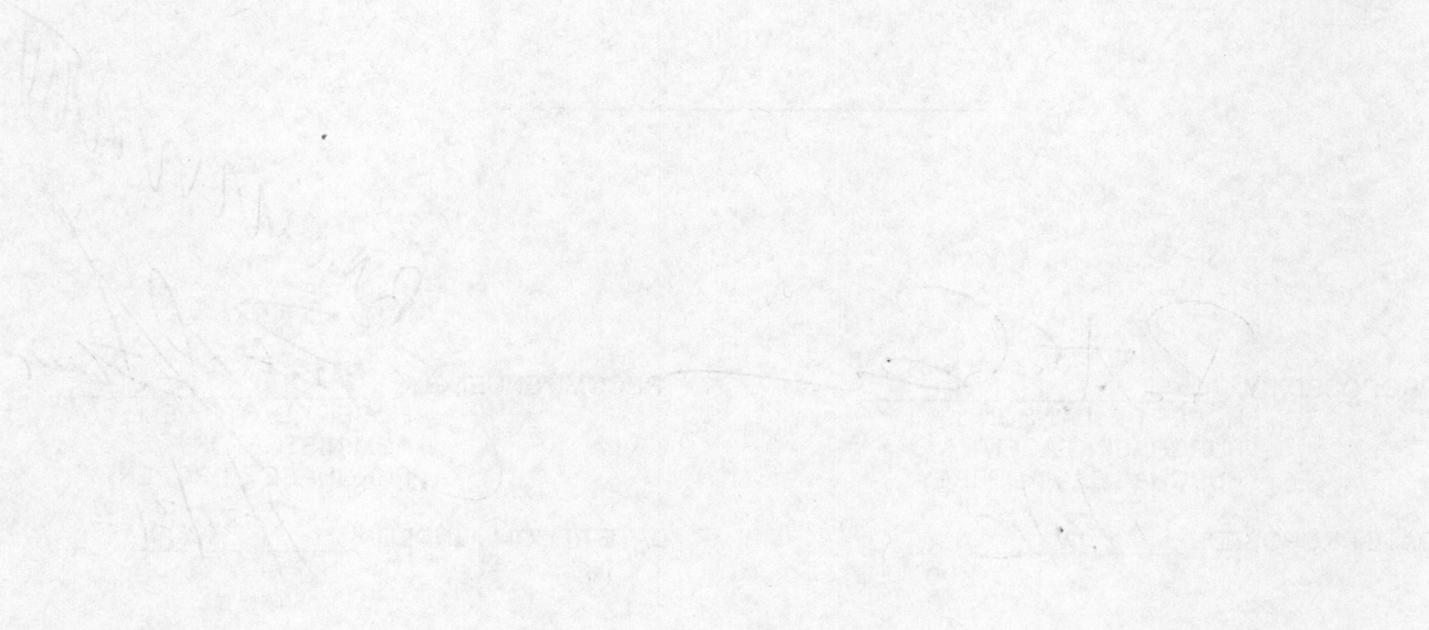
8/5/13

THE UNIVERSITY OF CHICAGO

PHYSICS DEPARTMENT

PHYSICS 551

PROBLEM SET 1



The area under the curve is given by the integral
 $\int_0^1 y dx$
 which is equal to the area of the triangle with base 1 and height 1, plus the area of the region bounded by the curve, the x-axis, and the line $x=1$.

Subject: Training Services - SOFT SKILLS & COMPUTER SKILLS WORKSHOPS

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name State of New Hampshire Administrative Services		1.2 State Agency Address 25 Capitol Street, Room 102 Concord, NH 03301	
1.3 Contractor Name Taillon PC Business Solutions		1.4 Contractor Address 111 Willard Way, Plaistow, NH 03685	
1.5 Contractor Phone Number 603 382-7239	1.6 Account Number	1.7 Completion Date August 31, 2016	1.8 Price Limitation \$42,000.00
1.9 Contracting Officer for State Agency Robert Lawson, Purchasing Agent		1.10 State Agency Telephone Number 603-271-3147	
1.11 Contractor Signature <i>Greg Taillon</i>		1.12 Name and Title of Contractor Signatory <i>Gregory J. Taillon owner</i>	
1.13 Acknowledgement: State of _____, County of _____ On <u>7/30/2013</u> before the undersigned officer, personally appeared the person identified in block 1.11, and s/he acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace <i>Rosemarie L Bayuk</i>			
1.13.2 Name and Title of Notary or Justice of the Peace			
1.14 State Agency Signature <i>Linda M Hodgdon</i>		1.15 Name and Title of State Agency Signatory Linda M. Hodgdon, Commissioner Administrative Services	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) By: _____ On: _____			
1.18 Approval by the Governor and Executive Council By: _____ On: _____			



— 11. 11. 11. —

2. EMPLOYMENT OF CONTRACTOR/SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT A which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, this Agreement, and all obligations of the parties hereunder, shall not become effective until the date the Governor and Executive Council approve this Agreement ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT. Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.

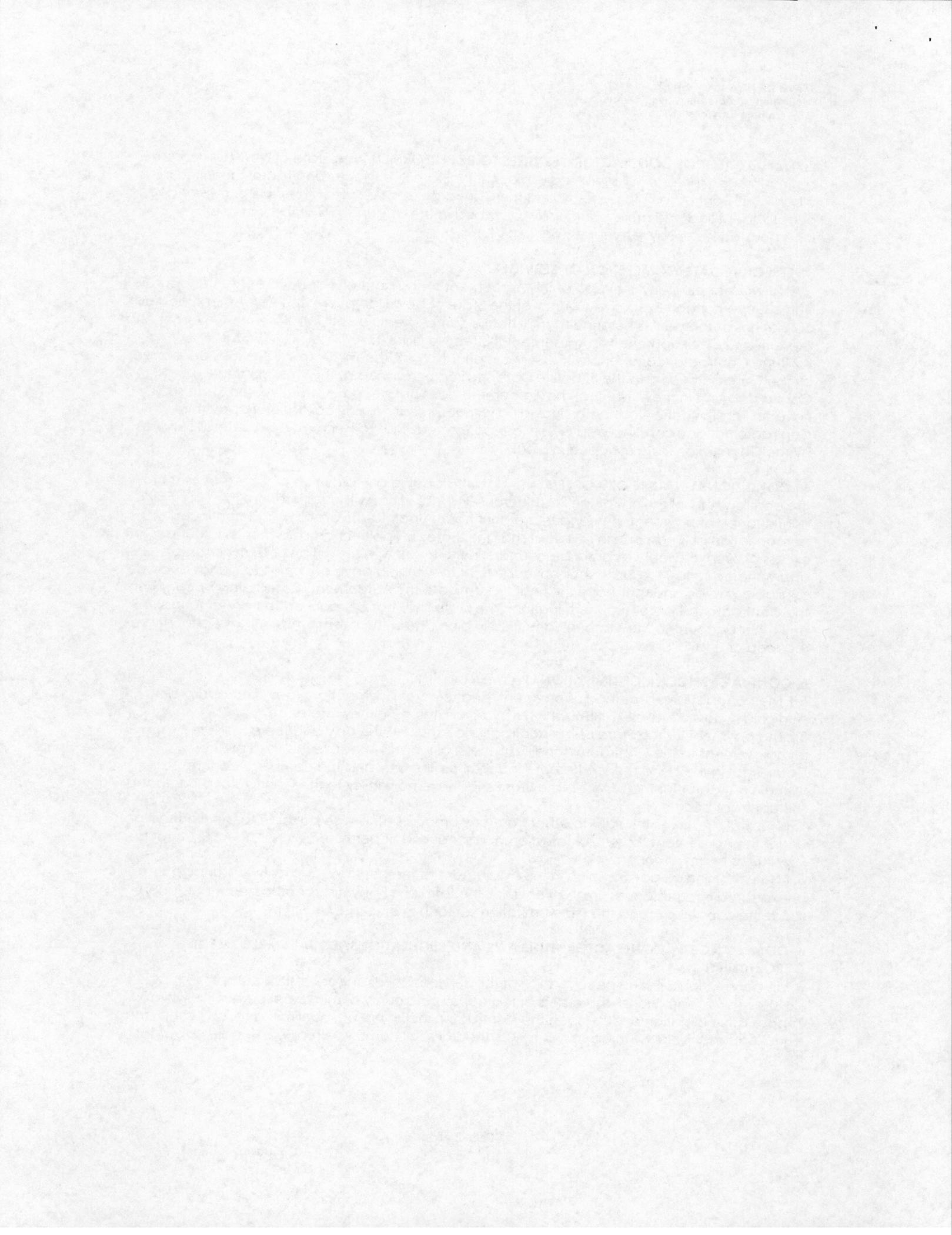
5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. In addition, the Contractor shall comply with all applicable copyright laws.



6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

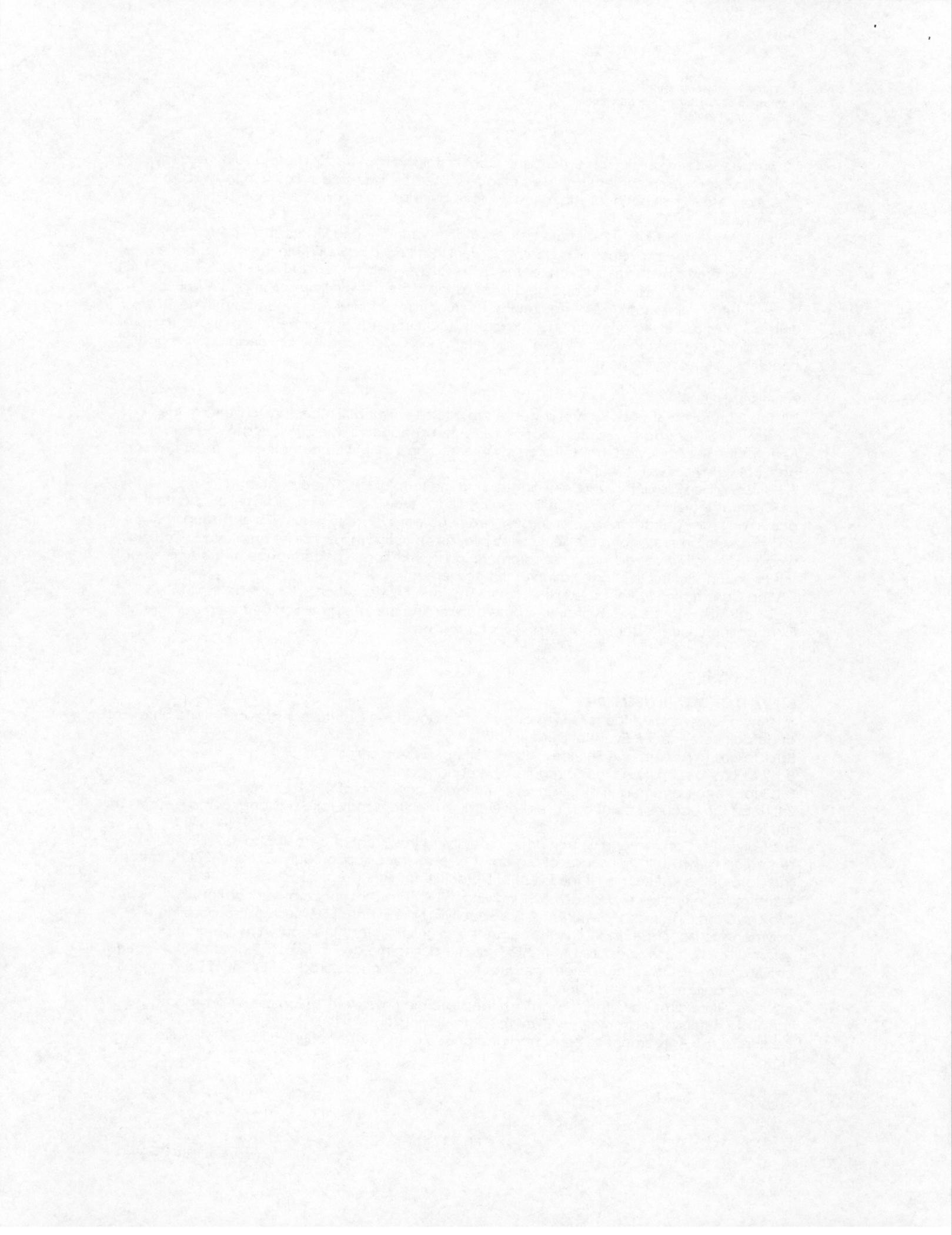
8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.



9. DATA/ACCESS/CONFIDENTIALITY/ PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all 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.

9.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

10. TERMINATION. In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS. The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written consent of the N.H. Department of Administrative Services. None of the Services shall be subcontracted by the Contractor without the prior written consent of the State.

13. INDEMNIFICATION. The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

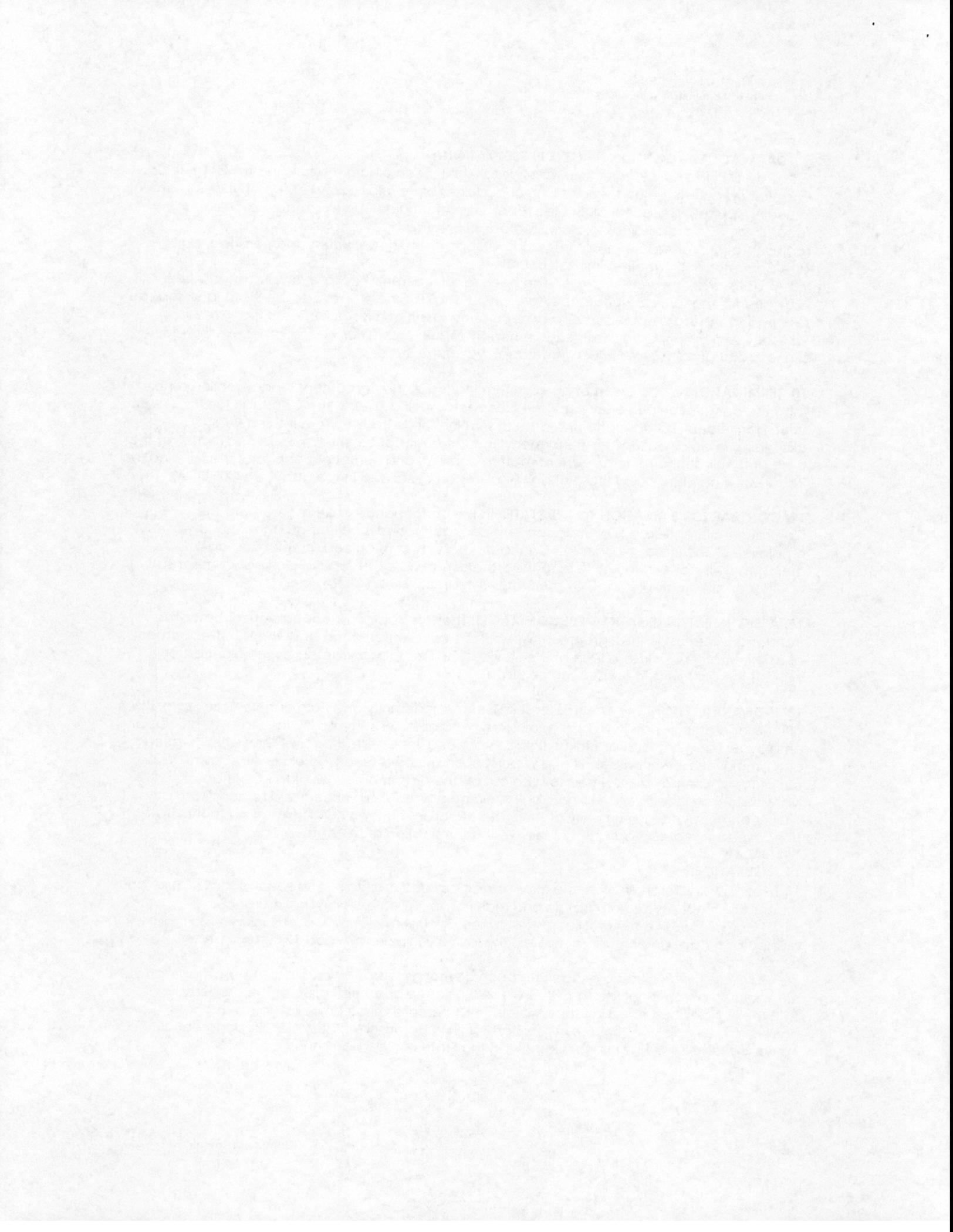
14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per occurrence; and

14.1.2 fire and extended coverage insurance covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.



14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than fifteen (15) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to endeavor to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than ten (10) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("Workers' Compensation").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

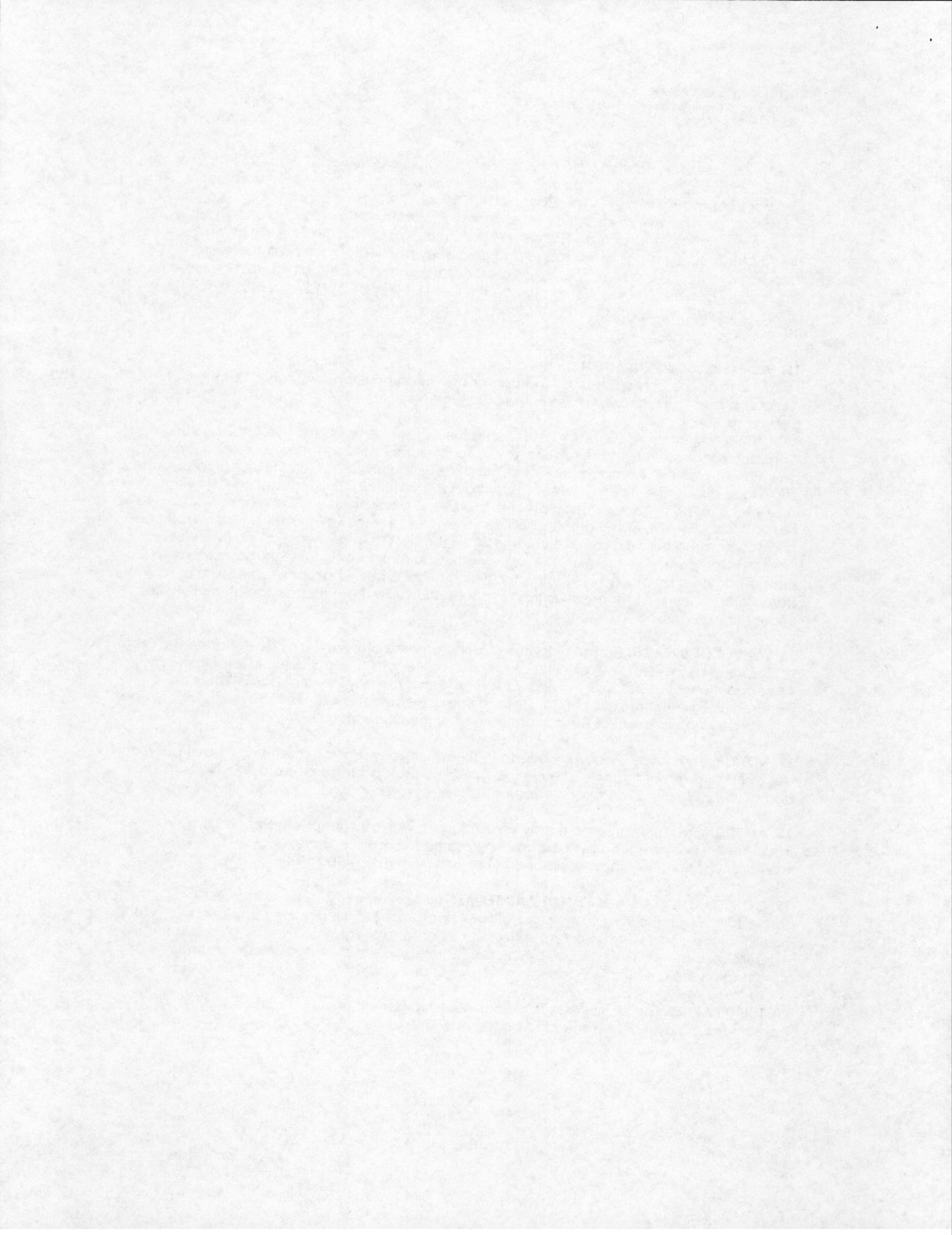
16. WAIVER OF BREACH. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire.

19. CONSTRUCTION OF AGREEMENT AND TERMS. This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.



21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional provisions set forth in the attached EXHIBIT C are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

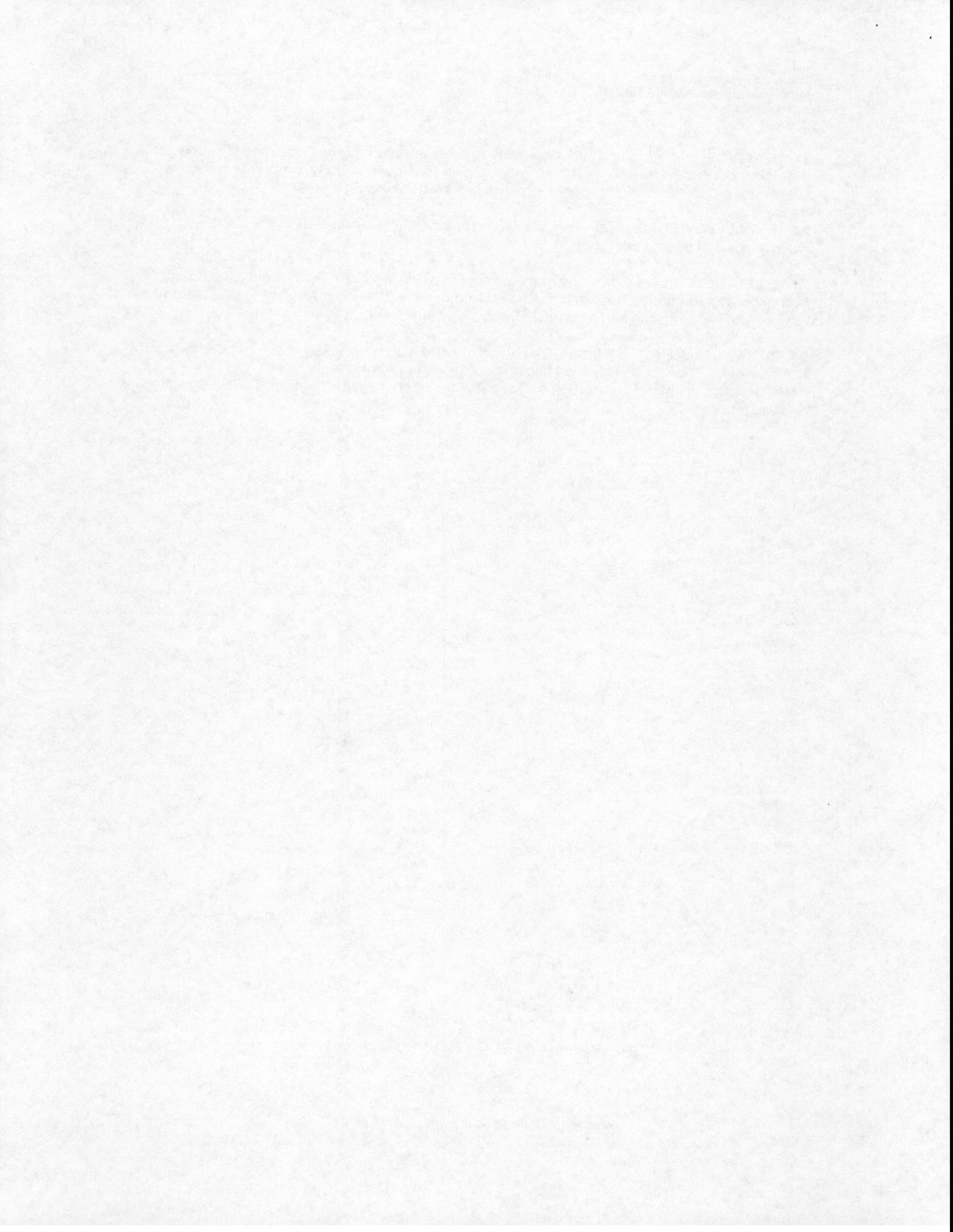


EXHIBIT A
SCOPE OF SERVICES

GLOSSARY OF TERMS

Terms used in this document are defined as follows:

- State – State of New Hampshire
- BET – Bureau of Education and Training
- BPP – Bureau of Purchase and Property
- Information Technology – refers to the tools and processes used for the gathering, storing, manipulating, transmitting, sharing and sensing of information including, but not limited to, data processing, computing, information systems, telecommunications, and various audio and video technologies
- Normal Business Hours – 8:00 am to 4:00 pm EST, Monday through Friday, excluding State holidays

1. INTRODUCTION

Taillon PC Business Solutions (hereinafter referred to as the "Contractor") hereby agrees to provide the State of New Hampshire with Training Services – Soft Skills & Computer Skills Workshops in accordance with NH State Bid #2-14 and as described herein.

2. CONTRACT DOCUMENTS

This Contract consists of the following documents ("Contract Documents") in order of precedence:

- a. State of New Hampshire Terms and Conditions, General Provisions Form P-37
- b. EXHIBIT A Scope of Services
- c. EXHIBIT B Payment Schedule
- d. EXHIBIT C Special Provisions
- e. EXHIBIT D RFB 2-14

3. TERM OF CONTRACT

This contract shall commence upon the approval of Commissioner of the Department of Administrative Services through August 31, 2016, a period of approximately three (3) years. The contract may be extended for additional periods of time thereafter under the same terms, conditions and pricing structure upon the mutual agreement between the Contractor and the Bureau of Purchase and Property, subject to the approval of the Commissioner of the Department of Administrative Services; however the contract shall not exceed a period of more than five (5) years.

All services shall remain in effect from the commencement of the contract to the initiation of a future contract, not to exceed ninety (90) days without a formal contract extension.

4. TERMINATION

The State of New Hampshire shall have the right to terminate the Contract at any time by giving the Contractor a thirty (30) day written notice.

5. SCOPE OF SERVICES - GENERAL REQUIREMENTS

Contractor shall provide training services for computer skills, desktop applications, technical applications, professional courses and workshops for Department of Administrative Services (DAS) and NH Bureau of Education & Training (BET).

Contractor shall be responsible for all set-up, administration, course materials, contractor travel expenses and all other costs associated with providing a class at a BET training site in Concord NH.

Services shall be consistent with all the terms and conditions set forth in this Contract.

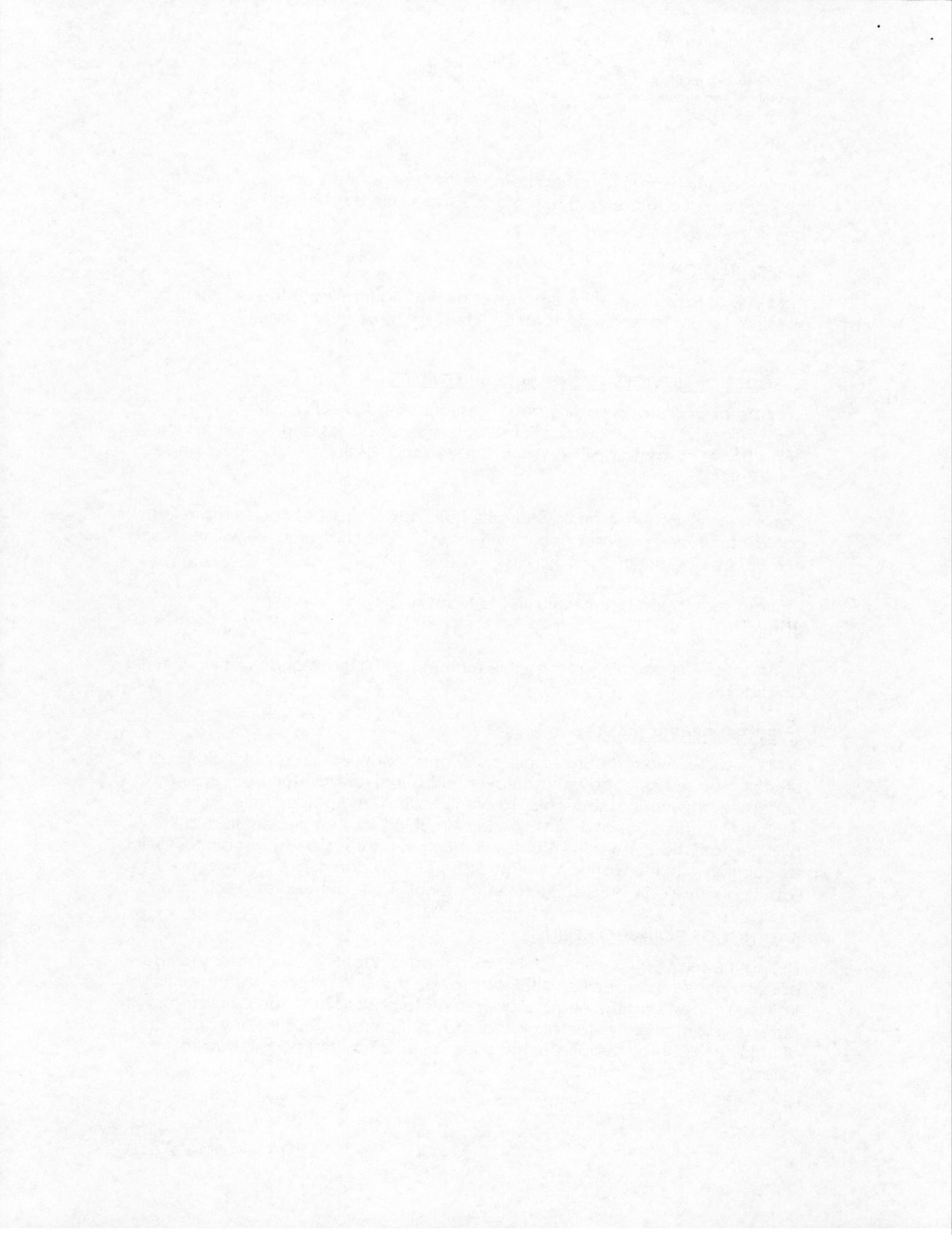
Contractor shall be solely responsible for meeting all terms and conditions in this Contract.

6. ELIGIBLE PARTICIPANTS

Political sub-divisions (counties, cities, towns, school districts, special district or precinct, or any other governmental organization), or any nonprofit agency under the provisions of section 501c of the federal internal revenue code, are eligible to participate at their discretion. In doing so, they are entitled to the prices established under the Contract. However, they are responsible for their association with the Contractor. The State of New Hampshire assumes no liability of any kind between the Contractor and any of these entities.

7. BALANCE OF COURSE OFFERINGS

During the term of this contract, BET may request that the Contractor provide a course not already specified. BET will provide the Contractor with a specific training request and the number of students to participate. The Contractor will provide a written price quotation that may not exceed \$600 for any single day of training. BET may negotiate that price to remain within certain budget criteria.



8. QUALITY ASSURANCE AUDITING

The State shall have the option to send a BET employee to each course to observe and review the quality of the presentation.

9. CLASS EVALUATION FORMS

The Contractor shall distribute a BET provided evaluation form to all participants in any class.

10. COURSE EVALUATION REPORT

Within two (2) weeks from the end of any class, the Contractor shall submit a report, with participant class assessments, to the Bureau of Education and Training. The report shall include the student evaluations of the class instructor and course. Report format will be provided to the Contractor by the BET.

11. COURSE SCHEDULING

The BET shall work with the Contractor to schedule classes at a mutually agreeable date and time.

12. STATE AGENCY WORK SPACE

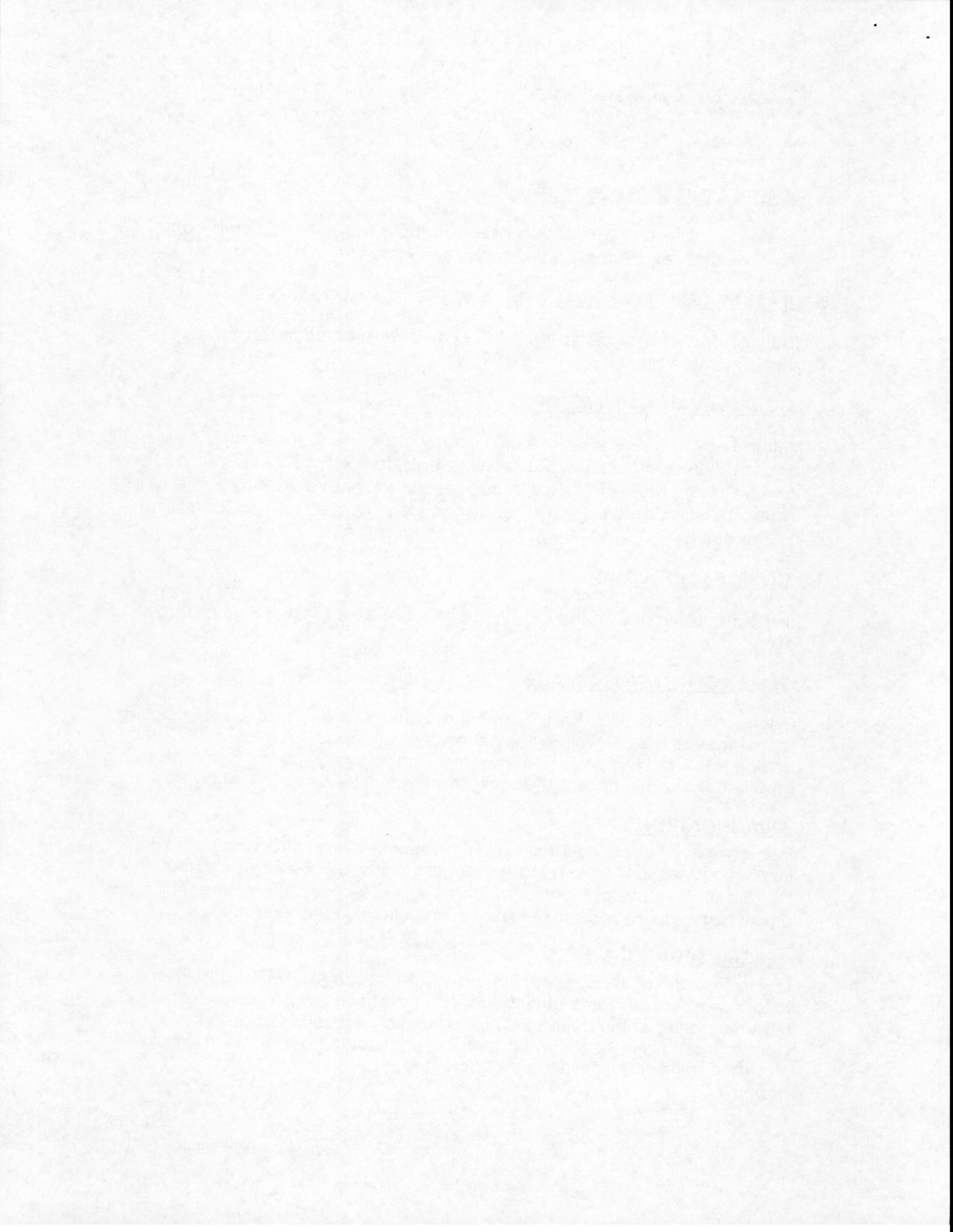
Contractor shall provide training on-site at State of New Hampshire BET training room facilities. The BET will provide necessary workspace, facilities and office equipment, including desktop computers, and will work with the Contractor to ensure that all other necessary requirements are in place at time of classes.

13. QUALIFICATIONS

Instructors who will provide training in Management and other Non-Technical training courses shall have a Masters degree in Business, Public Administration, Organizational Development, or other appropriate certifications, and shall have a minimum of three years experience in adult training and education.

14. SPECIAL SITUATIONS

During the term of the contract BET may have a need to offer a course but due to low enrollment or some other budgetary constraint it would not be feasible to offer the course at the contracted price. In such a situation BET and the Contractor may negotiate an acceptable price for the presentation of that class so as to remain within the available budget.



15. OBLIGATIONS and LIABILITY OF THE CONTRACTOR

Contractor shall do all the work and furnish all the materials, tools, equipment and safety devices necessary to perform a training class.

Contractor shall complete the entire work to the satisfaction of the State and in accordance with the specifications herein mentioned, at the price herein agreed upon and fixed therefore. All the work, labor and equipment to be done and furnished under this contract(s), shall be done and furnished strictly pursuant to, and in conformity with the specifications described herein, and the directions of the State representatives as given from time to time during the progress of the work, under the terms of this contract.

The Contractor agrees that any damage or injury to buildings, materials, and equipment or to other property during the performance of this service will be repaired at their own expense.

16. SECTION 2 COURSES

In providing the courses listed in Section 2, the contractor shall provide in addition to the requirements previously outlined in this contract, a minimum of 6 laptop computers equipped with the appropriate software to teach the course material requested. The Contractor shall bring the laptops to the BET Training facility and set them up for student use.

Should the State upgrade the computers in the BET training facility during the term of this Contract then the Contractor would be able to provide the MS Office 2010 training at the pricing submitted for SECTION 1 and the provisioning of the laptops would no longer be required.

EXHIBIT B
PAYMENT TERMS

The contract price limitation for this contract is \$42,000.00. The following pricing and payment terms apply:

INVOICING:

Invoices shall be submitted after completion of work to the requesting agency.

No reimbursement by the State for travel time or mileage shall be allowed.

PAYMENTS:

Payment shall be paid in full within thirty (30) days after receipt of invoice and acceptance of the work to the State's satisfaction. Said payments shall be made electronically or by a check mailed to the address in Section 1.4 of this Contract.

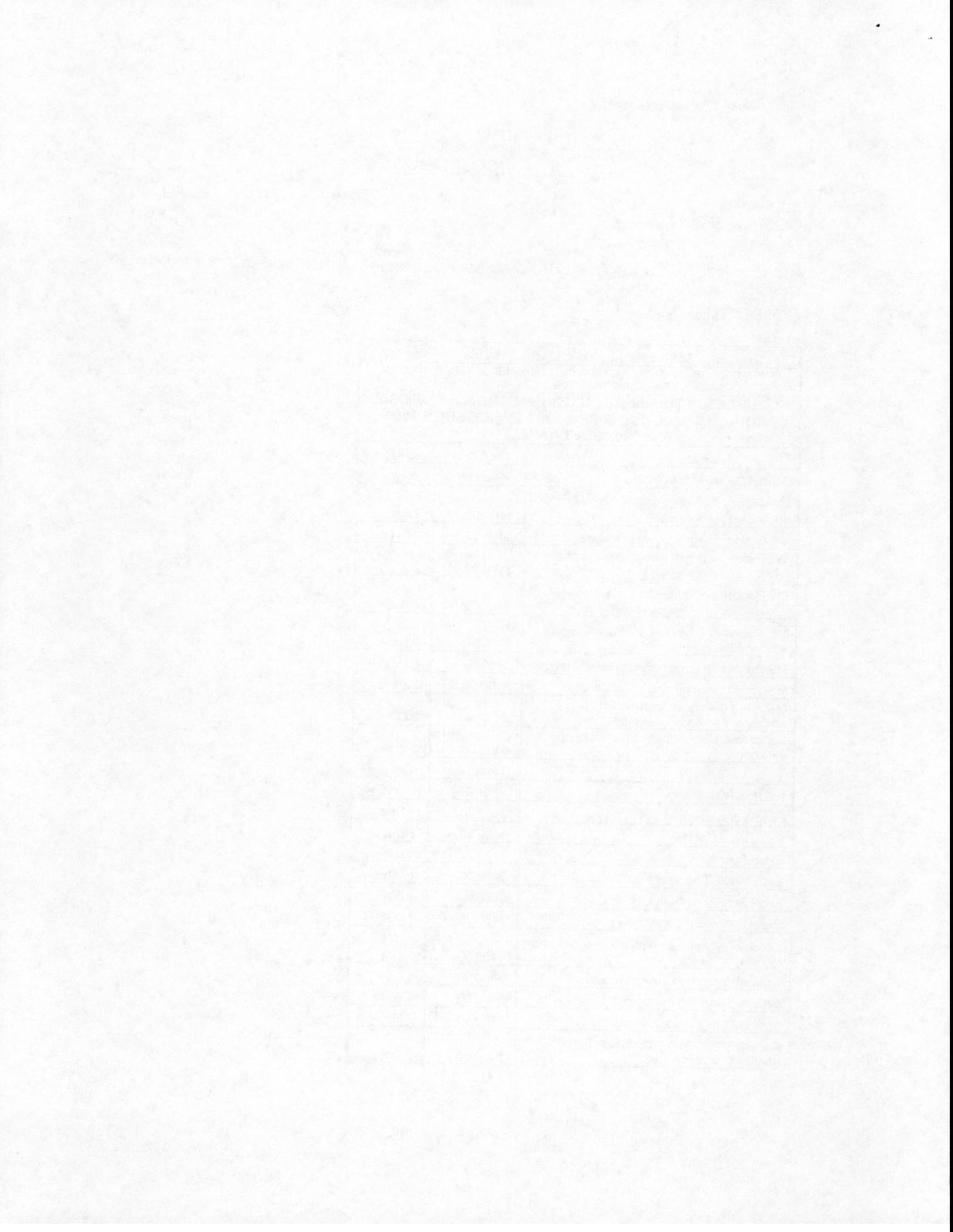
COST TABLES

COST OF SERVICES:

The Contractor shall provide Training Services as set forth in Exhibit A, according to the following pricing.

COST TABLES

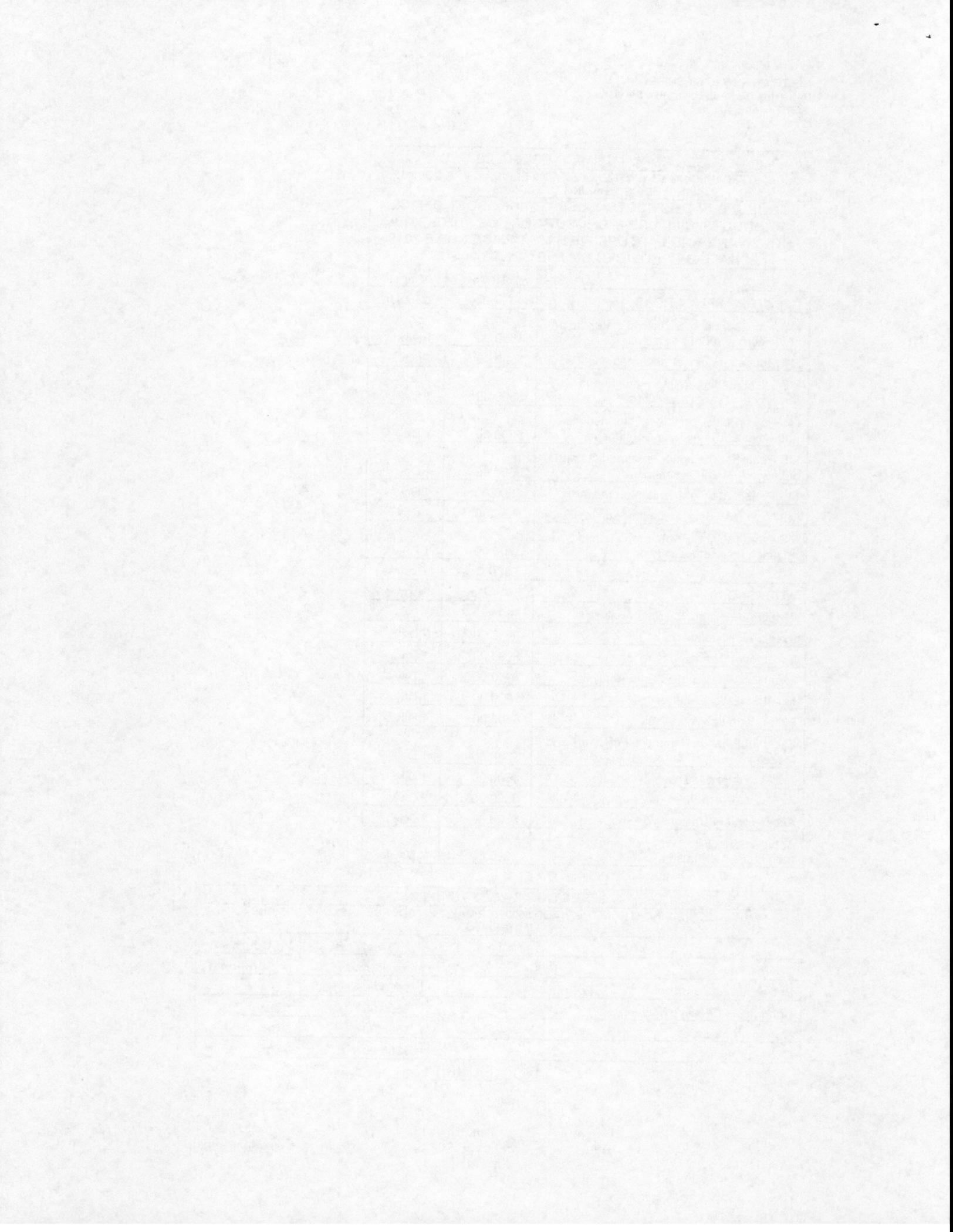
SECTION 1 - COMPUTER SKILLS		
SUBMITTED PRICING MAY NOT EXCEED \$600 PER DAY, PER COURSE, INCLUDING TRAINING MATERIALS		
COURSES IN THIS SECTION USING MICROSOFT OFFICE PRODUCTS WILL USE MICROSOFT OFFICE SUITE 2000-2007 SOFTWARE		
	Total Cost	Course
DESKTOP APPLICATIONS	Per Day	Duration
MS Access (beginner, intermediate and advanced) - various versions	\$400.00	2 Days
MS Outlook (beginner, intermediate)	\$400.00	2 Days
MS Excel (beginner, intermediate and advanced) – various versions	\$400.00	2 Days
MS PowerPoint (beginner, intermediate and advanced) – various versions	\$400.00	2 Days
MS Publisher (beginner, intermediate and advanced) –various versions	\$400.00	2 Days
MS Project (beginner and intermediate)	\$400.00	2 Days
MS Visio (beginner and intermediate)	\$400.00	2 Days
MS Word (beginner, intermediate and advanced) – various versions	\$400.00	2 Days
Windows Operating System - various versions	\$400.00	1 Day
	Total Cost	Course
WORKSHOPS	Per Day	Duration
Excel Forecasting & Trend Analysis	\$400.00	1 Day
Excel Pivot Tables	\$400.00	2 Days
Excel Pivot Charts	\$400.00	1 Day
Excel What-if Business Data Analysis	\$400.00	1 Day
Excel Statistical Analysis	\$400.00	1 Day
Excel Formula Workshops	\$400.00	1 Day
Excel for Finance (Financial Functions and Models)	\$400.00	1 Day
Access Database Design Workshop	\$400.00	1 Day
Access VB/VBA Workshop	\$400.00	2 Days
Access Query Design Workshop	\$400.00	1 Day
Access SQL Query Programming (beginner, intermediate)	\$400.00	2 Days



SECTION 2 - COMPUTER SKILLS		
SUBMITTED PRICING MAY NOT EXCEED \$600 PER DAY, PER COURSE, INCLUDING TRAINING MATERIALS		
COURSES IN THIS SECTION USING MICROSOFT OFFICE PRODUCTS WILL USE MICROSOFT OFFICE SUITE 2010 SOFTWARE AND LAPTOPS WITH MS OFFICE SUITE 2010 SHALL BE PROVIDED BY THE CONTRACTOR		
	Total Cost	Course
DESKTOP APPLICATIONS	Per Day	Duration
MS Access (beginner, intermediate and advanced) - various versions	\$600.00	1 Day
MS Outlook (beginner, intermediate)	\$600.00	1 Day
MS Excel (beginner, intermediate and advanced) – various versions	\$600.00	1 Day
MS PowerPoint (beginner, intermediate and advanced) – various versions	\$600.00	1 Day
MS Publisher (beginner, intermediate and advanced) –various versions	\$600.00	1 Day
MS Project (beginner and intermediate)	\$600.00	1 Day
MS Visio (beginner and intermediate)	\$600.00	1 Day
MS Word (beginner, intermediate and advanced) – various versions	\$600.00	1 Day
	Total Cost	Course
WORKSHOPS	Per Day	Duration
Excel Forecasting & Trend Analysis	\$600.00	1 Day
Excel Pivot Tables	\$600.00	2 Days
Excel Pivot Charts	\$600.00	1 Day
Excel What-if Business Data Analysis	\$600.00	1 Day
Excel Statistical Analysis	\$600.00	1 Day
Excel Formula Workshops	\$600.00	1 Day
Excel for Finance (Financial Functions and Models)	\$600.00	1 Day
Access Database Design Workshop	\$600.00	1 Day
Access VB/VBA Workshop	\$600.00	2 Days
Access Query Design Workshop	\$600.00	1 Day
Access SQL Query Programming (beginner, intermediate)	\$600.00	2 Days

SECTION 3 - SOFTSKILLS		
SUBMITTED PRICING MAY NOT EXCEED \$600 PER DAY, PER COURSE, INCLUDING TRAINING MATERIALS		
	Total Cost	Course
Topics	Per Day	Duration
Business Writing Basics	\$600.00	1 Day
Conducting Effective Meetings	\$600.00	1 Day
Managing Stress	\$600.00	1 Day
Conflict Resolution	\$600.00	1 Day

EXHIBIT C



SPECIAL PROVISIONS

1. Delete Paragraph 14.1.1 and substitute the following: comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$1,000,000 per incident and no less than \$1,000,000 in excess/umbrella liability each occurrence; and
2. There are no other special provisions for this contract.

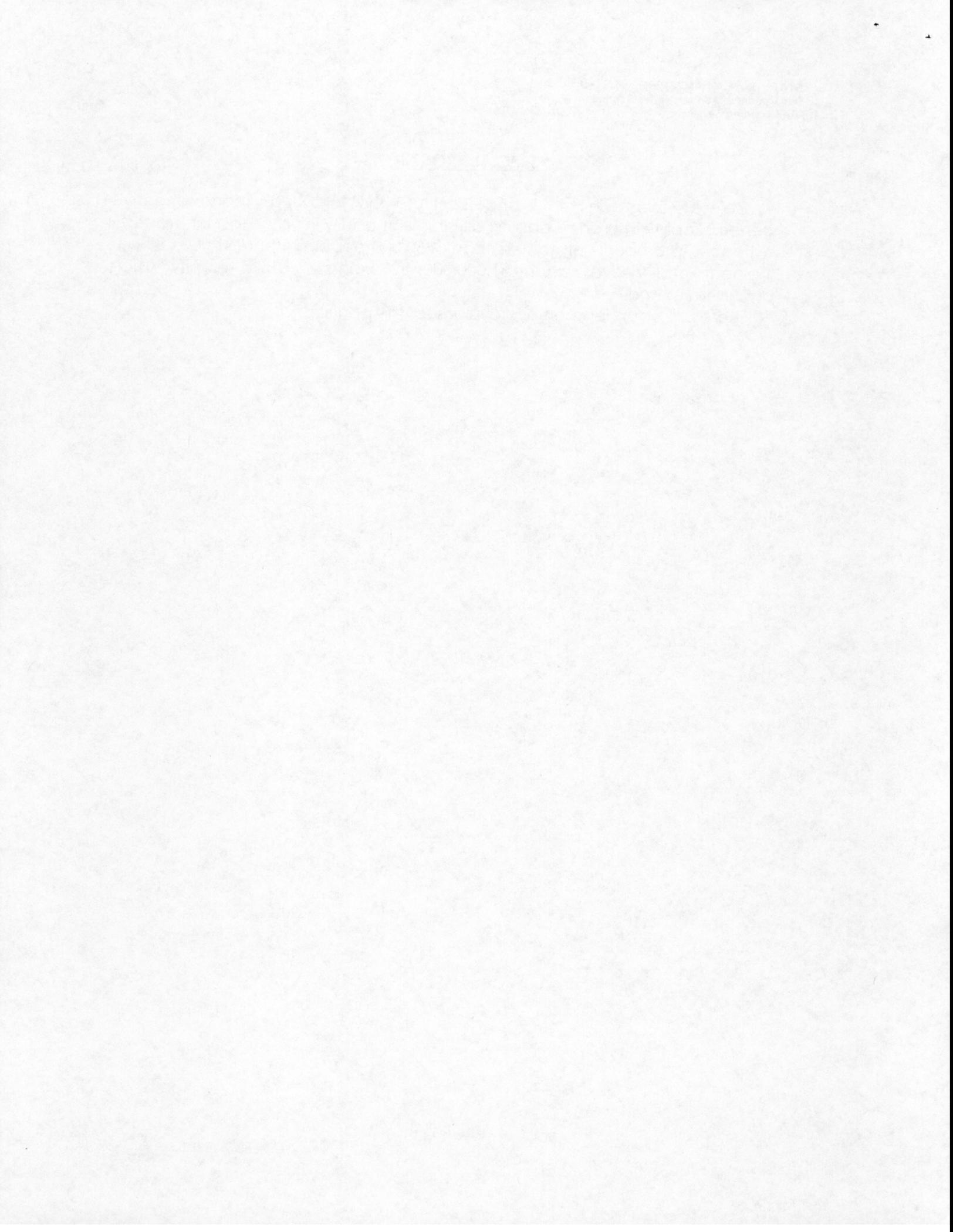
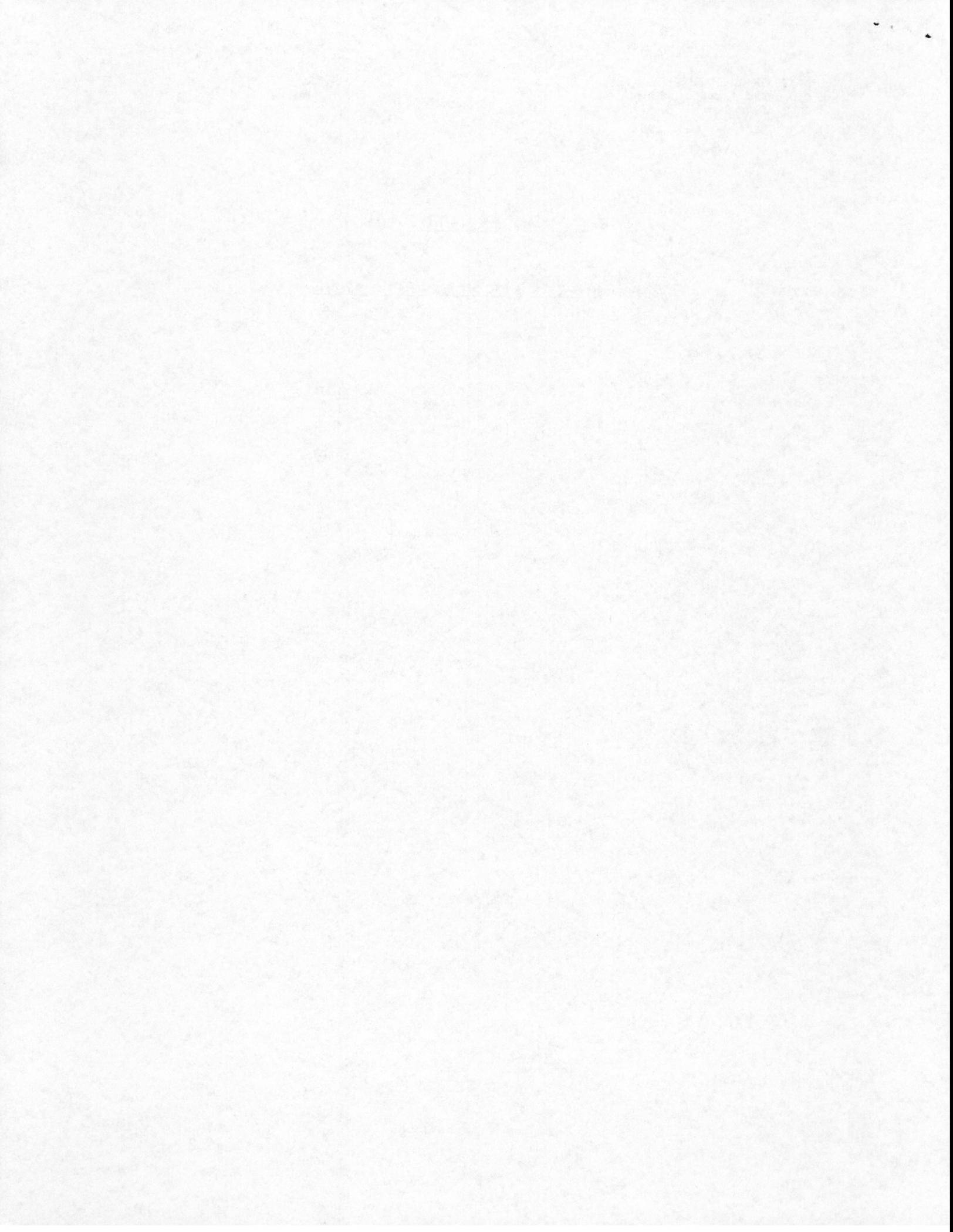


EXHIBIT D

RFB 2-14 is incorporated herewith.



State of New Hampshire
Department of State

CERTIFICATE

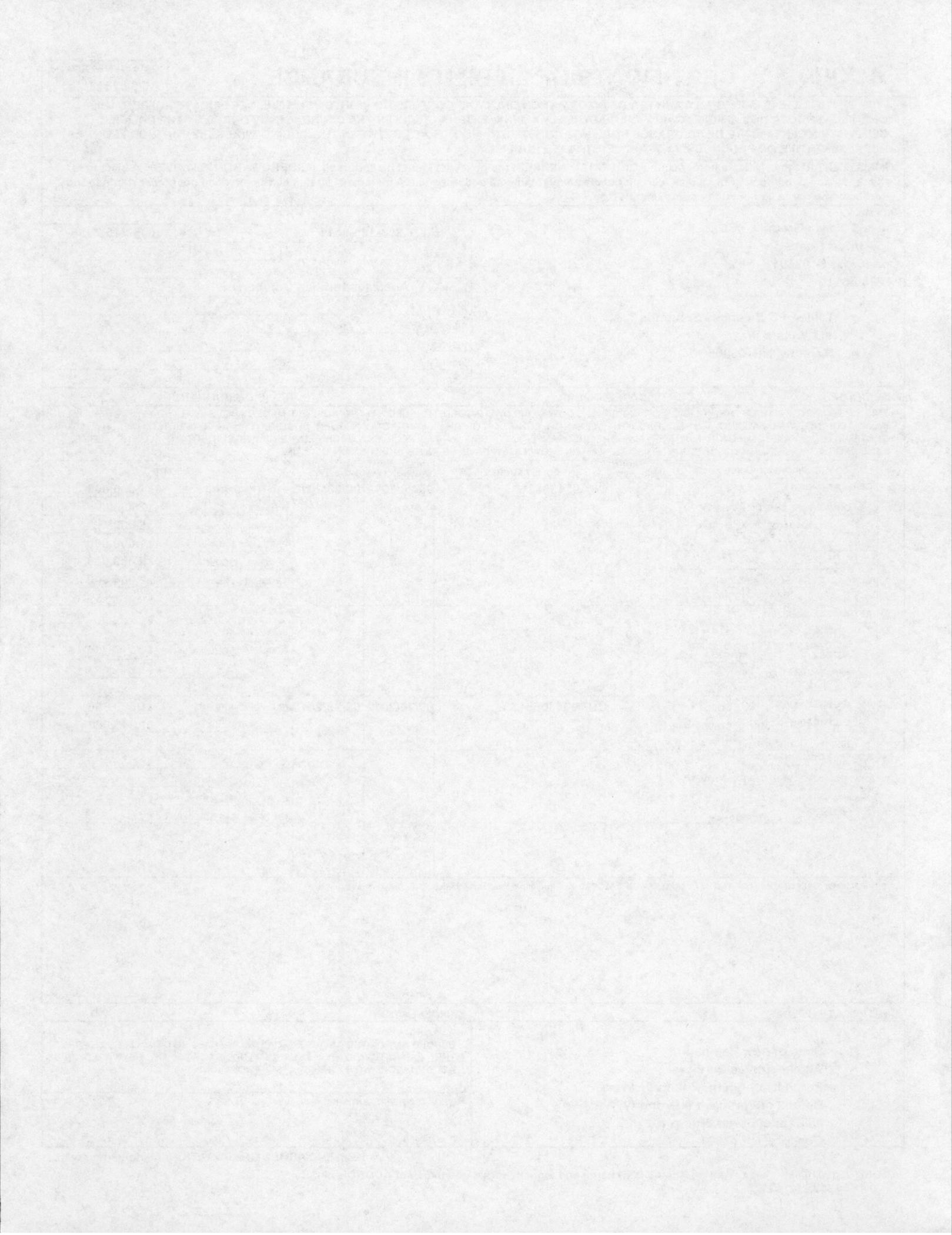
I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that Taillon PC Business Solutions is a New Hampshire trade name registered on June 26, 2009 and that Gregory Joseph Taillon presently own(s) this trade name. I further certify that it is in good standing as far as this office is concerned, having paid the fees required by law.



In TESTIMONY WHEREOF, I hereto set my hand and cause to be affixed the Seal of the State of New Hampshire, this 30th day of July, A.D. 2013

William M. Gardner

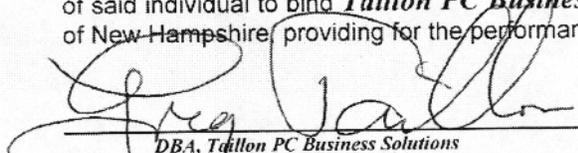
William M. Gardner
Secretary of State



CERTIFICATE OF AUTHORITY

I, Gregory J. Taillon, DBA *Taillon PC Business Solutions*, do hereby certify that:
I am the owner and sole proprietor of *Taillon PC Business Solutions*, a registered Trade Name with the NH Secretary of State.

RESOLVED: That the signature of the above individual (Gregory J. Taillon) affixed to any instrument or document described in or contemplated by these resolutions shall be conclusive evidence of the authority of said individual to bind *Taillon PC Business Solutions* thereby to enter into a contract with the State of New Hampshire, providing for the performance of Training Services;



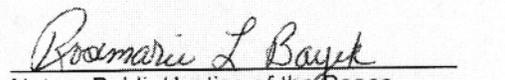
DBA, *Taillon PC Business Solutions*

STATE OF New Hampshire,

COUNTY OF Rockingham

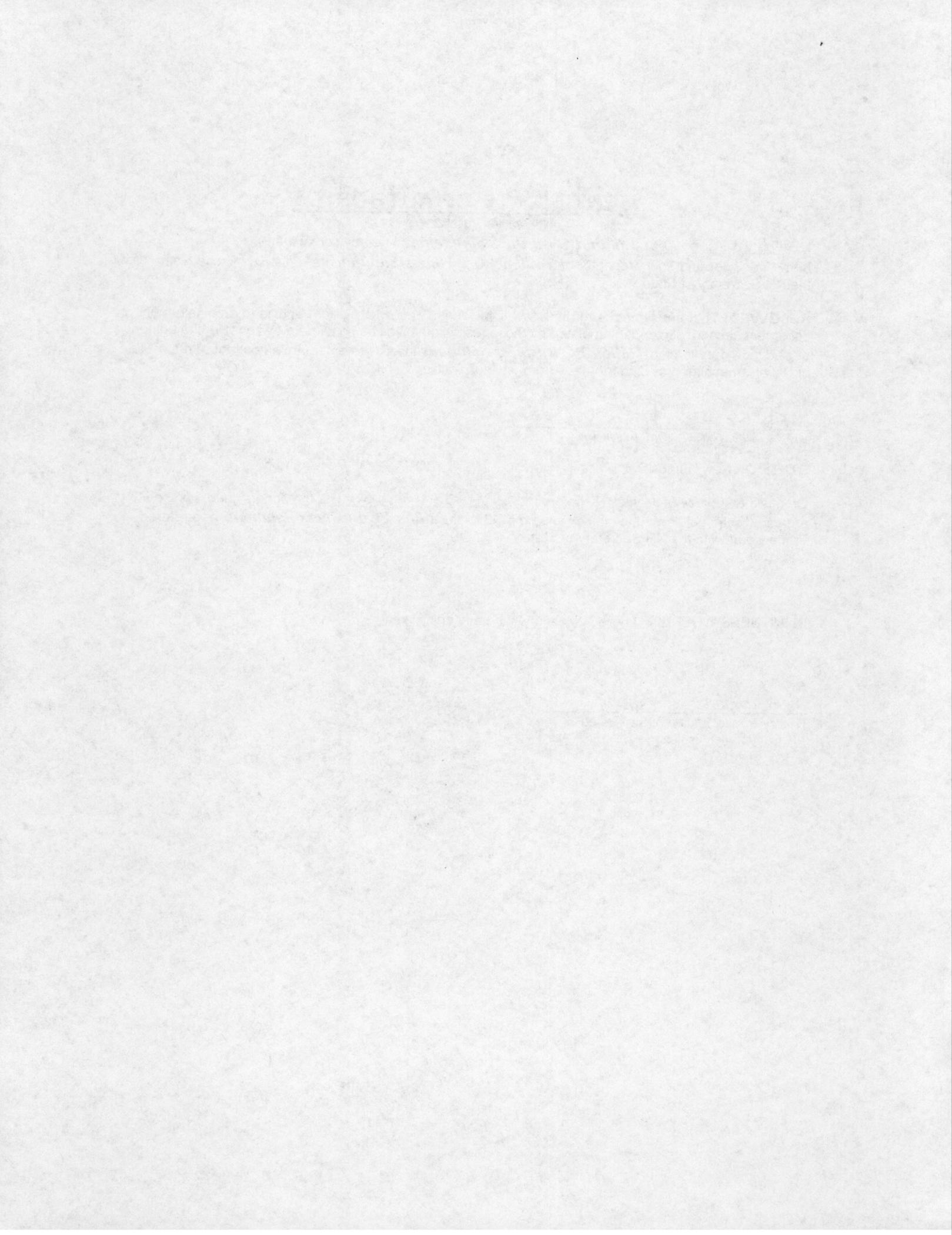
On this the 30th day of July, 2013, before me, Gregory J. Taillon, the undersigned, personally appeared, who acknowledge himself to be the DBA, of *Taillon PC Business Solutions*, a registered Trade Name with the NH Secretary of State.

IN WITNESS WHEREOF I hereunto set my hand and official seal.

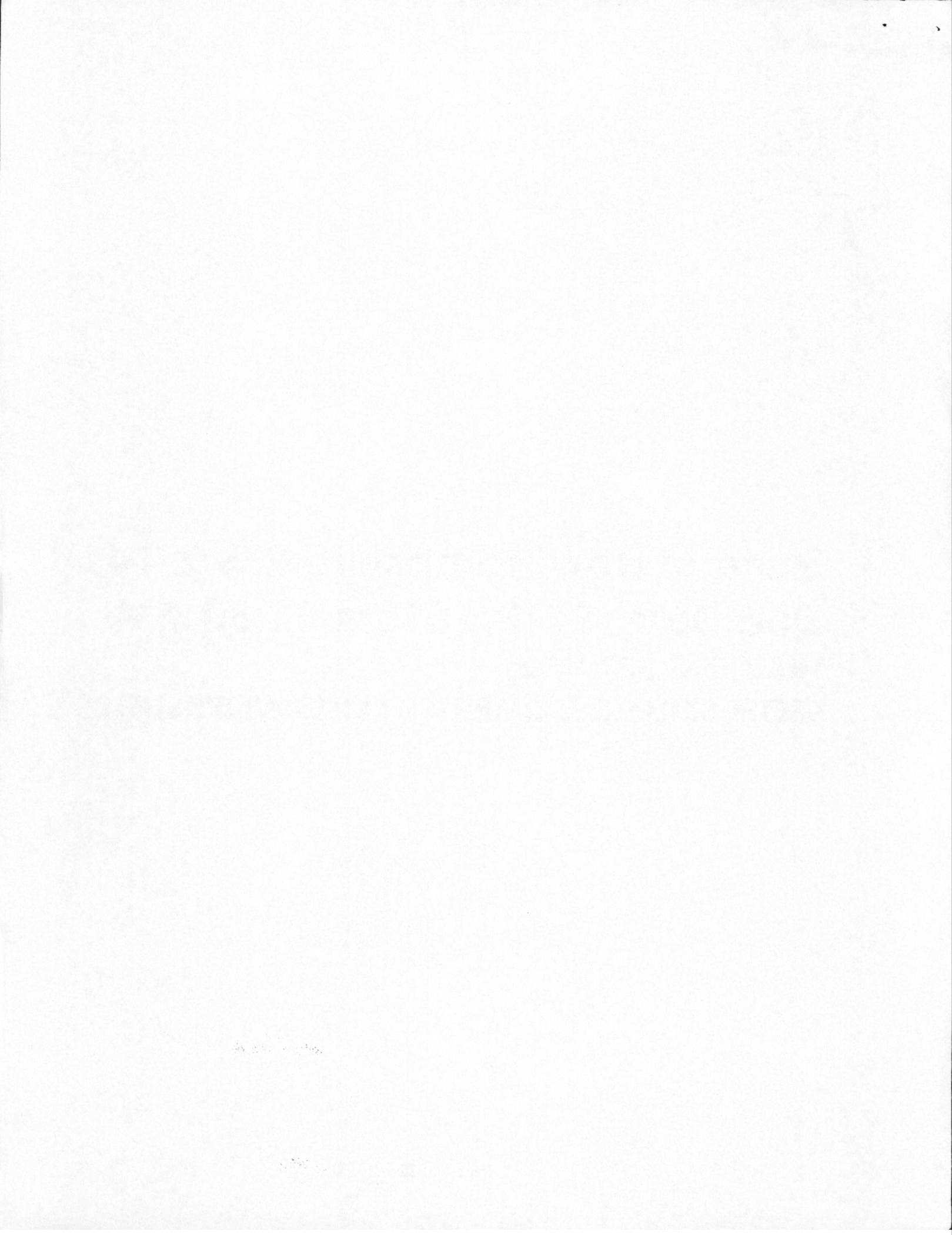


Notary Public/Justice of the Peace
My Commission expires: July 13, 2016





State of New Hampshire RFB 2-14
Due Date: 5/13/2013 @ 11:30 AM
TRAINING SERVICES
-SOFT SKILLS & COMPUTER SKILLS WORKSHOPS



STATE OF NEW HAMPSHIRE BID TRANSMITTAL LETTER

Date: 5/9/13

Company Name: Taillon PC Business Solutions

Address: 111 Willard Way

Plaistow, NH 03685

To: Point of Contact: **Robert Lawson**
Telephone: (603)-271-3147
Fax: (603) 271-7564
Email: prchweb@nh.gov

RE: Bid Invitation Name: **TRAINING SERVICES - SOFT SKILLS & COMPUTER SKILLS WORKSHOPS**
Bid Number: **BID 2-14**
Bid Opening Date and Time: **May 13, 2013 @ 11:30 AM**

Dear **Robert Lawson**:

[Insert name of signor] **Gregory J. Taillon**, on behalf of **Taillon PC Business Solutions** [insert name of entity submitting Bid (collectively referred to as "Vendor")] hereby submits an offer as contained in the written Bid submitted herewith ("Bid") to the State of New Hampshire in response to BID # 2-14 for **TRAINING SERVICES - SOFT SKILLS & COMPUTER SKILLS WORKSHOPS** Contract(s) at the price(s) quoted herein in complete accordance with the Bid.

Gregory J. Taillon is authorized to legally obligate **Taillon PC Business Solutions**
Print Signor Name Print Company Name

Vendor attests to the fact that:

1. The Vendor has reviewed and agreed to be bound by the terms of the Request for Bid.
2. The Vendor has not altered any of the language or other provisions contained in the Bid document.
3. The Bid is effective for a period of 180 days from the Opening date as indicated above.
4. The prices Vendor has quoted in the Bid were established without collusion with other vendors.
5. The Vendor has read and fully understands this Request for Bid.
6. Further, in accordance with RSA 21-I:11-c, the undersigned Vendor certifies that neither the Vendor nor any of its subsidiaries, affiliates or principal officers (principal officers refers to individuals with management responsibility for the entity or association):
 - a. Has, within the past 2 years, been convicted of, or pleaded guilty to, a violation of RSA 356:2, RSA 356:4, or any state or federal law or county or municipal ordinance prohibiting specified bidding practices, or involving antitrust violations, which has not been annulled;
 - b. Has been prohibited, either permanently or temporarily, from participating in any public works project pursuant to RSA 638:20;
 - c. Has previously provided false, deceptive, or fraudulent information on a vendor code number application form, or any other document submitted to the state of New Hampshire, which information was not corrected as of the time of the filing a bid, proposal, or quotation;
 - d. Is currently debarred from performing work on any project of the federal government or the government of any state;
 - e. Has, within the past 2 years, failed to cure a default on any contract with the federal government or the government of any state;
 - f. Is presently subject to any order of the department of labor, the department of employment security, or any other state department, agency, board, or commission, finding that the applicant is not in compliance with the requirements of the laws or rules that the department, agency, board, or commission is charged with implementing;
 - g. Is presently subject to any sanction or penalty finally issued by the department of labor, the department of employment security, or any other state department, agency, board, or commission, which sanction or penalty has not been fully discharged or fulfilled;
 - h. Is currently serving a sentence or is subject to a continuing or unfulfilled penalty for any crime or violation noted in this section;
 - i. Has failed or neglected to advise the division of any conviction, plea of guilty, or finding relative to any crime or violation noted in this section, or of any debarment, within 30 days of such conviction, plea, finding, or debarment; or
 - j. Has been placed on the debarred parties list described in RSA 21-I:11-c within the past year.

Authorized Signor's Signature

Authorized Signor's Title

OWNER

NOTARY PUBLIC/JUSTICE OF THE PEACE

COUNTY: Borlougham

STATE: New Hampshire

ZIP: 03865

On the 10th day of May, 2013, personally appeared before me, the above named Gregory J. Taillon, in his/her capacity as authorized representative of Taillon PC Business Solutions, known to me or satisfactory proof was produced, and he/she took oath that the foregoing is true and accurate to the best of his/her knowledge and belief.

In witness thereof, I hereunto set my hand and official seal.

Martha L. Fowler
(Notary Public/Justice of the Peace)

My commission expires: Aug 10, 2016



**REQUEST FOR BID FOR A CONTRACT(S) TO
PROVIDE TRAINING SERVICES – SOFT SKILLS & COMPUTER SKILLS WORKSHOPS**
(DAS & NH Bureau of Education & Training (BET))
THE STATE OF NEW HAMPSHIRE

PURPOSE:

This is a request for bid issued by the Department of Administrative Services (DAS) Division of Plant and Property Management, to establish a contract(s) for training services, for computer skills, desktop applications, technical applications, professional courses and workshops for Department of Administrative Services (DAS) and NH Bureau of Education & Training (BET) in accordance the requirements of this Bid invitation and any resulting contract(s).

The courses included in this RFB are those offered to public employees by BET, a division of the Department of Administrative Services. In addition to the in-house training staff employed by the State, the agency has a need to hire individual instructors who can provide training classes in various technical and professional skills.

The employees who will participate in the training programs will have varying degrees of skills with technology. The goal is to provide students with technical knowledge and hands-on experience that will enable them to be proficient in using the technology and problem solving skills necessary to perform their various job functions.

ELIGIBLE PARTICIPANTS:

Political sub-divisions (counties, cities, towns, school districts, special district or precinct, or any other governmental organization), or any nonprofit agency under the provisions of section 501c of the federal internal revenue code, are eligible to participate at their discretion. In doing so, they are entitled to the prices established under the contract(s). However, they are responsible for their association with the successful Vendor. The State of New Hampshire assumes no liability of any kind between the successful Vendor and any of these entities.

SPECIFICATIONS:

Complete specifications required are detailed in **SCOPE OF SERVICES** in this bid. In responding to the bid, the vendor shall address all requirements for information as outlined.

VENDOR RESPONSIBILITY:

The successful Vendor shall be solely responsible for meeting all terms and conditions specified in the bid, and any resulting contract(s).

TERMS OF SUBMISSION:

All material received in response to this bid shall become the property of State and will not be returned to the Vendor. Regardless of the Vendors selected, State reserves the right to use any information presented in a Bid response. The content of each Vendor's bid shall become public information once a contract(s) has been awarded.

Complete bids shall be filled out on original Bid format. Vendors may submit additional paperwork with pricing, but all pricing shall be on Bid and in the State's format.

LIABILITY:

The State shall not be held liable for any costs incurred by the vendor in the preparation of their bid or for work performed prior to contract(s) issuance.

CERTIFICATE OF INSURANCE:

Vendors awarded a contract(s) shall be required to submit proof of Comprehensive General Liability prior to performing any services for the State. The coverage shall have appropriate riders against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000.00 per claim and \$2,000,000.00 per incident or \$1,000,000.00 per occurrence and \$1,000,000.00 umbrella. Coverage shall also include automobile liability and workers' compensation.



CONTRACT(S) TERMS AND CONDITIONS:

The vendor's signature on a bid submitted in response to this bid guarantees that all of the State of New Hampshire's Terms and Conditions are accepted by the Vendor.

The form contract(s) P-37 attached hereto shall be part of this bid and the basis for the contract(s). The successful Vendor and the State, following notification, shall promptly execute this form of contract(s), which is to be completed by incorporating the service requirements and price conditions established by the vendor's offer.

The term of the contract shall be from the date of award through August 31, 2016, a period of approximately 3 year(s). The contract may be extended for additional periods of time thereafter under the same terms, conditions and pricing structure upon the mutual agreement between the successful Vendor and the Bureau of Purchase and Property, subject to the approval of the Commissioner of the Department of Administrative Services; however the contract shall not exceed a period of more than five (5) years.

PUBLIC DISCLOSURE OF BID SUBMISSIONS:

Generally, all bids and proposals (including all materials submitted in connection with them, such as attachments, exhibits and addenda) become public information upon the effective date of a resulting contract or purchase order. However, to the extent consistent with applicable state and federal laws and regulations, as determined by the State, including, but not limited to, RSA Chapter 91-A (the "Right-to-Know" Law), the State will attempt to maintain the confidentiality of portions of a bid that are clearly and properly marked by a Vendor as confidential. Any and all information contained in or connected to a bid or proposal that a Vendor considers confidential must be clearly designated in a manner that draws attention to the designation. The State shall have no obligation to maintain the confidentiality of any portion of a bid, proposal or related material, which is not so marked. Marking an entire bid, proposal, attachment or sections thereof confidential without taking into consideration the public's right to know will neither be accepted nor honored by the State. Notwithstanding any provision of this RFP/RFB to the contrary, pricing will be subject to public disclosure upon the effective date of all resulting contracts or purchase orders, regardless of whether or not marked as confidential. If a bid or proposal results in a purchase order or contract, whether or not subject to approval by the Governor and Executive Council, all material contained in, made part of, or submitted with the contract or purchase order shall be subject to public disclosure.

If a request is made to the State by any person or entity to view or receive copies of any portion of a bid or proposal, and if disclosure is not prohibited under RSA 21-I: 13-a, Vendors acknowledge and agree that the State may disclose any and all portions of the bid, proposal or related materials which is not marked as confidential. In the case of bids, proposals or related materials that contain portions marked confidential, the State will assess what information it believes is subject to release; notify the Vendor that the request has been made; indicate what, if any, portions of the bid, proposal or related material will not be released; and notify the Vendor of the date it plans to release the materials. The State is not obligated to comply with a Vendor's designation regarding confidentiality.

By submitting a bid or proposal, the Vendor agrees that unless it obtains and provides to the State, prior to the date specified in the notice described in the paragraph above, a court order valid and enforceable in the State of New Hampshire, at its sole expense, enjoining the release of the requested information, the State may release the information on the date specified in the notice without any liability to the Vendor.

TERMINATION:

The State of New Hampshire shall have the right to terminate the contract(s) at any time by giving the successful Vendor a thirty (30) day written notice.

VENDOR CERTIFICATIONS:

ALL Vendors **SHALL** be duly registered as a Vendor authorized to conduct business in the State of New Hampshire. Vendors shall comply with the certifications below at the time of submission and through the term of any contract which results from said bid. Failure to comply shall be grounds for disqualification of bid and/or the termination of any resultant contract:

- **STATE OF NEW HAMPSHIRE VENDOR APPLICATION:** Vendor **SHALL** have a completed Vendor Application and Alternate W-9 Form which **SHALL** be on file with the NH Bureau of Purchase and Property. See the following website for information on obtaining and filing the required forms (no fee): <http://admin.state.nh.us/purchasing/Contractor.asp>
- **NEW HAMPSHIRE SECRETARY OF STATE REGISTRATION:** A bid award, in the form of a contract(s), will **ONLY** be awarded to a Vendor who is registered to do business **AND** in good standing with the State of New Hampshire. Please visit the following website to find out more about the requirements for registration with the NH Secretary of State: <http://www.sos.nh.gov/corporate>.
- **CONFIDENTIALITY & CRIMINAL RECORD:** If Applicable, by the using agency, the Vendor will have signed by each of employees or its approved sub-contractor(s), if any, working in the office or externally with the State of New Hampshire records a Confidentiality form and Criminal Record Authorization Form. These forms shall be returned to the individual using agency prior to the start of any work.

BID INQUIRIES:

All questions regarding this bid, including clarifications and proposed specification changes shall be submitted to Bob Lawson, Purchasing Agent, Bureau of Purchase and Property, at bob.lawson@nh.gov, or Telephone number: 603-271-3147. All requests shall be submitted five business days prior to bid opening date.

Vendor shall include complete contact information including the vendor's name, telephone number and fax number and e-mail address.

VENDOR'S RESPONSIBILITY:

Read the entire bid invitation prior to filling it out. Complete the pricing information in the "Offer" section and all other required information on your offer. Also complete the "Vendor Contact Information" section. Finally, complete the company information on the "General Conditions and Instructions" page of this bid invitation, then sign the bid in the space provided on that page.

All State of New Hampshire bid invitations and addenda to these bid invitations are advertised on our website at: <http://admin.state.nh.us/purchasing/index2.asp>

It is a prospective Vendor's responsibility to access our website to determine any bid invitation under which they wish to participate. It is also the Vendor(s)'s responsibility to access our website for any posted addendum.

The website is update several times per day; it is the responsibility of the prospective Vendor(s) to access the website frequently to ensure no bidding opportunity or addenda are overlooked.

It is the prospective Vendor's responsibility to forward a signed copy (if the form has a signature block) of any addenda to the Bureau of Purchase and Property with the bid response.

INSTRUCTIONS TO VENDOR(S):

Read the entire bid invitation prior to filling it out. In the preparation of your bid response you shall:

- Complete the pricing information in the "Offer" section
- Complete all other required information on your officer
- Complete the "Vendor(s) Contact Information" section
- Complete the company information on the "General Conditions and Instructions" page, and sign the bid in the space provided on that page.

IF AWARDED A CONTRACT, The Vendor must complete the following sections of the attached agreement

State of New Hampshire Form #P-37;

Section 1.3 Contractor(s) Name

Section 1.4 Contractor(s) Address

Section 1.11 Contractor(s) Signature

Section 1.12 Name & Title of Contractor(s) Signor

Section 1.13 Acknowledgement

Section 1.13.1 Signature of Notary Public or Justice of the Peace

Section 1.13.2 Name & Title of Notary or Justice of the Peace

- Provide certificate of insurance with the minimum limits required as described above on Page 2.
- Provide a certificate of good standing from the NH Secretary of State or proof of your completion of and payment for the start of the registration process.
- Provide a Corporate Resolution or Certificate of Authority. This document provides evidence that the person signing the Contract has the corporate authority to sign such agreements.

BID DUE DATE:

All bid submissions shall be received at the Bureau of Purchase and Property no later than the date and time shown on transmittal letter of this Bid. Submissions received after the date and time specified will be marked as "Late" and will not be considered in the evaluation process.

All offers shall remain valid for a period of one hundred and eighty (180) days from the bid due date. A vendor's disclosure or distribution of bids other than to DAS, Bureau of Purchase and Property may be grounds for disqualification.

BID SUBMISSION:

This bid may have been delivered to you in a facsimile or web based format. Vendor shall return their signed complete hard copy or complete fax copy offers to the Bureau of Purchase and Property before the date and time above in "Bid Submission".

Submission of bid in its entirety via mail, fax (603-271-7564) or email (prchweb@nh.gov) to:

Robert Lawson, Purchasing Agent
NH Bureau of Purchase and Property
25 Capitol Street - Room 102
Concord NH 03301

Bid responses shall be marked as:

State of New Hampshire RFB 2-14

Due Date: May 13, 2013 @ 11:30 AM

TRAINING SERVICES – SOFT SKILLS & COMPUTER SKILLS WORKSHOPS

AWARD:

The award may be made to one or more (no more than 4 contracts for each of the three Sections) responsible bidder(s) meeting the criteria established in this RFB and providing the lowest cost as shown in the offer section. The State reserves the right to reject any or all bids or any part thereof.

Any resulting contract(s) shall become effective on the date approved by the Commissioner of Department of Administrative Services for the State of New Hampshire.

COURSE PRICING:

Vendor may offer pricing on one or more of the items shown in the Course Pricing Table. The pricing must include all set-up, administration, course materials, vendor travel expenses and all other costs associated with providing a class at a BET training site in Concord NH. During the term of any resulting contract BET may have a need to offer a course but due to low enrollment or some other budgetary constraint it would not be feasible to offer the course at the submitted bid price. In such a situation BET and the contracted vendor may negotiate an acceptable price for the presentation of that class so as to remain within the available budget.

BALANCE OF COURSE OFFERINGS:

During the term of any resulting contract(s), BET may request that a contracted Vendor provide a course not contained within this bid request. BET will provide the relevant contracted Vendors with a specific training request and the number of students to participate. The Vendor will provide a written price quotation that may not exceed \$600 for any single day of training. BET may negotiate that price to remain within certain budget criteria.

NOTIFICATION AND AWARD OF CONTRACT(S):

Bid results will not be given by telephone. For Vendors wishing to attend the bid opening: only the names of the vendors submitting responses will be made public. Specific response information will not be given out. Bid results will be made public after final approval of the contract(s).

Bid results may also be viewed on our website at <http://www.state.nh.us/purchasing/Bid.asp>.

NON-COMMITMENT:

The solicitation of the Request for Bid shall not commit DAS to award a contract.

TERMINATION FOR CAUSE:

If, for any reason, or through any cause, the Vendor fails to fulfill in timely and proper manner his obligations under the Contract, or if the contracted Vendor violates any of the covenants, agreements, or stipulations of the Contract, the State shall thereupon have the right to terminate the contract by giving written notice to the contracted Vendor of such termination and specifying the effective date thereof, at least 5 days before the effective date of such termination.

DEFINITION OF TERMS:

- State – State of New Hampshire
- BET – Bureau of Education and Training
- BPP – Bureau of Purchase and Property
- Vendor – A company or individual submitting a bid in response the this RFB
- Information Technology – refers to the tools and processes used for the gathering, storing, manipulating, transmitting, sharing and sensing of information including, but not limited to, data processing, computing, information systems, telecommunications, and various audio and video technologies
- Normal Business Hours – 8:00 am to 4:00 pm EST, Monday through Friday, excluding State holidays

SCOPE OF SERVICES

COURSE OFFERINGS:

See the Course Pricing Tables, for a general list of courses that will be required under any contract resulting from this Bid. This list is shown for award purposes and is not intended to be the minimum or maximum number of training courses that may be required.

TABLE OF CONTENTS:

As a response to this bid Vendors are required to submit certain materials that would be indicative of their ability to provide the services requested. As a cover page to these submissions the vendor must provide a table of contents with corresponding page numbers relating to their bid submission materials.

TRAINING MATERIALS:

Vendors must submit a course description and syllabus for each course offering for which they are submitting a bid. Vendors must also submit a list of the course materials that they would be providing for each of these courses (i.e., books, documentation, CDs, web access etc.).

All materials must be approved by the State prior to the presentation of any training course.

INSTRUCTOR PROFILE AND EXPERIENCE:

Vendor's response must include an overview of their background and experience, specifically any information that demonstrates the Vendor's resources and capabilities to provide the training services as outlined in this RFB.

Vendors are required to submit a resume for each instructor or technical specialist that may be conducting any of the proposed training courses. Resumes must provide proof of qualifications to be conducting the courses proposed.

Instructors who will provide training in Management and other Non-Technical training courses must have a Masters degree in Business, Public Administration, Organizational Development, or other appropriate certifications, and shall have a minimum of three years experience in adult training and education.

COURSE SUMMARY:

Vendors shall include a brief synopsis of all courses for which pricing is offered, and shall be required to provide a more comprehensive and detailed description of any course if requested by State.

REFERENCES:

Vendors must provide a minimum of three (3) references for training services of the types listed in this RFB. Vendors must include the organization name, contact person and all contact information for each reference.

REVIEW OF SUBMISSION:

The submitted materials (course descriptions, syllabi, instructor profiles and experience, resumes, course summaries, references, etc.) will be reviewed by the Bureau of Education and Training in order to verify whether the Vendor has demonstrated the capability for providing the subject services. Only those vendors demonstrating this capability will be eligible for award.

STATE AGENCY WORK SPACE:

The Vendor must have the capability to provide training on-site at State of New Hampshire BET training room facilities. The Bureau of Education and Training will provide necessary workspace, facilities and office equipment, including desktop computers, and will work with the vendor to insure that all other necessary requirements are in place at time of classes. As noted below, Vendors submitting bids for SECTION 2 courses will be required to provide the computers/software.

PERFORMING SERVICES:

The Vendor will perform all training services according to the requirements and specifications of this RFB and the Bureau of Education and Training.

CONFIDENTIAL INFORMATION:

The Vendor agrees that all discussions or information gained during an engagement shall be considered confidential and that no information gathered by the Vendor shall be released without prior consent of the State.

All data accessed by the Vendor, and/or generated by the system, is the property of the State of New Hampshire. The Vendor must not give, sell, or otherwise disclose any information within State databases, public or otherwise, without the expressed written permission of the owner of the data. The Vendor and all partners will not sell or provide free of charge any data collected on behalf of the State.

QUALITY ASSURANCE AUDITING:

The State shall have the option to send a BET employee to each course to observe and review the quality of the presentation.

CLASS EVALUATION FORMS:

The contracting Vendor shall distribute a BET provided evaluation form to all participants in any class.

COURSE EVALUATION REPORT:

Within two (2) weeks from the end of any class, the Vendor must submit a report, with participant class assessments, to the Bureau of Education and Training. The report shall include the student evaluations of the class instructor and course. Report format will be provided to the successful bidders by the BET.

INVOICING:

Invoices shall be submitted after completion of work to the requesting agency. Payment shall be paid in full within thirty (30) days after receipt of invoice and acceptance of the work to the State's satisfaction.

COURSE SCHEDULING:

The Bureau of Education and Training shall make all scheduling and class arrangements.

OBLIGATIONS and LIABILITY OF THE VENDOR:

The Vendor shall do all the work and furnish all the materials, tools, equipment and safety devices necessary to perform in the manner and within the time hereinafter specified. Vendor shall complete the entire work to the satisfaction of the State and in accordance with the specifications herein mentioned, at the price herein agreed upon and fixed therefore. All the work, labor and equipment to be done and furnished under this contract(s), shall be done and furnished strictly pursuant to, and in conformity with the specifications described herein, and the directions of the State representatives as given from time to time during the progress of the work, under the terms of this contract(s) and also in accordance with contract(s) drawings.

The Vendor shall take all responsibility for the work under this contract(s); for the protection of the work; and for preventing injuries to persons and damage to property and utilities on or about the work. He shall in no way be relieved of his responsibility by any right of the State to give permission or issue orders relating to any part of the work; or by any such permission given on orders issued or by failure of the State to give such permission or issue such orders. The Vendor shall bear all losses resulting to him or to the Owner on account of the amount or character of the work, or because of the nature of the area in or on which the work is done is differed from what was estimated or expected, or account of the weather, elements or other causes.

The Vendor agrees that any damage or injury to buildings, materials, and equipment or to other property during the performance of this service will be repaired at their own expense.

OFFER: The undersigned hereby offers to perform the services to the State of New Hampshire as specified at the prices quoted below, in complete accordance with general and detailed specifications included herewith.

PRICING TABLE SECTION 2: The computers in the BET training facility do not have MS Office 2010 installed. Therefore, Vendors wishing to bid on providing the courses listed in SECTION 2 of the COURSE PRICING TABLE must be able to provide, in addition to the requirements in the "COURSE PRICING", Section of this bid, a minimum of 6 laptop computers equipped with the appropriate software to teach the course material requested. Vendors would need to bring the laptops to the BET Training facility and set them up for student use.

Should the State upgrade the computers in the BET training facility during the term of this Contract then the Vendors awarded in SECTION 2 would be able to provide the MS Office 2010 training at the pricing submitted for SECTION 1 and the provisioning of the laptops would no longer be required.

COURSE PRICING TABLE

SECTION 1 - COMPUTER SKILLS		
SUBMITTED PRICING MAY NOT EXCEED \$600 PER DAY, PER COURSE, INCLUDING TRAINING MATERIALS		
COURSES IN THIS SECTION USING MICROSOFT OFFICE PRODUCTS WILL USE MICROSOFT OFFICE SUITE 2000-2007 SOFTWARE		
	Total Cost	Course
DESKTOP APPLICATIONS	Per Day	Duration
MS Access (beginner, intermediate and advanced) - various versions	400	2
MS Outlook (beginner, intermediate)	400	2
MS Excel (beginner, intermediate and advanced) – various versions	400	2
MS PowerPoint (beginner, intermediate and advanced) – various versions	400	2
MS Publisher (beginner, intermediate and advanced) –various versions	400	2
MS Project (beginner and intermediate)	400	2
MS Visio (beginner and intermediate)	400	2
MS Word (beginner, intermediate and advanced) – various versions	400	2
Windows Operating System - various versions	400	1
Adobe products		
Crystal Reports		
	Total Cost	Course
WORKSHOPS	Per Day	Duration
Excel Forecasting & Trend Analysis	400	1
Excel Pivot Tables and Pivot Charts	400	2
Excel Pivot Charts		
Excel What-if Business Data Analysis	400	1
Excel Statistical Analysis	400	1
Excel Formula Workshops	400	1
Excel for Finance (Financial Functions and Models)	400	1
Access Database Design Workshop	400	1
Access VB/VBA Workshop	400	2
Access Query Design Workshop	400	1
Access SQL Query Programming (beginner, intermediate)	400	2
Advanced To Web Development Using HTML, PHP & My SQL		
Google Collaborative Tools		
Microsoft on-line collaborative tools		
Project Management on-line management tools		

COURSE PRICING TABLE

SECTION 2 - COMPUTER SKILLS		
SUBMITTED PRICING MAY NOT EXCEED \$600 PER DAY, PER COURSE, INCLUDING TRAINING MATERIALS		
COURSES IN THIS SECTION USING MICROSOFT OFFICE PRODUCTS WILL USE MICROSOFT OFFICE SUITE 2010 SOFTWARE AND LAPTOPS WITH MS OFFICE SUITE 2010 MUST BE PROVIDED BY THE CONTRACTOR		
	Total Cost	Course
DESKTOP APPLICATIONS	Per Day	Duration
MS Access (beginner, intermediate and advanced) - various versions	600	1
MS Outlook (beginner, intermediate)	600	1
MS Excel (beginner, intermediate and advanced) – various versions	600	1
MS PowerPoint (beginner, intermediate and advanced) – various versions	600	1
MS Publisher (beginner, intermediate and advanced) –various versions	600	1
MS Project (beginner and intermediate)	600	1
MS Visio (beginner and intermediate)	600	1
MS Word (beginner, intermediate and advanced) – various versions	600	1
Windows Operating System - various versions		
Adobe products		
Crystal Reports		
	Total Cost	Course
WORKSHOPS	Per Day	Duration
Excel Forecasting & Trend Analysis	600	1
Excel Pivot Tables and Pivot Charts	600	2
Excel Pivot Charts	600	
Excel What-if Business Data Analysis	600	1
Excel Statistical Analysis	600	1
Excel Formula Workshops	600	1
Excel for Finance (Financial Functions and Models)	600	1
Access Database Design Workshop	600	1
Access VB/VBA Workshop	600	2
Access Query Design Workshop	600	1
Access SQL Query Programming (beginner, intermediate)	600	2
Advanced To Web Development Using HTML, PHP & My SQL		
Google Collaborative Tools		
Microsoft on-line collaborative tools		
Project Management on-line management tools		

SECTION 3 - SOFTSKILLS**SUBMITTED PRICING MAY NOT EXCEED \$600 PER DAY, PER COURSE, INCLUDING TRAINING MATERIALS**

Topics	Total Cost Per Day	Course Duration
Professional Workplace Communication		
Critical Thinking and Analysis		
Lean Process Improvement Techniques		
Business Writing Basics	600	1
Finances for non-financial managers		
Speaking and Presentation Dynamics		
Motivating Employees		
Conducting Effective Meetings	600	1
Mediation classes		
Leadership		
Managing Stress	600	1
Understanding Personality Type and Communication Styles		
Basic Spanish for Customer Service		
Balanced Scorecard Basics		
Conflict Resolution	600	1

Subject: TRAINING SERVICES – DESKTOP APPLICATIONS & WORKSHOPS

1.0 AGREEMENT

The State of New Hampshire and the Vendor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Administrative Services		1.2 State Agency Address State House Annex Room 102 25 Capital Street Concord, NH 03301	
1.3 Vendor Name Taillon PC Business Solutions		1.4 Vendor Address 111 Willard Way Plaistow, NH 03865	
1.5 Vendor Phone # 603-382-7239	1.6 Account Number	1.7 Completion Date	1.8 Price Limitation
1.9 Contract(s)ing Officer for State Agency		1.10 State Agency Telephone Number	
1.11 Vendor Signature		1.12 Name and Title of Vendor Signatory Gregory J. Taillon, Owner	
1.13 Acknowledgement: State of _____, County of _____ On _____, before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace [Seal]			
1.13.2 Name and Title of Notary or Justice of the Peace			
1.14 State Agency Signature		1.15 Name and Title of State Agency Signatory	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (<i>if applicable</i>) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) By: _____ On: _____			
1.18 Approval by the Governor and Executive Council By: _____ On: _____			

2. EMPLOYMENT OF VENDOR/SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages Vendor identified in block 1.3 ("Vendor") to perform, and the Vendor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT A which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, this Agreement, and all obligations of the parties hereunder, shall not become effective until the date the Governor and Executive Council approve this Agreement ("Effective Date").

3.2 If the Vendor commences the Services prior to the Effective Date, all Services performed by the Vendor prior to the Effective Date shall be performed at the sole risk of the Vendor, and in the event that this Agreement does not become effective, the State shall have no liability to

the Vendor, including without limitation, any obligation to pay the Vendor for any costs incurred or Services performed. Vendor shall complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT. Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Vendor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT(S) PRICE/PRICE LIMITATION/ PAYMENT.

5.1 The contract(s) price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.

5.2 The payment by the State of the contract(s) price shall be the only and the complete reimbursement to the Vendor for all expenses, of whatever nature incurred by the Vendor in the performance hereof, and shall be the only and the complete compensation to the Vendor for the Services. The State shall have no liability to the Vendor other than the contract(s) price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Vendor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY VENDOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Vendor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Vendor, including, but not limited to, civil rights and equal opportunity laws. In addition, the Vendor shall comply with all applicable copyright laws.

6.2 During the term of this Agreement, the Vendor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 If this Agreement is funded in any part by monies of the United States, the Vendor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Vendor further agrees to permit the State or United States access to any of the Vendor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Vendor shall at its own expense provide all personnel necessary to perform the Services. The Vendor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Vendor shall not hire, and shall not permit any subvendor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contract(s)ing Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contract(s)ing Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Vendor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Vendor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Vendor notice of termination;

8.2.2 give the Vendor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract(s) price which would otherwise accrue to the Vendor during the period from the date of such notice until such time as the State determines that the Vendor has cured the Event of Default shall never be paid to the Vendor;

8.2.3 set off against any other obligations the State may owe to the Vendor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA/ACCESS/CONFIDENTIALITY/ PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all 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.

9.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

10. TERMINATION. In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Vendor shall deliver to the Contract(s)ing Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract(s) price earned, to and including the date of termination. The form, subject

matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

11. VENDOR'S RELATION TO THE STATE. In the performance of this Agreement the Vendor is in all respects an independent Vendor, and is neither an agent nor an employee of the State. Neither the Vendor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACT(S). The Vendor shall not assign, or otherwise transfer any interest in this Agreement without the prior written consent of the N.H. Department of Administrative Services. None of the Services shall be subcontract(s)ed by the Vendor without the prior written consent of the State.

13. INDEMNIFICATION. The Vendor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Vendor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Vendor shall, at its sole expense, obtain and maintain in force, and shall require any subvendor or assignee to obtain and maintain in force, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per occurrence; and

14.1.2 fire and extended coverage insurance covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Vendor shall furnish to the Contract(s)ing Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Vendor shall also furnish to the Contract(s)ing Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than fifteen (15) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to endeavor to provide the Contract(s)ing Officer identified in block 1.9, or his or her successor, no less than ten (10) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Vendor agrees, certifies and warrants that the Vendor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Vendor is subject to the requirements of N.H. RSA chapter 281-A, Vendor shall maintain, and require any subVendor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Vendor shall furnish the Contract(s)ing Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Vendor, or any subVendor or employee of Vendor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Vendor.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire.

19. CONSTRUCTION OF AGREEMENT AND TERMS. This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional provisions set forth in the attached EXHIBIT C are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

Response to State of New Hampshire RFP 2-14

Vendor Name: Taillon PC Business Solutions
Contact: Gregory J. Taillon
Contact Phone: 603-382-7239 or 603-819-9584
Address: 111 Willard Way
City: Plaistow
State: NH
Zip: 03865
Fax: N/A
Email Address: G.Taillon@Comcast.net

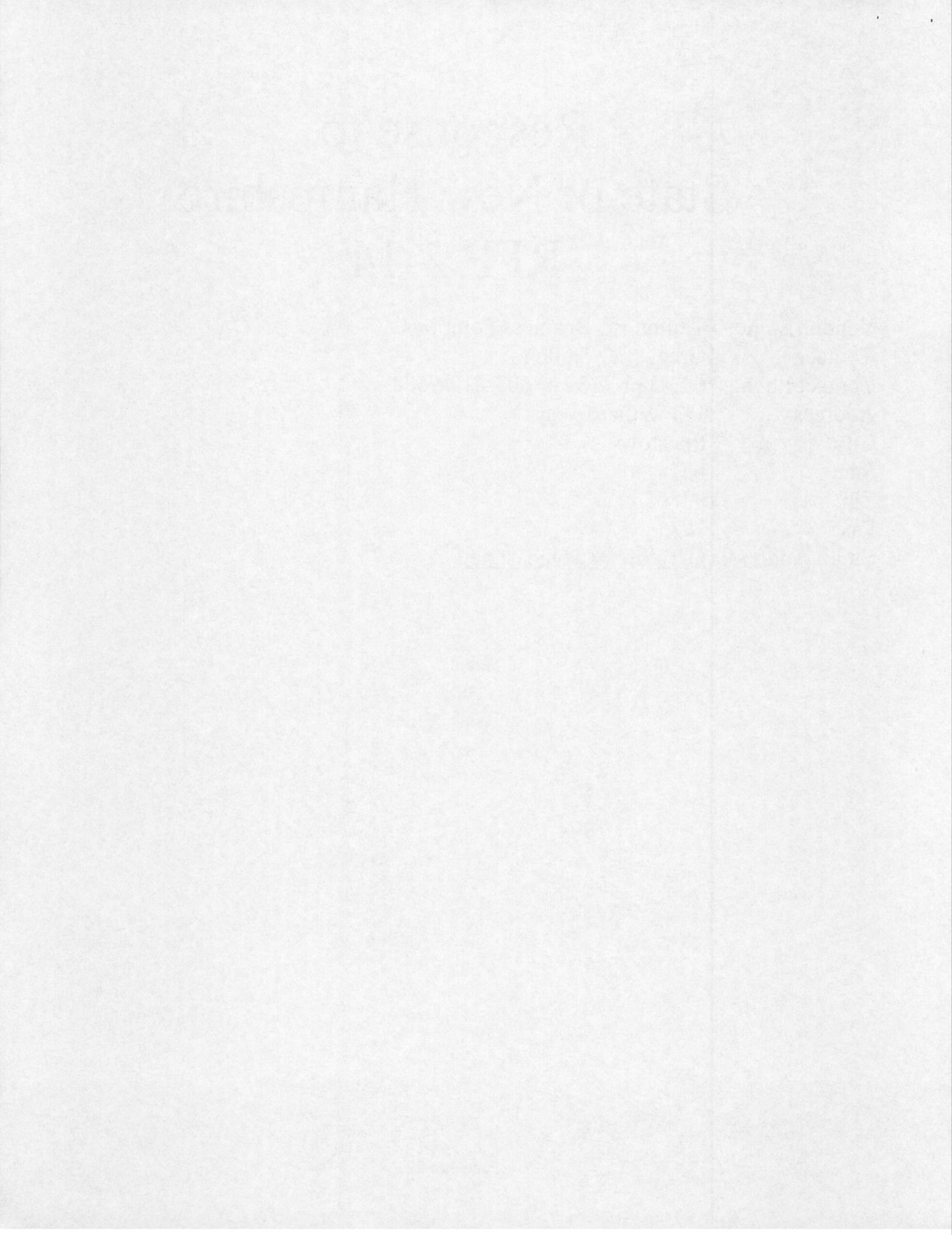
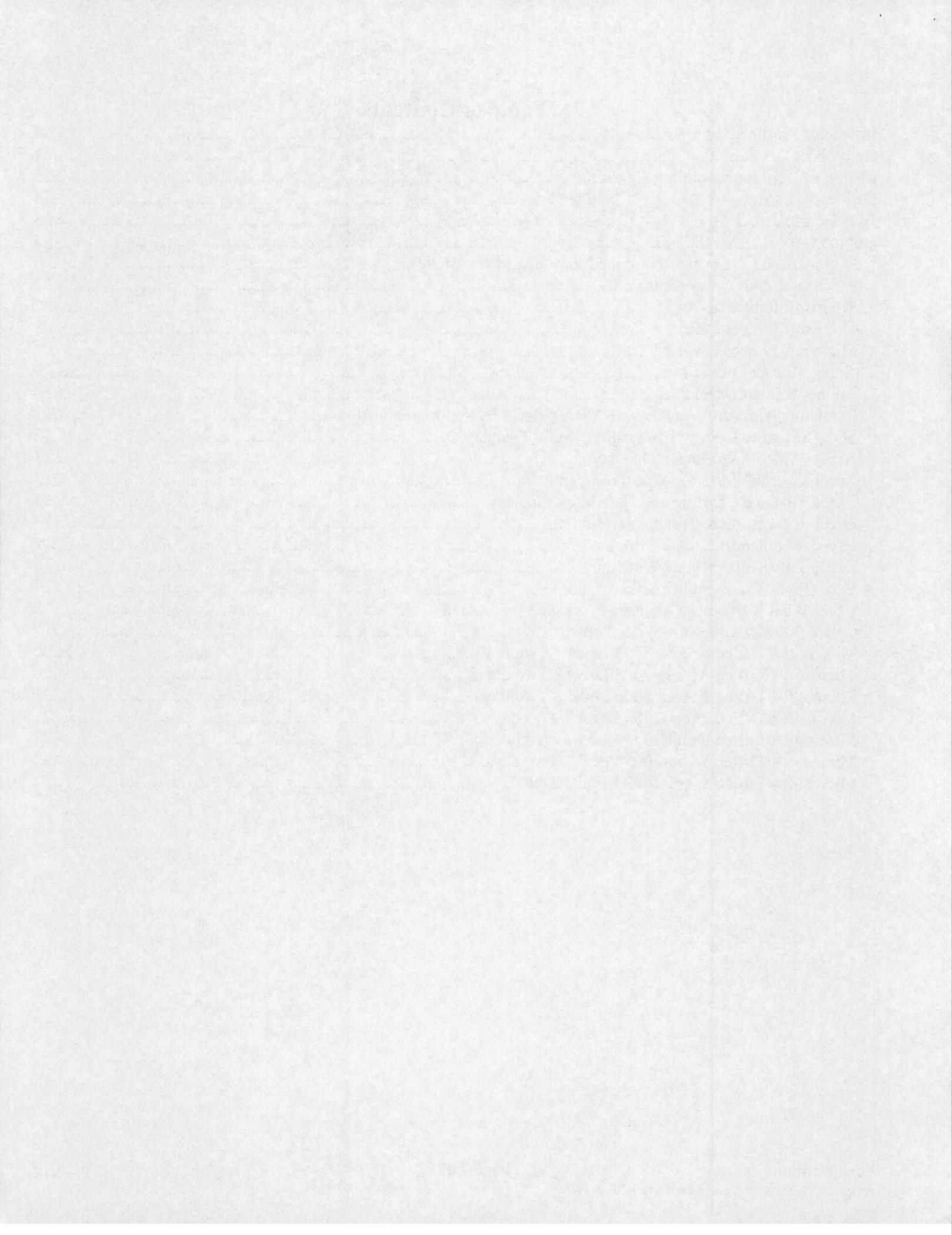


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Instructor Profile and Experience

Greg Taillon

BS University of Massachusetts, MBA University of Montana

Certified Microsoft Master Instructor –Microsoft Office User Specialist (Master Level)

Greg Taillon is a certified Microsoft Master Instructor with over 30 years of Corporate Business & Military Management Experience. In his corporate career, he spent over 17 years in Information Technology, predominately in Financial and Reporting Systems. Greg has extensive Project Management Experience at the Project, Program and Account levels. He is a certified Microsoft Office User Specialist (MOUS) at the Master Level with Expert certifications in both Word and Excel. Greg teaches all the Microsoft Office Products as well as Microsoft Project, Microsoft FrontPage, Business Graphics and an extensive array of Business Soft Skills. He holds both a B.S. in Engineering and a Masters in Business Administration (MBA). Greg is a seasoned classroom training professional with a true love of teaching and an experienced technology consultant.

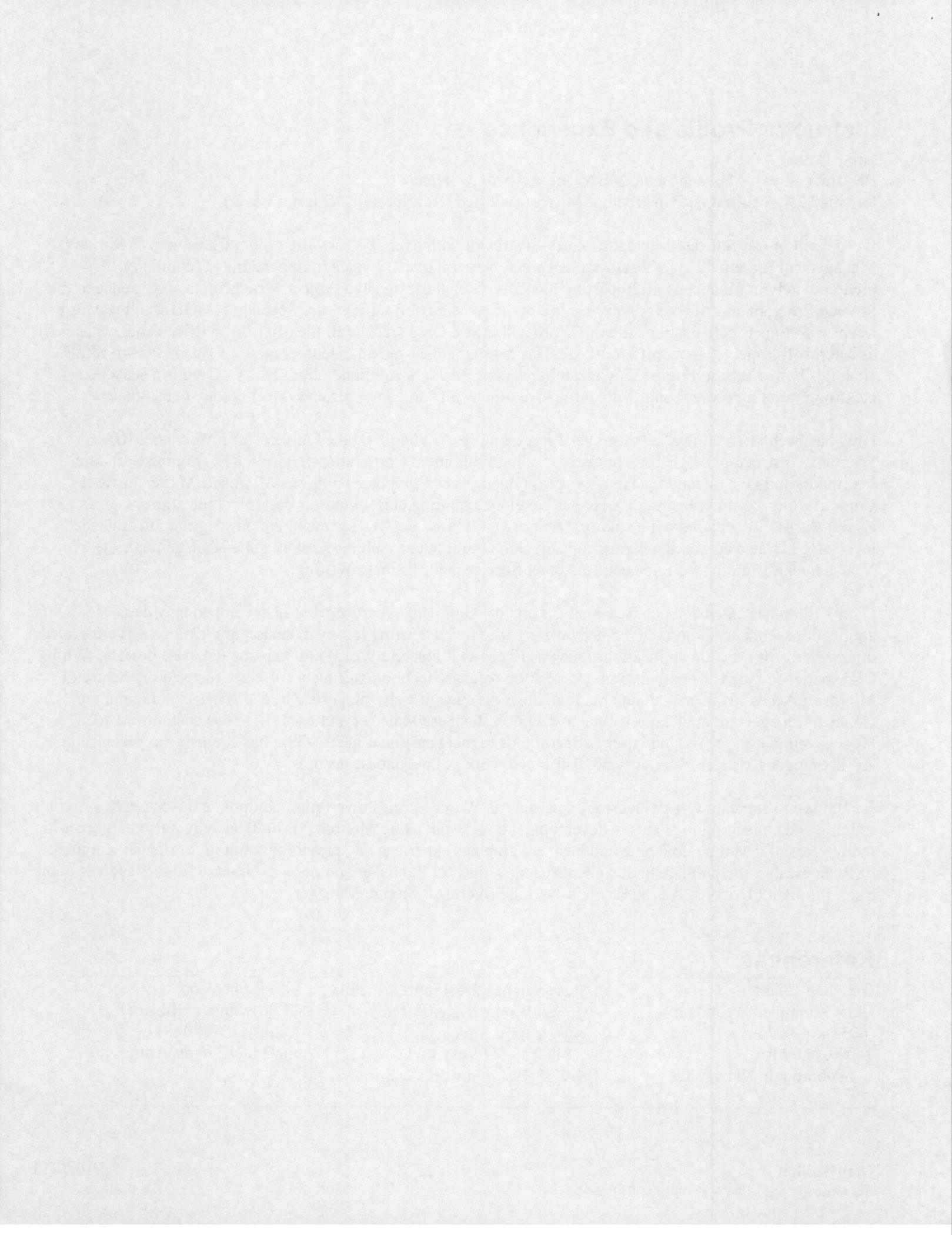
Greg has been instructing adults for over 15 years at the Academic (at the University of Montana MBA Program - Instructor), High Tech Industry (Digital Equipment Corporation-Senior Sales Training Software Instructor) and Post Secondary Training areas (Business & Computer Solutions-Microsoft Master Instructor, CompuWorks-Contract Instructor). He has developed training curriculum for desktop applications such as Excel, Access; Word, Internet Explorer, Outlook, ACT! Contact Management, etc. for beginner to advanced levels. He has also authored a number of Soft skills training curriculums such as Time Management, Stress Management, Building Self Esteem, Customer Service, and Business Writing.

Greg Taillon has extensive database analysis and development expertise. He has developed new database applications, enhanced, normalized and performance tuned existing legacy database applications and integrated other Microsoft Desktop applications (such as Excel, Outlook and Word) into existing database designs. While his experience ranges from mainframe to desktop database technologies he is currently focused on the use of Microsoft Access for the small and medium business customers he supports. Greg also has expertise in the Contact Management applications such as Outlook Business Manager and ACT!. He has customized ACT! layouts, templates, reports, and user defined fields to meet customer needs. Greg has extensive experience in ACT! upgrades, data conversions and distributed workgroup database designs.

In addition to standard Office Desktop tools such as Word, Excel, PowerPoint, Outlook and Access, he provides training and consulting in Web site development and design using Microsoft FrontPage. Greg also combines his many years of desktop publishing and business graphics experience by providing training for the development of Business desktop publishing documents using Microsoft Publisher and popular Graphic Editors such as Paint Shop Pro, Paint Dot Net, Adobe Elements and the Microsoft Picture Manager.

References

Gretchen Uhas Uhas Computer Training (603) 654-9076 1407 Center Rd Lyndeborough, NH 03082	Stacy Wight - President, Principle CompuWorks Systems, Inc. www.compuworks.com (781) 224-1113 ext. 404 SWight@compuworks.com	Don Richardson 44 Providence Hill Road Atkinson, NH 03811 uncleduck3@msn.com
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Listing of Computer Training Courses

Two Day Courses or Workshops		One Day Courses or Workshops
Access	Level 1, 2 & 3	*Word Mail Merge Workshop
*Access Database Design	Workshop	*Word Booklet and Brochure Workshop
Excel	Level 1, 2 & 3	*Word Table Workshop
*PowerPoint	Level 1 & 2	*Word Form/Template Design Workshop
Word	Level 1 & 2	*Internet Explorer
Outlook-2003	Level 1 (Intro and Intermediate)	*Excel Formula Workshop
Business Graphics Workshop		Access Macros Workshop
Publisher-2003		Excel Macros Workshop
MS Project-2003	Level 1 & 2	Excel Advance Charting and Data Maps
Adobe Acrobat	Level 1 & 2	Excel Forecasting and Trend Analysis
Adobe Acrobat Forms Development		Excel Multiple Worksheets Workshop
Extending Microsoft Access with VBA		Excel Statistical Analysis Workshop
Structured Query Language (SQL)	Level 1 & 2	Excel for Finance
Excel Pivot Tables & Charts		Excel What If Business Analysis Workshop
Visio-2003	Level 1 & 2	Office-2007 What's New Workshop

Office-2010 Courses

Access, Excel, Word Level 1, 2, 3

Outlook, PowerPoint, Visio, Project, Publisher Level 1 & 2

Office-2010 New Features

All Office-2010 Course will follow Microsoft Learning Objectives and use Axzo Press Curriculum books as requested by BET. Table of Contents are available online at www.axzopress.com

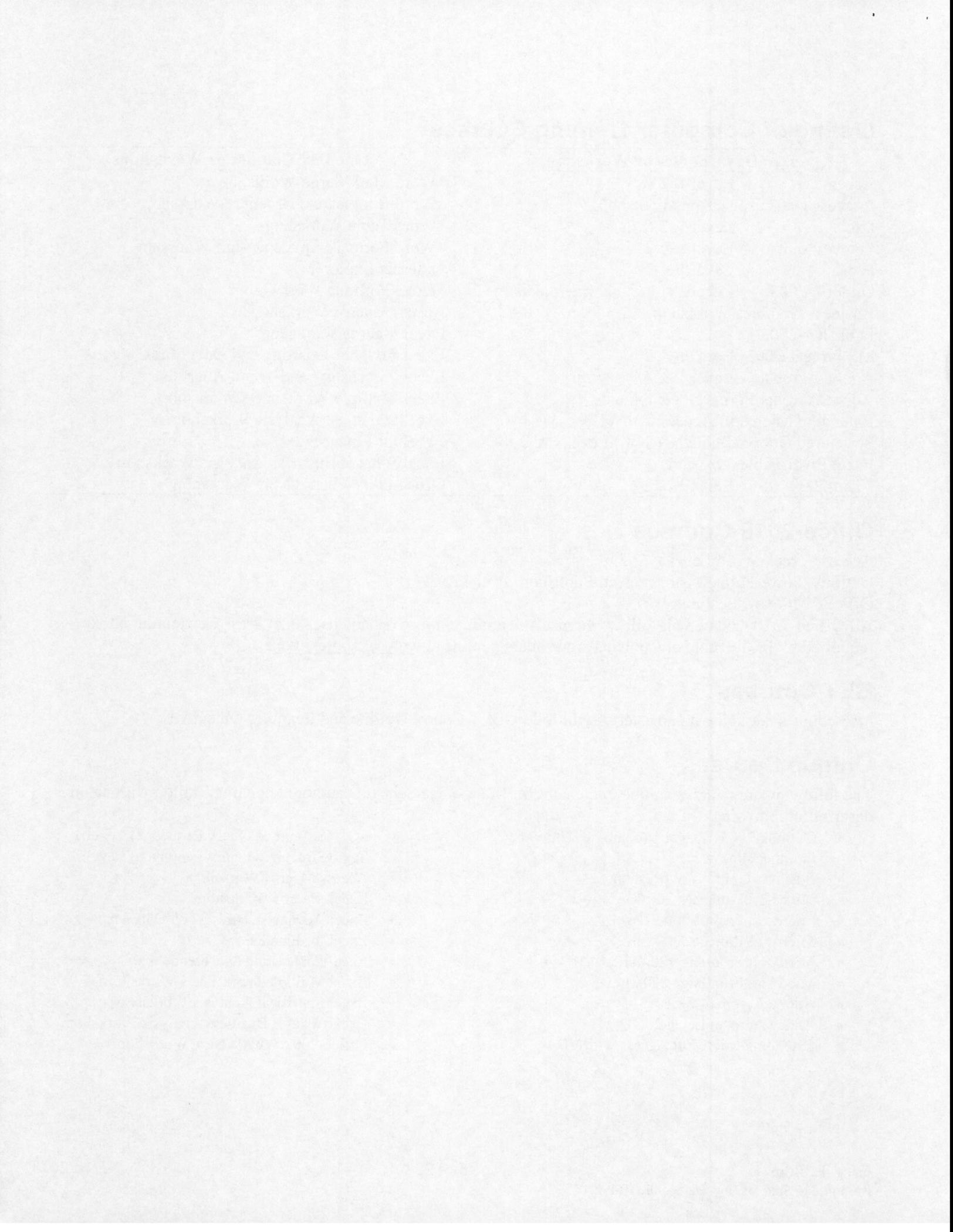
BET Courses

*All courses marked with an asterisk will follow BET Course Outline and Learning Objectives.

Unique Courses

The following are courses unique to the current BET Course Schedule authored by Greg Taillon with detail description following.

- Outlook-2003 Level 1 (combined Intro and Intermediate)
- Business Graphics Workshop
- Microsoft Publisher-2003
- Microsoft Project-2003 Level 1
- Microsoft Project-2003 Level 2
- Microsoft FrontPage-2003 Level 1
- Microsoft FrontPage 2003 Level 2
- Adobe Acrobat Level 1
- Adobe Acrobat Level 2
- Extending Microsoft Access with VBA
- SQL (Structured Query Language) Level 1
- SQL (Structured Query Language) Level 2
- Access Macros Workshop
- Excel Macros Workshop
- Excel Advance Charting and Data Maps
- Excel for Finance
- Excel Forecasting and Trend Analysis
- Excel Multiple Worksheets Workshop
- Excel Statistical Analysis Workshop
- Excel What If Business Analysis Workshop
- Office-2007 What's New Workshop



Outlook-2003 Level 1 (combined Intro and Intermediate)

Two days

Course Overview: Outlook Level 1 provides students with a working knowledge of all five on Outlook's major components (Mail, Calendar, Contacts, Tasks and Notes) and how they are linked to provide contact management capabilities. Outlook will be presented as a personal information manager to manage appointments, events, meetings, tasks, contacts and folders as well as to create and manage mail.

Students will learn both the history and terminology of email and personal information management tools. They will learn the role of both remote (POP3) and local mail server (MS-Exchange) technology. Student will learn both an overview of key features of each of Outlook's five components as well as more detailed functions in utilizing the five components.

Topics covered include:

Objectives:

- Understand the history of Information Managers
- Can explain the Information Model of Outlook and its major components
- Understand the working environment of Outlook-2003 and navigate its interface
- Ability to define the major terminology used in Outlook
- Explain the use of Local and Remote Mail Servers
- Utilize both Basic and Detail functions of Outlook-2003's five major functions.

Topics Covered:

Section 1 - How to use Outlook

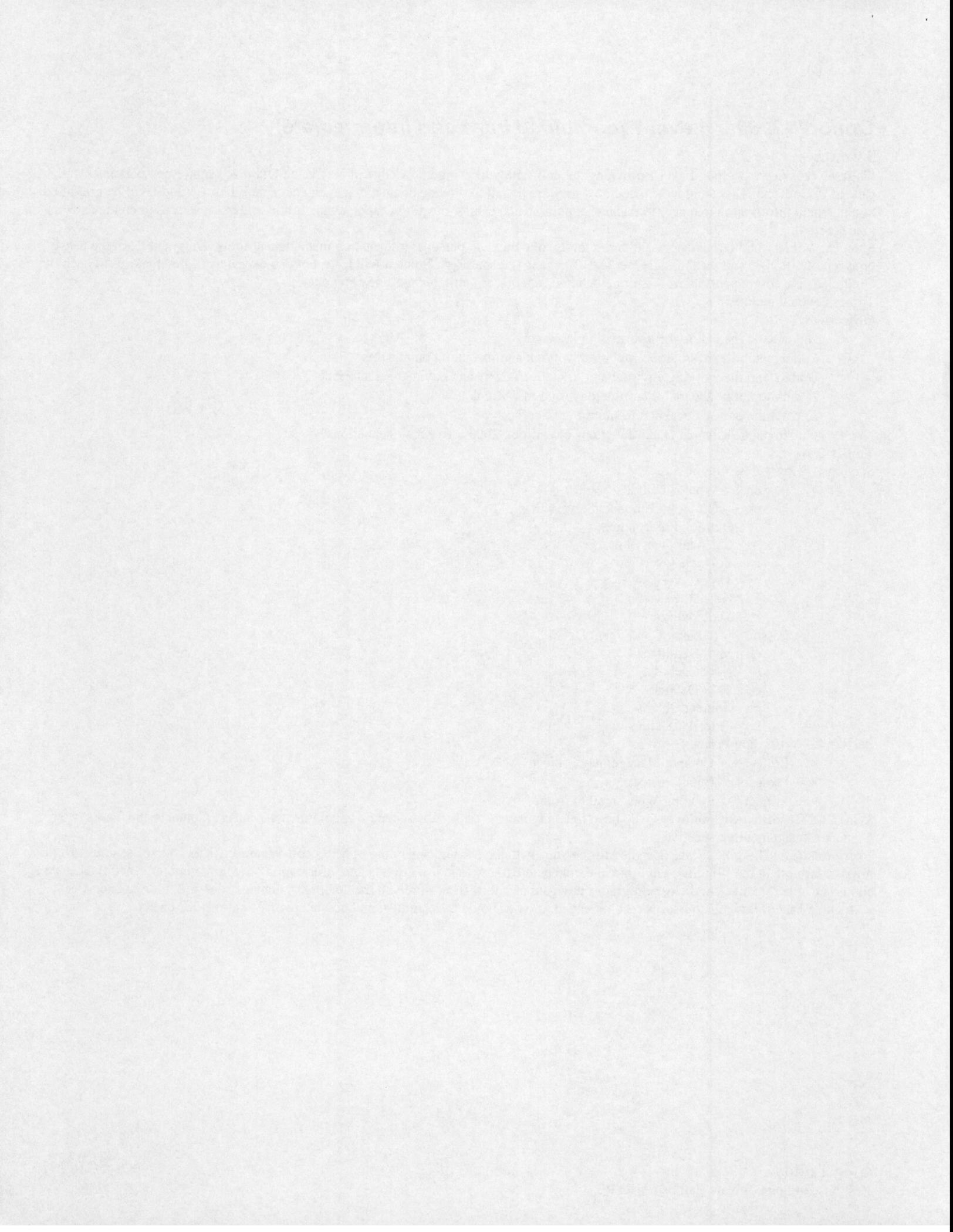
- Lesson 1 – What is Outlook?
- Lesson 2 – Outlook Component Overviews
 - Outlook Environment
 - Calendar Overview
 - Contacts Overview
 - Tasks Overview
 - Notes Overview
 - Mail Overview
- Lesson 3 – Outlook Component Details
 - Mail Details
 - Notes Details
 - Task Details
 - Contact Details
 - Calendar Details

Section 2 – Workshop Projects

- Project A – Contact Management Project
- Project B – Email Project
- Project C – Sending Web Email messages

Who Can Benefit: All employees who need to communicate via Email, Schedule appointments, Manage Contacts and Tasks in a Contact Management perspective.

Prerequisites: This course was designed for persons with a basic understanding of Microsoft Windows. This course assumes that you are comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to: launch and close programs, navigate to information stored on the computer; manage files and folders; and select text. One of the following courses is recommended, or you should have equivalent knowledge of: Windows XP or 2000.



Business Graphics Workshop

Two days

Business correspondence, documentation and presentations all require the proper use of Graphic Images. This workshop will provide the student with a working knowledge of both basic and advanced graphic concepts and editing functions. Use of various retail and freeware graphic editors, in concert with these concepts, will provide the student with the ability to apply these skills back on the job or in their own graphics projects.

Topics covered include:

- Introduction
- Vector and Bit Mapped Images
- Searching and Retrieving graphic images from the Internet
- Graphic Terms: Pixel; Dot; Dots per Inch; Resolution
- Recommend Resolutions for Screen and Printed Images
- Resize
- Re-sampling
- Resizing an Image within a Publication
- Cropping an Image
- Clone a Graphic Area
- Applying Filters and Effects
- Building business process models

Prerequisites: Introduction to Personal Computers. Working knowledge of one or more Microsoft Office applications (Word, Publisher, PowerPoint, FrontPage). You should be able to navigate the windows interface and comfortably work with graphic elements in Word

The class format consists of lecture sessions followed by hands-on lab exercises.

Who can benefit: Employees who need to utilize graphics whether in print or screen/web applications, such as Word, Publisher, PowerPoint, FrontPage.

Microsoft Publisher-2003

Two days

Course Overview: Microsoft® Publisher 2003, is an easy to use, flexible program for creating newsletters, brochures, business cards, postcards, flyers, among others for print, email, and the Web. In this course, you will look at how to create a publication from scratch or use one of the hundreds of business and personal designs available in Publisher. When creating desktop publications the need to properly prepare and integrate business graphic images is necessary. Basic business graphics concepts and techniques will also be presented with the 2 day course.

Objectives:

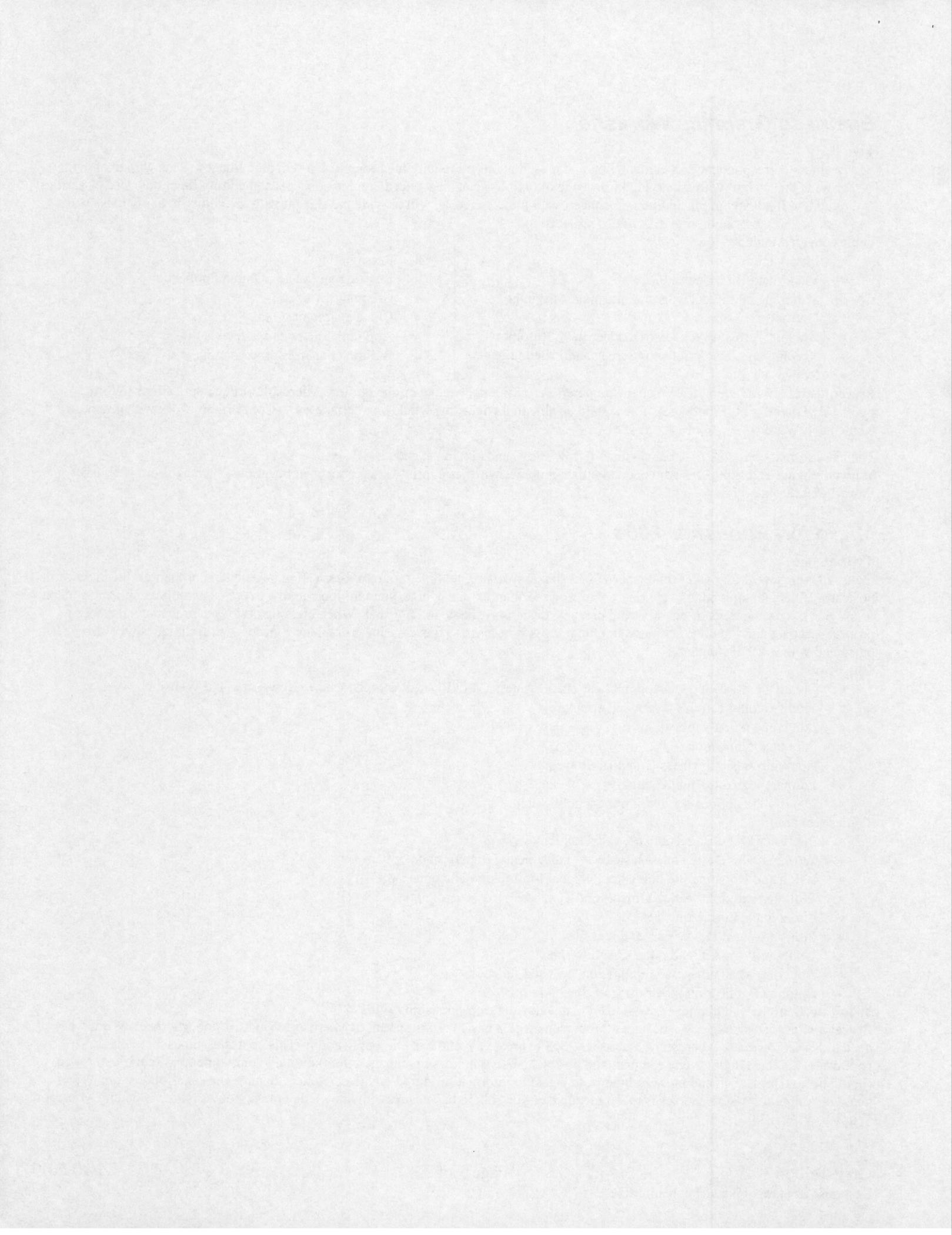
- Create the following desktop publications: Business Card; Flyer, Poster, Brochure, Newsletter and Website.
- Modify a publication's layout and structure.
- Edit content in a publication.
- Format a publication.
- Applying Basic Business Graphics Concepts
- Format pictures in publications.
- Identify the options for distributing a publication.

Topics Covered:

- Publisher Menu Bar, Toolbars, and Task Panes
- Working with Design and Master Sets, Document Templates and options
- Using and Updating the Publisher Personal Information Dialogue Box
- Working with Publication Objects and Text boxes
- Linking and Formatting Text
- Inserting Word Documents and text files
- Utilizing WordArt, and other Graphic Objects
- Applying basic business graphics concepts and functions
- Output a Publication for Printing or Screen Display

Who Can Benefit: All employees who need to develop desktop-publishing skills.

Prerequisites: This course was designed for persons with a basic understanding of Microsoft Windows and Microsoft Word who need to learn how to use Microsoft® Publisher 2003 to create, layout, and edit publications. This course assumes that you are comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to: launch and close programs, navigate to information stored on the computer; manage files and folders; and select text. One of the following courses is recommended, or you should have equivalent knowledge of: Windows XP or 2000 and Microsoft Word



Microsoft Project Level 1

Two Days

Course Overview: This workshop will provide a basic understanding of project management using Microsoft Project 2003. No prior knowledge of this package is required, although knowledge of project management concepts is preferred. Main topics covered include:

- Project Management - Introduction to Project 2003.
- Creating a Project - Project information.
- Outlining - Creating and Using the Outline.
- Subprojects.
- Resources - Assigning Resources.
- Resource Views.
- Adding Material Resources.
- Calendars - Base Calendars.
- File Management - Opening and Saving a Project.
- Setting Lead and Lag Times - Managing Resources.
- Customizing Views, Tables and Toolbars - Customizing Graphical Views.
- Project Costs - Scheduling Task Constraints.
- Tracking the Project - Entering Actual Information.

Who can benefit: Anyone who would like better control over management issues such as project management, resource allocation, and time management.

Prerequisites: Previous experience using Microsoft Windows 2000 or XP. You will get the most of this course if you have some knowledge of project management concepts.

Microsoft Project Level 2

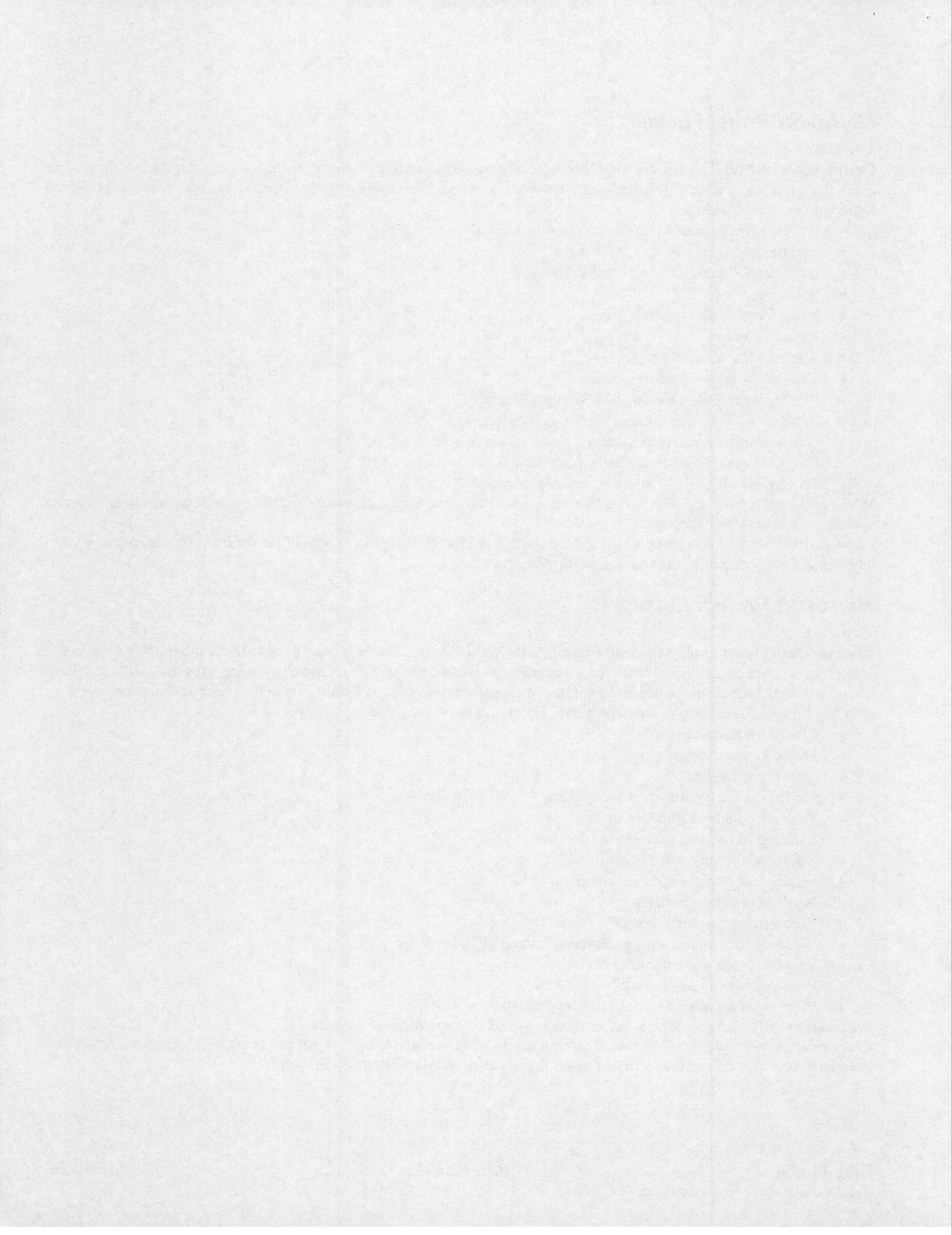
Two days

Course Overview: In the Microsoft Project 2003: Level 2 course, you will learn how to track and modify a project that is in progress. Specifically, you will create a baseline plan and track an active project; manage tasks that will occur in the future and work with resource needs; customize Microsoft Project and work with data in other applications; and work with resource pools and consolidated projects. Course objectives include:

- Creating a baseline plan
- Previewing a baseline report
- Clearing a baseline
- Modifying the environment for tracking
- Entering data for completed tasks
- Entering actual data for tasks in progress
- Adjusting the schedule of future tasks
- Setting and displaying an interim plan
- Work-hour considerations
- Customizing resource reports
- Working with views, toolbars and macros and global settings
- Importing data and Exporting data
- Working with a resource pool
- Working with subprojects and master projects

Who can benefit: Anyone who is currently using MS Project to manage projects.

Prerequisites: You will get the most of this course if you have some knowledge of project management concepts. You must have previous experience with Microsoft Project or have taken Microsoft Project I.



Adobe Acrobat Level 1

Two Day

Course Overview: You have used a variety of different programs to create documents and files for your own use. However, you are required to share your files electronically by email frequently, over a network, and on the web, so that recipients can view, print, and offer feedback. In this course, you will use Adobe Acrobat 7® to make your information more portable, accessible, and useful to meet the needs of your target audience. You will convert actual Word documents, PowerPoint presentations, and Excel spreadsheets to create electronic documents. Students will be introduced to the main methods of creating Adobe Acrobat PDF files then enhance those files. Upon successful completion of this course, students will be able to:

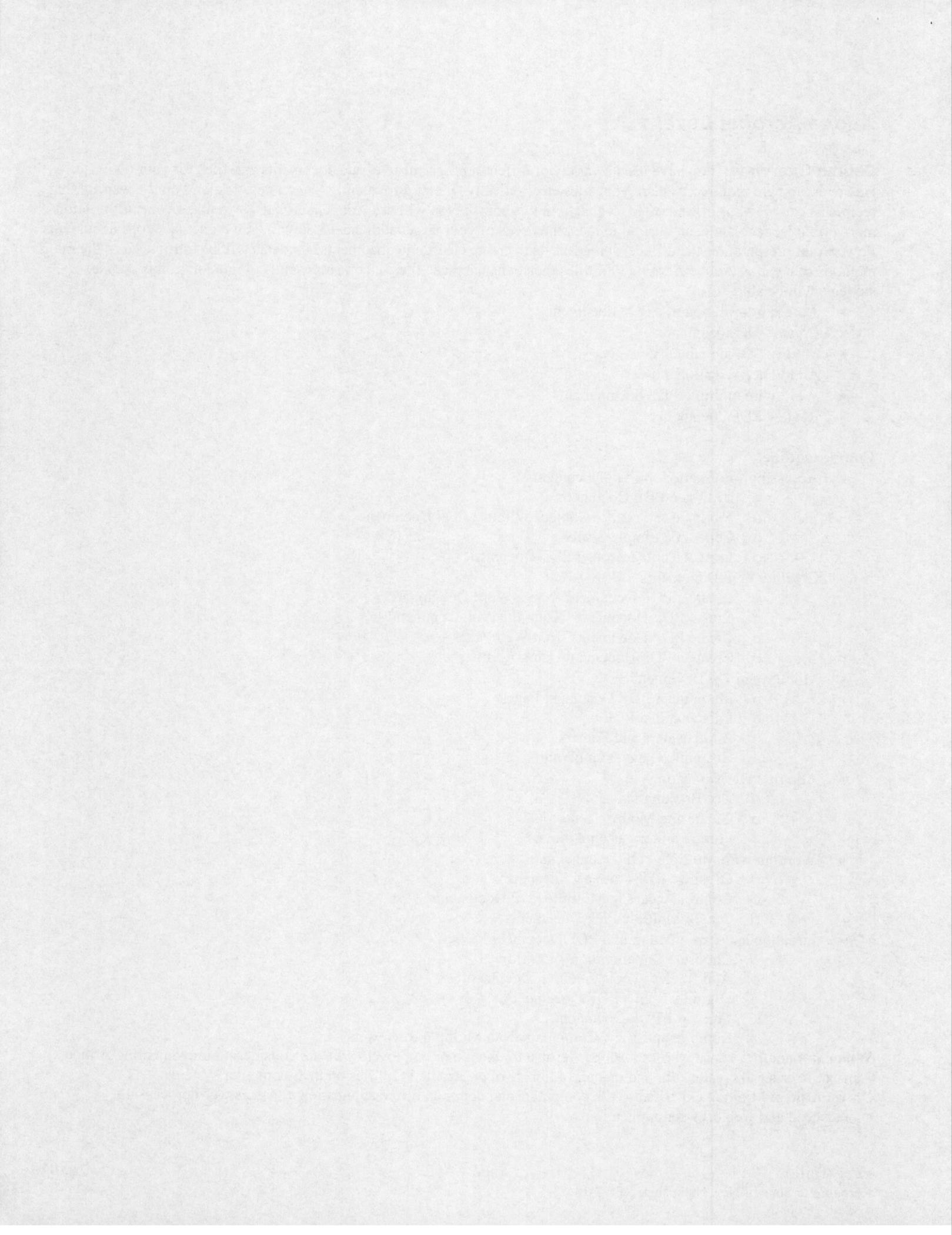
- Access information in a PDF document.
- Create PDF documents.
- Modify PDF documents.
- Add PDF navigation aids.
- Work with multiple PDF documents.
- Review PDF documents.

Course Outline:

- Accessing Information in PDF Documents
 - Browse a PDF Document
 - Navigate to Specific Content Within a PDF Document
 - Conduct a Simple Search
 - Extract Content from a PDF Document
- Creating PDF Documents
 - Create a PDF Document from a Word Document
 - Create PDF Documents Using the Print Command
 - Create PDF Documents from Web Pages
 - Create a PDF Document Using Acrobat
- Modifying PDF Documents
 - Manipulate PDF Document Pages
 - Edit Text in a PDF
 - Add Headers and Footers
 - Customize Page Numbering
- Adding PDF Navigation
 - Use Bookmarks
 - Create and Modify Links
 - Format a Story as an Article
- Working with Multiple PDF Documents
 - Organize PDFs into a Collection
 - Control Access to Multiple PDF Documents
 - Search Multiple PDF Documents
- Initiating and Participating in a PDF Document Review
 - Choose a Collaboration Workflow
 - Add Review Tools to a PDF Document
 - Digitally Sign a PDF Document
 - Markup a PDF Document
 - Compile and View Comments from Multiple Reviewers

Who can benefit: Those who use Adobe Acrobat on the job or employers who are considering implementing Adobe Acrobat in order to create, edit, and manage a library of electronic PDF files on their computer systems.

Prerequisites: Minimal experience with computers and common office applications, such as word processing, spreadsheet, and web browser applications.



Adobe Acrobat Level 2

One Day

Course Overview: As a workplace professional with some experience in using Adobe Acrobat, you are now ready to further develop your PDF documents. In this course, you will use Adobe Acrobat® 7.0 Professional to convert technical documents to PDF files, enhance and control PDF content accessibility, customize PDF documents for interactive use online, and prepare PDFs for commercial printing.

Upon successful completion of this course, students will be able to:

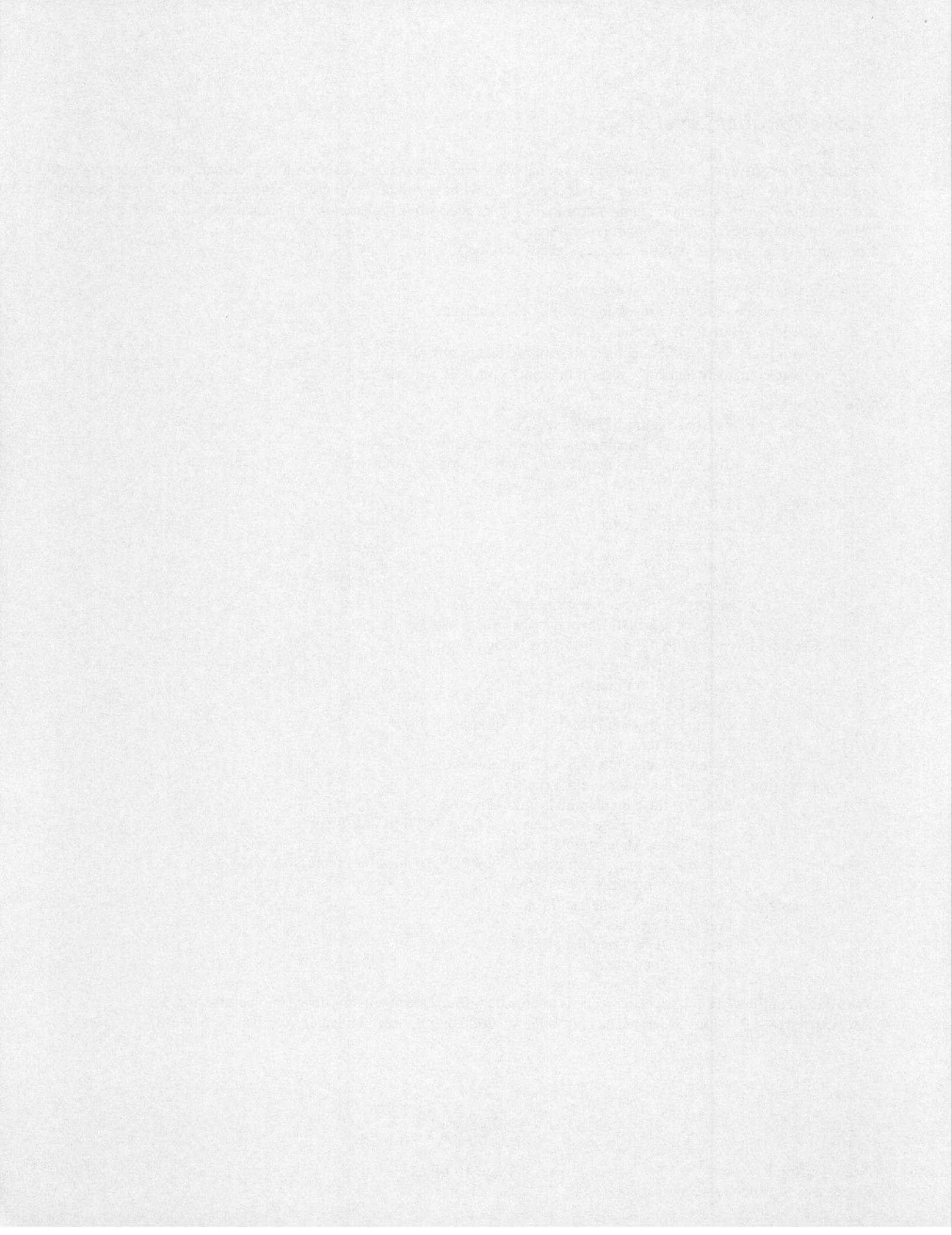
- Create PDFs from technical documents.
- Enhance the utility and accessibility of PDF documents.
- Create interactive PDF forms.
- Begin preparing a PDF document for commercial printing.
- Create composite and color separation prints from a PDF document.

Course Content

- Creating PDFs from Technical Documents
 - Create PDF Documents from within Microsoft Visio
 - Create PDF Documents from within Autodesk AutoCAD
 - Measure Technical Drawing Content
- Enhancing PDF Documents
 - Embed Multimedia
 - Create Actions
 - Optimize PDF Files
 - Batch Process PDF Documents
 - Make a PDF Document More Accessible
 - Repurpose a PDF Document for Other Displays
- Creating Interactive PDF Forms in Adobe Designer
 - Create a PDF Form
 - Add Text Form Fields
 - Create Calculations
 - Create Fields with Predefined Responses
 - Create Buttons
 - Organize Collected Data in a Spreadsheet
- Preparing PDF Files for Commercial Printing
 - Examine the Commercial Printing Process
 - Choose Appropriate Methods of Creating PDF Files for Prepress
 - Apply Color Management Settings
 - Create and Apply Appropriate Adobe PDF Settings for Prepress
 - Preview Printed Effects on Screen
- Finalizing PDF Files for Commercial Printing
 - Preflight Documents
 - Create PDF/X-Compliant Files
 - Create a Composite
 - Create Color Separations

Who can benefit: Any employee who needs to prepare Office Documents for distribution and sharing.

Prerequisites: Previous experience using Windows 2000 or XP. Recommended Acrobat 7.0: Level 1



Extending Microsoft Access with VBA (Visual Basic for Applications)

Two days

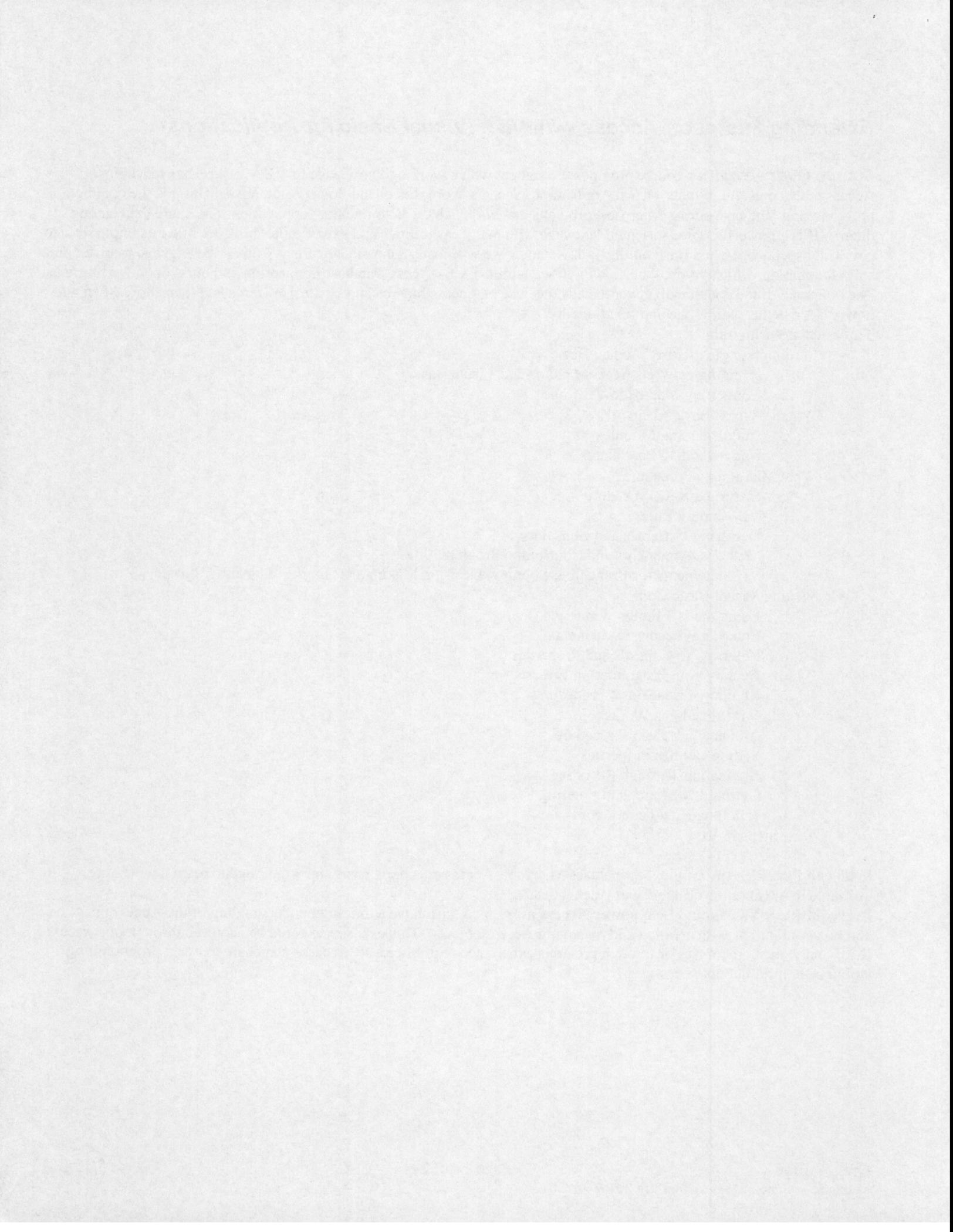
Course Overview: This course provides the student with a working knowledge of VBA as it relates to Microsoft Access but also useful in other Office Applications such as Word, Excel and PowerPoint. Visual Basic is the common programming language across Microsoft products that will enable you to integrate applications and share data among them. VB is a powerful object-oriented language with many capabilities and extreme flexibility. While it is impossible to cover all aspects of Visual Basic in this 2-day course, we will focus the main constructs of the VB language to give you a solid foundation, which you will be able to utilize within a MS-Access Database application and build upon for future use. The approach of the course will cover the advance use of Access Macros and Control Wizards and then show when and how VBA extends their range and functionality.

Topics covered include:

- Introduction of Microsoft Visual Basic
 - Deciding between Access Macros and Visual Basic
 - Converting Macros to VB Code
- What is Visual Basic Made of?
 - Understanding Modules
 - Understanding Procedures
- What Makes up a Procedure?
 - Starting a New Procedure
 - VB Naming Rules
 - Declaring Variables and Constants
 - Methods, Arguments and Controlling Program Flow
 - VB Statements for Branching, Looping, Decision Making, Pausing/Exiting and Calling
- Writing Visual Basic Code
 - Using the VB Editor Window
 - Entering Procedure Statements
 - Referring to Controls and Properties
 - Dealing with Programming Errors
 - Running Visual Basic Procedures
- Writing VB Procedures Workshop
 - An On Click Event Procedure
 - Setting Control Properties
 - Navigating Through Records
 - Getting User Input and Filtering Records
 - Handling Run-Time Errors
- Next Steps in VB

Who can benefit: Any employee who uses Microsoft Access on a daily basis and would like to learn new features available to increase the efficiency of Access databases.

Prerequisites: You should be a power Access user. You must have a thorough understanding of the Access interface and be very familiar with creating and managing Access objects. This experience could be acquired through our Access I, II, III and workshop courses or through previous experience with Microsoft Access. Exposure to event programming would be helpful but not necessary.



SQL (Structured Query Language) Level 1 Two day

Course Overview:

Part One: SQL is a standard, open database language without corporate ownership. SQL is implemented at many levels of database communication, from a simple Access form list box right up to high-volume communications between mainframes. SQL is widely implemented in that almost every DBMS (Data Base Management System) supports SQL statements for communication. The reason for this level of acceptance is partially explained by the amount of effort that went into the theory and development of the standards. The commercial acceptance of SQL was precipitated by the formation of SQL Standards committees by the American National Standards Institute and the International Standards Organization in 1986 and 1987.

This workshop will provide a basic history, overview and database concepts around the use and understanding of Standard Query Language (SQL). No prior knowledge of this package is required, although knowledge of basic database concepts is preferred.

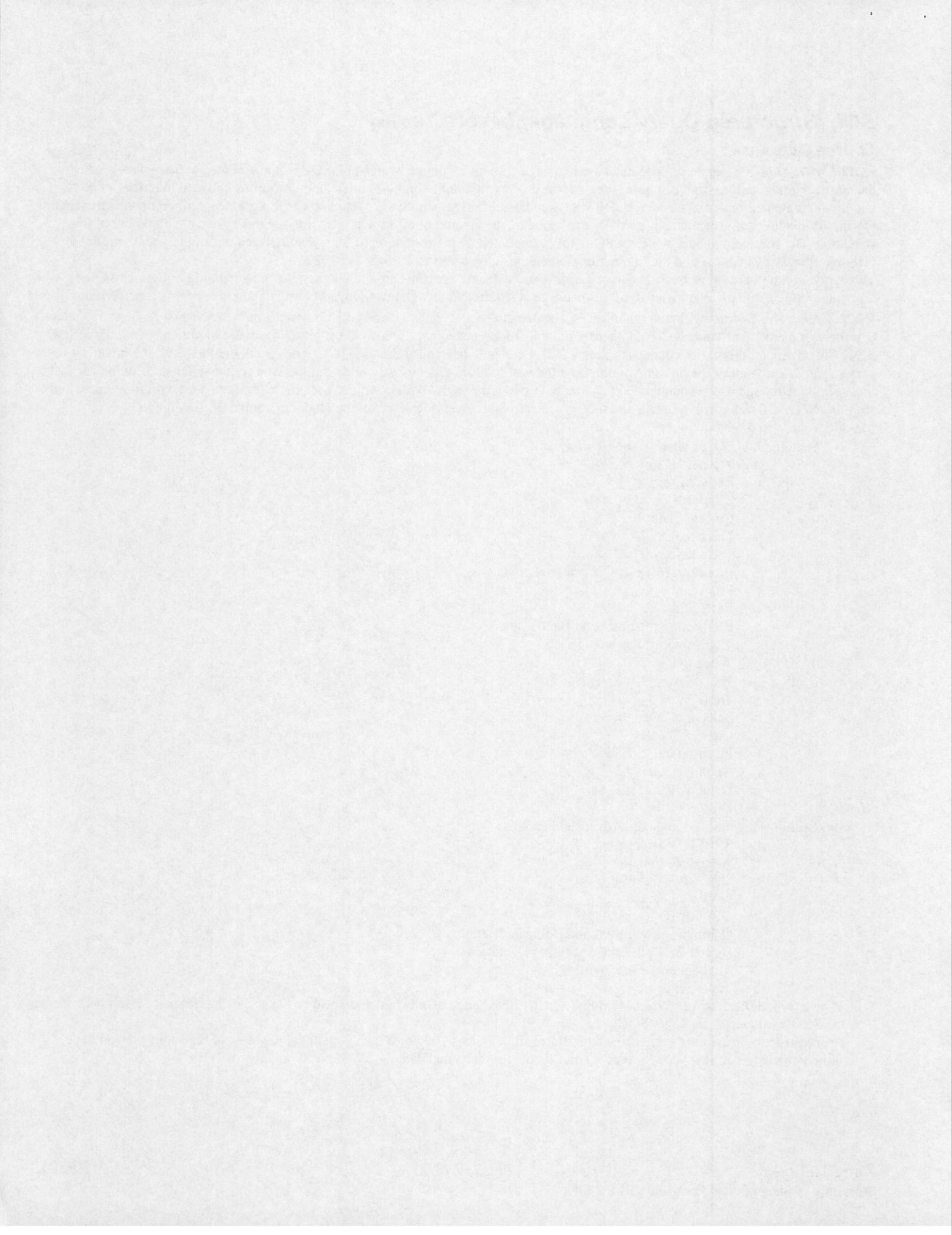
Part Two: This Section will cover the SELECT statement in great detail. The SELECT statement is the core of SQL, and it is likely that the vast majority of your SQL commands will be SELECT statements. Due to the enormous amount of options available for the SELECT statement, this entire course has been dedicated to it. When constructing SQL Queries (with the SELECT statement), it is very useful to know all of the possible options and the best or more efficient way to do things. This course will help provide you with those skills. Although it is recommended that you have taken the SQL Overview, it isn't required. You can start with this course and learn the SELECT statement in detail, and then proceed to SQL Overview to cover the other common SQL statements.

Main topics covered include:

- Section One: SQL's History and Environment
 - A Brief History of SQL
 - Early History
 - Standards
 - Current State
 - Flavors of SQL
 - Terminology
 - Procedural Versus Declarative Languages
 - Front Ends
 - Back Ends
 - Connecting the Front and Back Ends
 - The Human Roles in a DBMS
 - When to Use SQL
- Section Two: SQL Basics and Language Overview
 - Table Basics
 - Selecting Data
 - Creating Tables
 - Inserting into a Table
 - Updating Records
 - Deleting Records
 - Drop a Table
- Section Three: SQL Language Advanced Features
 - SELECT Statement
 - Aggregate Functions
 - GROUP BY clause
 - HAVING clause
 - ORDER BY clause
 - Combining conditions and Boolean Operators
 - IN and BETWEEN Conditional Operators
 - Mathematical Operators
 - Table Joins

Who can benefit: Anyone who would like a better knowledge of standard and advance Database Queries and Structures utilizing the Standard Query Language (SQL)

Prerequisites: Previous experience using Microsoft Windows 2000 or XP. You will get the most of this course if you have some knowledge of MS-Access. Access I and II courses recommended.



Access Macros Workshop One day

Course Overview This instructor-led course explores planning, building, and executing macros within Access, and provides basic skills for automating common database application tasks such as adding, importing, and filtering records. Students create a switchboard form with command buttons, from which to run macros. They are also introduced to a variety of macro organizational techniques.

Upon completing, the student will have:

- Defined macro terminology
- Identified the components of the Macro window
- Created new macros by specifying actions and arguments, and documenting their purpose
- Edited existing macros
- Run macros using a variety of techniques
- Created macros from each of the categories of macro actions
- Created command buttons to run macros from a switchboard form
- Added conditions to macros
- Displayed message boxes when running macros
- Created macro groups
- Run a macro from another macro
- Run a macro automatically when a database opens
- Assigned shortcut keys to macro actions
- Created macros to set values

Who will benefit: -Attendees should be experienced users involved in one or more of the areas listed below:

- Creating and maintaining Access databases
- Automating database tasks

Prerequisites: Previous experience using Microsoft Windows 2000 or XP. You will get the most of this course if you have a solid working knowledge of MS-Access. Access I and II courses recommended.

Excel Macros Workshop One day

Course Overview: Excel is the recommended spreadsheet product for Windows on PCs. The use of recorded macros and Visual Basic routines add extensive power and functionality to a spreadsheet application.

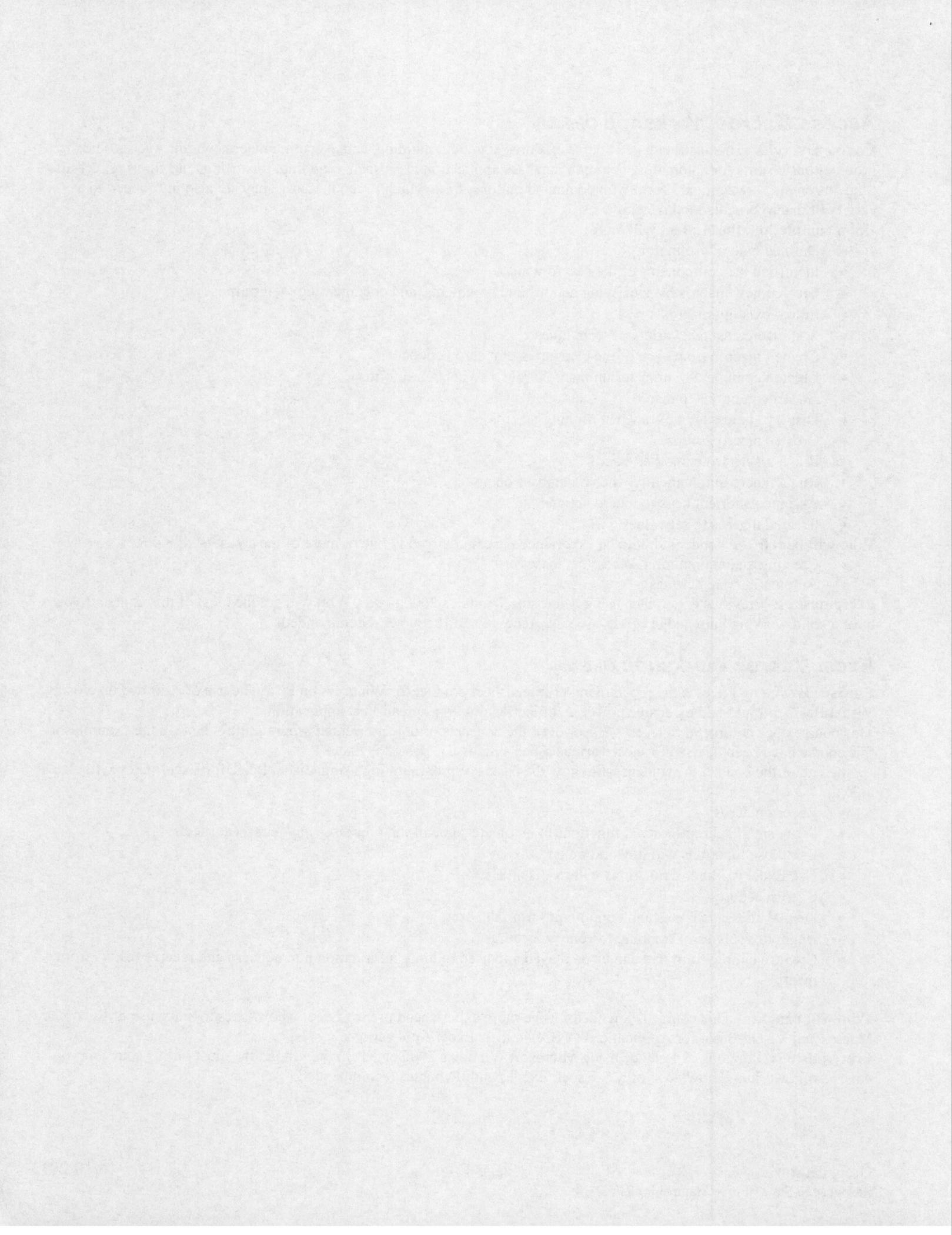
This course does not intend to teach VBA or even the concepts of object-oriented programming. Instead the examples in this course have been devised to show various aspects of Visual Basic for Excel.

By the end of the course, the student will know the basics of programming using Visual Basic for Excel. They will also be able to:

- Record macros;
- Write small subroutines and functions to automate some of the processes in your spreadsheets;
- Use those functions within workbooks;
- Use Excel workbook functions within Visual Basic;
- Use Procedures;
- Display message boxes and obtain input from the user;
- Begin to apply error trapping to your procedures;
- Create a simple form that can be displayed and used to input information into a macro and receive results from a macro.

Who will benefit: - This course is intended for the more experienced user of Excel who wishes to make use of Recorded Macros and Visual Basic for Applications (VBA) in their Excel Applications.

Prerequisites: Previous experience using Microsoft Windows 2000 or XP. You will get the most of this course if you have a solid working knowledge of MS-Excel. Excel I and II courses recommended.



Excel Advance Charting and Data Maps One day

Course Overview: Microsoft Excel is an excellent tool for taking numerical data and representing it in a visual way, in charts and graphs. The built-in wizards are only the beginning in working with Charts. Mapping regional data can also be advantageous when using Excel's mapping abilities. In this course, participants will learn:

Course Content:

- Creating and editing a Chart
- Changing the Chart Type and Subtype
- Changing the Data Source
- Adding Chart Titles
- Moving the Legend
- Changing Chart Location
- Printing a Chart Sheet
- Adding and Removing Gridlines
- Formatting an Axis
- Changing Axis Scaling
- Formatting the Data Series
- Using a Secondary Axis
- Adding a Trendline
- Charting Non-adjacent Ranges
- Adjusting 3-D View
- Creating a Waterfall Chart
- Working with the Data Map
- Organizing the Map Worksheet
- Creating a Basic Map with Excel-2000
- Mapping with Excel-2002/2003
- Using MapPoint-2009
- Using Google Earth and Google Maps

Who can benefit: Anyone who knows the basics of Excel and wants to learn the ins and outs of advanced charting and maps.

Prerequisites: You should meet the Level II prerequisites; have a working knowledge of spreadsheet construction, formula/function creation and basic chart building.

Excel Forecasting & Trend Analysis

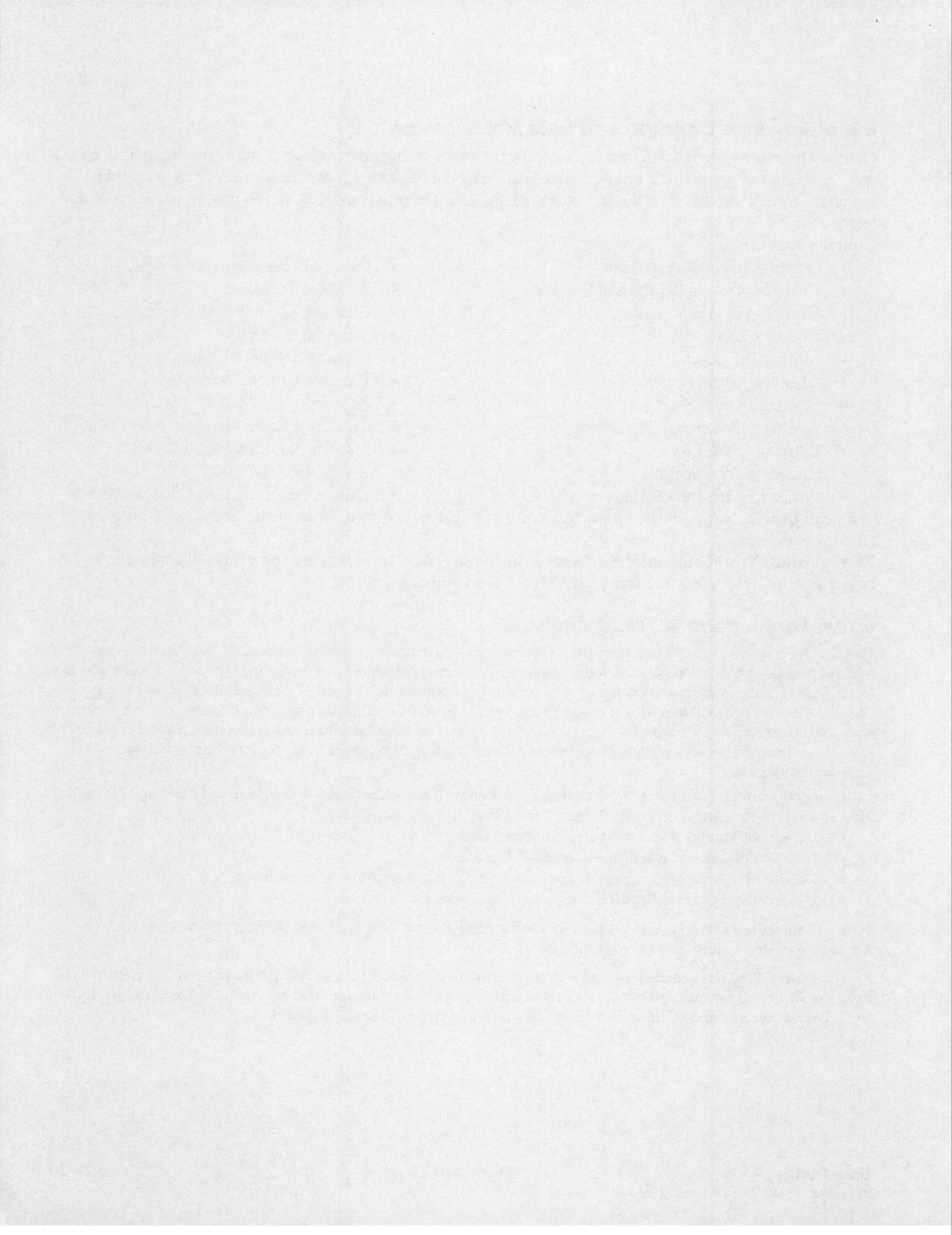
Course Overview: This workshop deals with Forecasting and Trend Analysis using Excel 2002-03. With the complexity and risk of market and business forces today, forecasting business performance is increasingly important. Managers at all levels need to make intelligent predictions of future sales and profit trends as part of their overall business strategy. In addition the level and skill diversity of costly human resources need to be based on accurate forecasts of the projected work and customer service needs. By forecasting sales, work or customer service levels six months, a year, or even three years down the road, managers can anticipate related needs such as employee acquisitions, training, office space, and material resources.

Learning Objectives: By the end of the course, the student will know the basics of designing and building Forecasting Models and how to add various types of Trend Lines. They will also be able to:

- Implement Moving Averages with their Spreadsheets
- Graph a Forecast and add different types of Trendlines
- Choose from 3 different regression methods to implement forecasting business model
- Use techniques to measure the accuracy of a Sales Forecast

Who will benefit: - This course is intended for the intermediate to experienced user of Excel who wishes to employ forecasting models within their Excel Databases.

Prerequisites: Previous experience using Microsoft Windows 2000 or XP. You will get the most of this course if you have a solid working knowledge of MS-Excel Spreadsheets, formulas, functions and generation of Excel Charts. Excel I and II courses recommended. Basic knowledge of forecasting and trend analysis is helpful.



Excel for Finance

Course Overview: Microsoft Excel provides a series of functions that perform various types of financially related operations. These functions use common factors depending on the value that is being calculated. Many of these functions deal with investments or loan financing. Other financial models and calculations can be solved with some of Excel's advanced features and analysis tools.

Main topics covered include:

Financial Concepts

- Present Value
- Future Value
- Number Of Periods
- Interest Rate
- Relationship between Periods and Rates
- Payment
- Payment Type

Hand on Student Exercises

Financial Models

- The Future Value of an Investment
- The Number of Periods of an Investment
- Calculating the Monthly Payments of a Loan
- The Amount Paid As Interest During a Period
- Calculating the Monthly Payments of a Loan
- Calculating Amount Paid as Principal
- The Present Value of a Loan or an Investment
- Calculating Interest Rates
- Calculating Internal Rate of Return
- Calculating Net Present Value

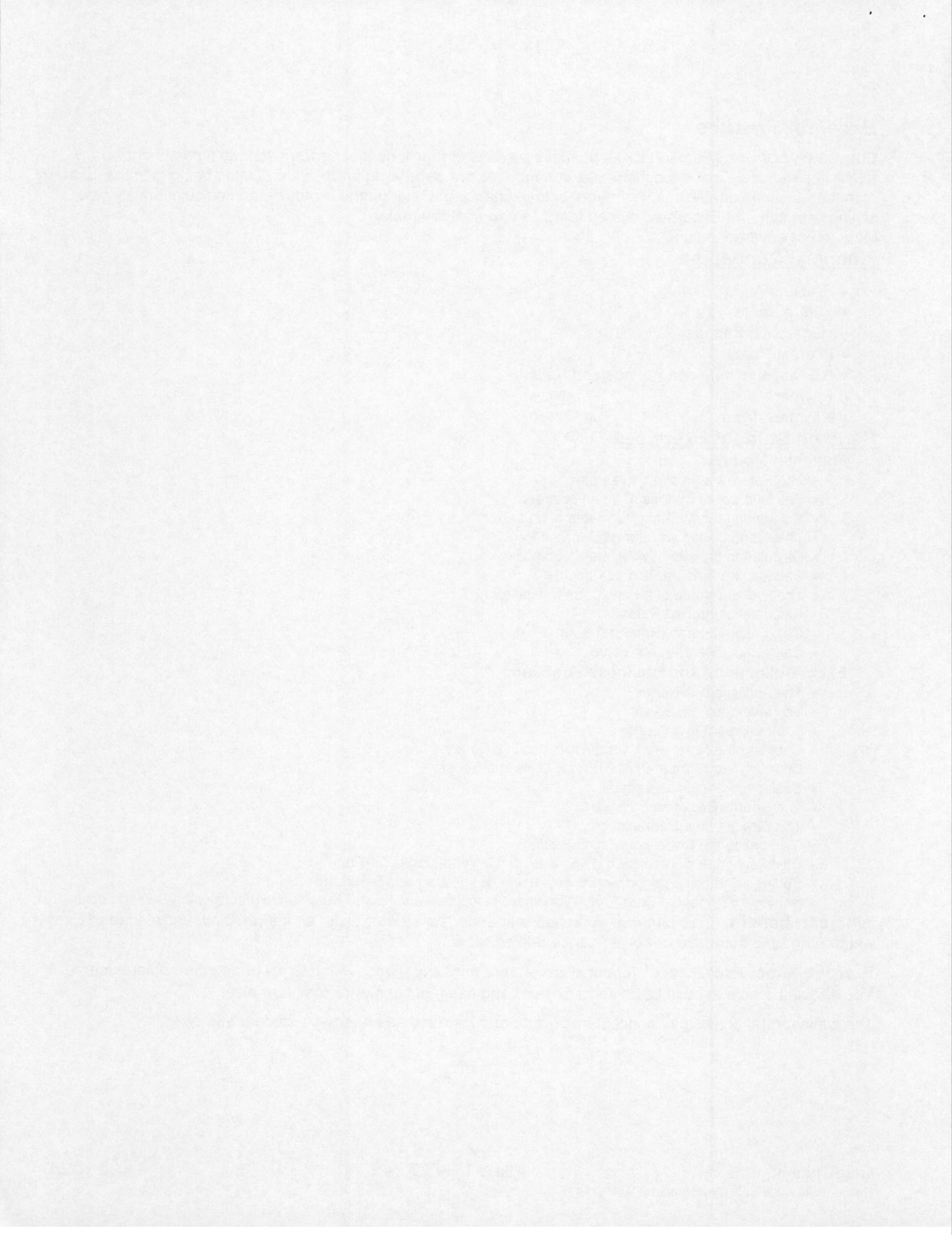
Excel Collections and Business Functions

- The Average of a Series
- The Minimum in a Series
- The Maximum in a Series
- Counting the Number of Numeric Values in a Series
- Counting the Number of Non-Empty Cells in a Series
- Business Functions - Assets
- The Double Declining Balance
- The Straight Line Depreciation
- Calculating the Double-Declining-Balance
- Calculating the Depreciation Using Sum of the Years' Digits (SYD)
- Setting up multiple period worksheets using Range Names and auto-fill
- Setting up Protected Data Entry Worksheet Templates and how to Summarize results with 3D Workbooks

Who can benefit: This one day workshop is intended for students with an intermediate knowledge of Excel with the need to automate or solve finance related tasks.

Prerequisites: Excel Level 1 (optional Excel 2) or prior experience using Excel at an intermediate user level. You should be able to build basic spreadsheets and use functions within cell formulas:

The class format consists of concept instruction and instructor led hands-on student exercises.



Excel Multiple Worksheet Workshop One day

Course Overview: In this course, participants will learn more advanced features of Excel, including the full use of multiple worksheet applications, 3D Workbooks, creating data series, finding problems in formulas and dependencies, and protecting a sheet or workbook from changes.

Learning Objectives: By the end of the course, the student will have a working knowledge of the use of Multiple Worksheet, the use of Auditing Tools and Workbook/Worksheet protection.

Course Content:

- Working with Multiple Worksheets
- Managing Worksheets
- Creating 3-D Formulas
- Grouping Worksheets
- Consolidating Worksheets
- Consolidating by Category or Position
- Using Auditing Tools
- Displaying the Auditing Toolbar
- Displaying or Removing Dependent & Precedent Arrows
- Tracing Cells Causing Errors
- Using Worksheet Protection
- Locking and Unlocking Cells
- Protecting and Unprotecting a Worksheet
- Protecting and Unprotecting a Workbook Window
- Assigning a Password
- Opening a Protected File
- Removing a Password
- Setting Manual/Automatic Calculation

Who will benefit: - Anyone who knows the basics of Excel and needs experience working with multiple worksheets and files, consolidating worksheets and protecting files

Prerequisites: You should meet the Level II prerequisites; have a good working knowledge of spreadsheet construction and formula/function creation.

Excel Statistical Analysis Workshop

Course Overview: This workshop deals with Statistical Analysis of sample data using Excel 2002-03. The workshop also provides an overview into more sophisticated sampling and regression models.

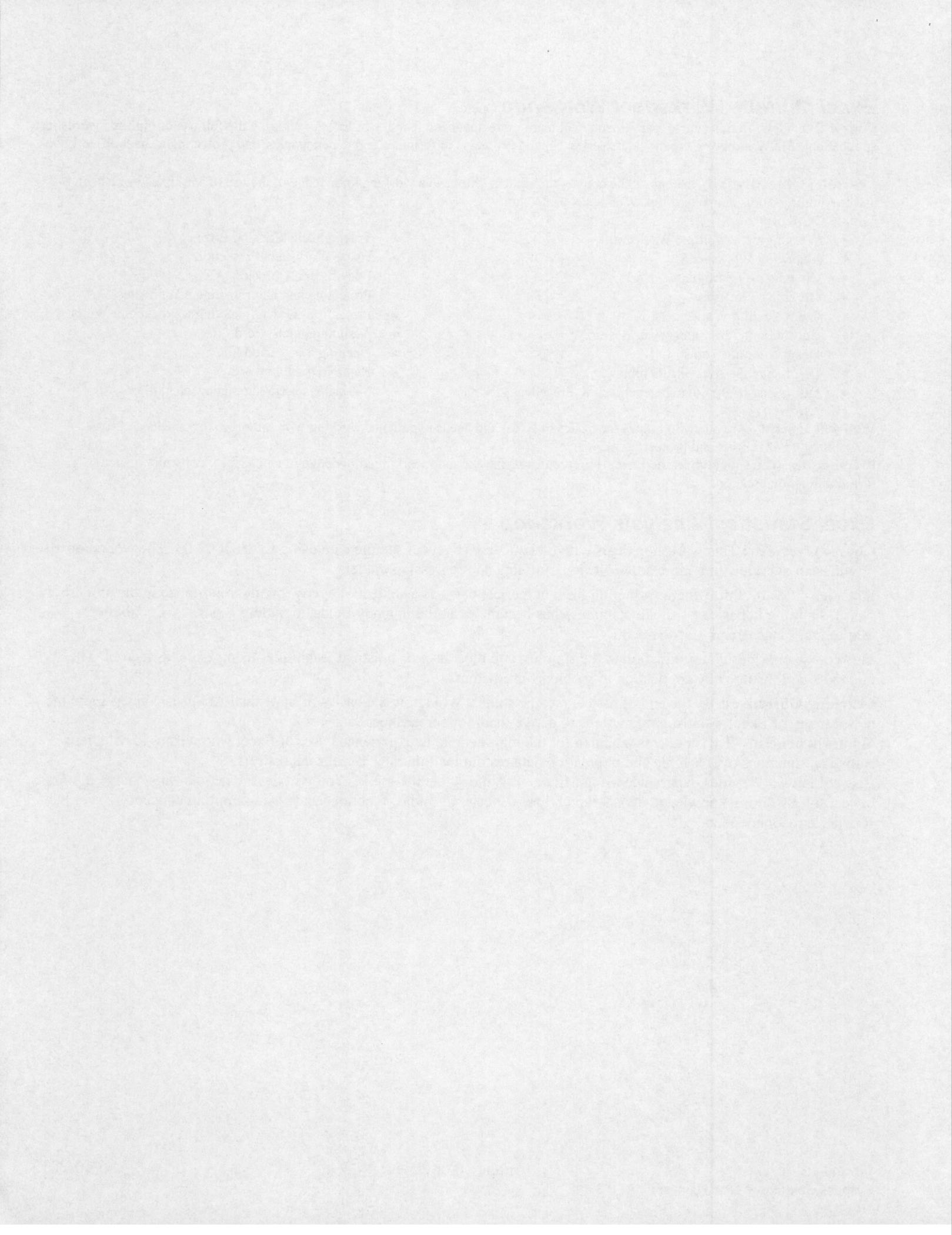
Statistics - the art of drawing information from numerical data - is a subject of ever-growing importance in the modern world. Training in basic statistical techniques has become essential in many fields, including Business, Economics, Marketing, Finance and Management.

This course provides an introduction to the simplest and most useful statistical techniques using Excel as its tool. The methods are illustrated by application to problems in Business.

Learning Objectives: By the end of the course, the student will know the basics of Statistical Analysis concepts and the use of many of Excel's statistical functions to derive them for spreadsheet data.

Who will benefit: - This course is intended for the intermediate to experienced user of Excel who wishes to calculate statistical functions over sample and population data residing within their Excel spreadsheets.

Prerequisites: Previous experience using Microsoft Windows 2000 or XP. You will get the most of this course if you have a solid working knowledge of MS-Excel Spreadsheets, formulas, functions and basic sampling concepts. Excel I and II courses recommended.



Excel Pivot Tables and Charts

Course Overview: This workshop deals with creating Pivot Tables and Pivot Chart in Excel 2002-03. If you currently use Excel and Sort, Filter and Subtotal data using manual functions, this course will show you how to create dynamic sheets and charts that automatically provide these sort, subtotal and filter functions.

A pivot table allows you to reorganize and summarize selected columns and rows of data in a spreadsheet to obtain a desired report. A pivot table doesn't actually change the spreadsheet itself. In computer lingo, to pivot is to turn the data (i.e. slice and dice) to view it from different perspectives.

A pivot table is especially useful with large amounts of data. For example, a store owner might list monthly sales totals for a large number of merchandise items in an Excel spreadsheet. If the owner wanted to know which items sold better in a particular financial quarter, it would be very time-consuming for her to look through pages and pages of figures to find the information. A pivot table would allow the owner to quickly reorganize the data and create a summary for each item for the quarter in question.

A pivot chart is a powerful data analysis tool that enables one to visualize the data relationships of a pivot table. It differs from static charts in that it is dynamic and be modified on the fly by the user.

Learning Objectives: By the end of the course, the student will know the basics of creating and formatting both Pivot Tables and Pivot Charts. They will also be able to:

- Prepare an Excel Database for use as a Pivot Table
- Create a Pivot Table and assign its major dimensions with columns from the database
- Be able to "pivot" column headings on the Pivot Table.
- Apply filters on the elements of the Pivot Table and/or those columns listed in the Page Area
- Expand a Pivot Table Cell to the rows of the database that it represents
- Format the cells of the Pivot Table
- Create a Pivot Chart from an existing Pivot Table or from their Excel Database
- Rearrange the data elements on the Pivot Chart and Format its appearance
- Manage related Pivot Tables and Related Charts

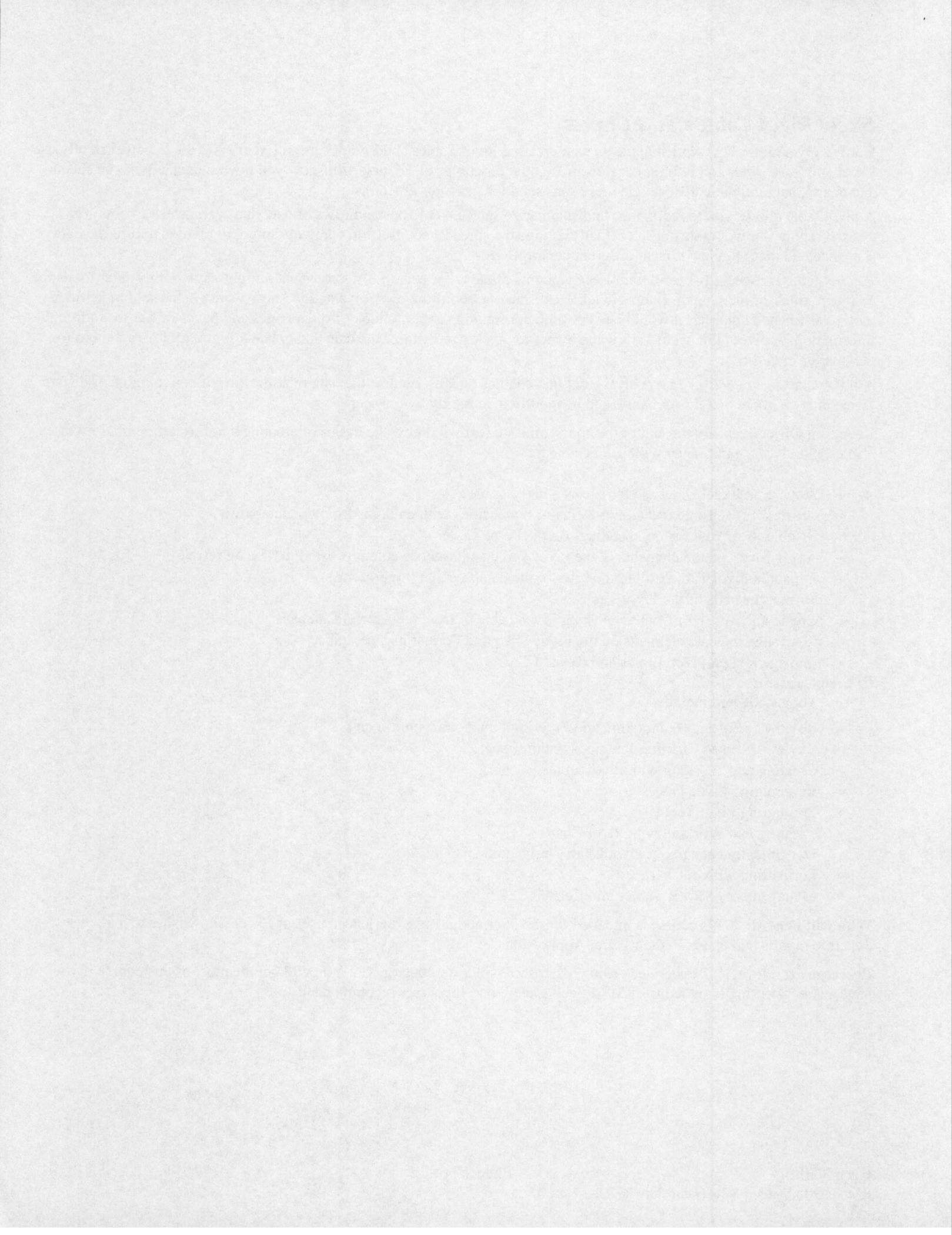
Course Content:

Topics covered include:

- Review of Sorting, Subtotaling and Filtering Functions within Excel
- Review of Basic Charting functions within Excel
- Creating and Working with PivotTables
- Rearranging Pivot Tables
- Formatting Pivot Tables
- Creating and Working with Pivot Charts
- Dynamically changing a Pivot Chart Design and Display
- Formatting a Pivot Chart
- Management of Pivot Tables and Related Charts

Who will benefit: - This course is intended for the intermediate to experienced user of Excel who wishes to make use dynamic reports and charts in their Excel Applications.

Prerequisites: Previous experience using Microsoft Windows 2000 or XP. You will get the most of this course if you have a solid working knowledge of MS-Excel. Excel I and II courses recommended.



Excel What If Business Analysis Workshop

Course Overview: This workshop deals with building “*What-If*” scenarios and models using Excel 2002-03. The course provides an introduction and practice with the four business *What-If* analysis tools that come with Excel: Goal Seek, Data Tables, Scenarios and Solver.

Goal Seek: is a useful analysis tool to use when you know the desired result of a single formula that you want to achieve, but you do not know the input value that the formula needs to determine the desired result.

Data tables: are a collection of cells that display how changing certain values in worksheet formulas affect the result of those applied formulas. Data tables provide a shortcut for calculating multiple versions in one operation, and a way to view and compare the results of all of the different variations together on your worksheet.

Scenarios: are useful when you need to save a set of values and substitute them automatically in a worksheet to allow you to forecast the outcome of a worksheet model. This tool allows the creation and saving of different scenarios on the same worksheet. Once built, you can switch to any of the saved scenarios to view different results.

Solver: allow you to find an optimal value for a formula in a target worksheet cell. Solver works with a group of cells related to a target cell’s formula. Solver changes the values of adjustable cells to produce the desired result you specify in the target cell formula. You can also apply different constraints to restrict the values that Solver can choose from to adjust the cells.

Learning Objectives: By the end of the course, the student will know the basics of designing and building “*What-If*” scenarios and models and their application within general business data analysis.

Course Content: Topics covered include:

Goal Seek

- What is and When Would You Use Goal Seek
- How to Use Goal Seek
- Exercises
 - Use Goal Seek to Solve Math Problems, to Forecast Interest Rates and to Determine Optimal Prices

Data Tables

- What Are and When Would You Use Data Tables
- How to Create Data Tables
- Working with One & Two Variable Data Tables.
- Clearing and Converting Data Tables
- Adjusting Data Table Calculation Options
- Exercises

Scenarios

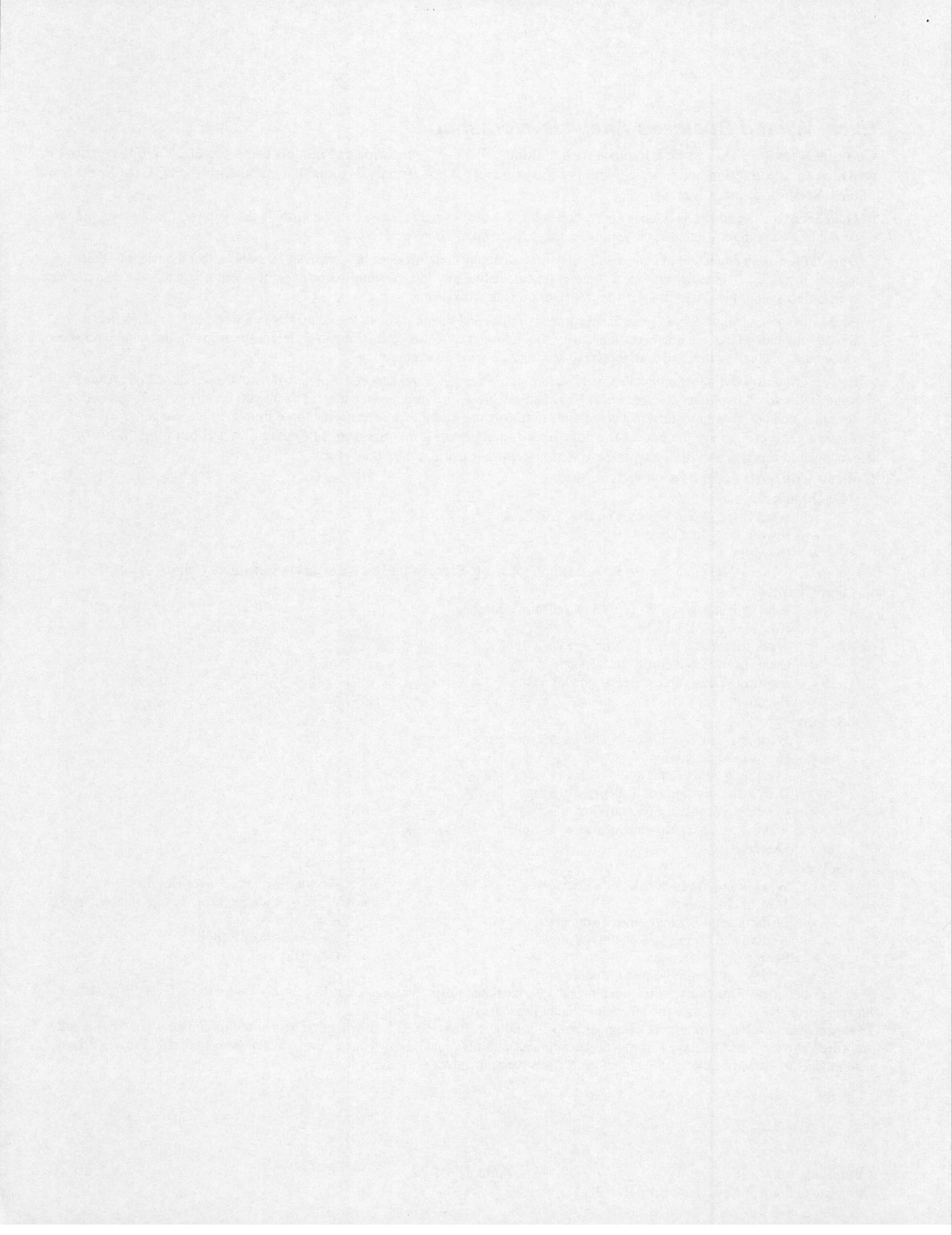
- What Are and When Would You Use Scenarios
- How to Use Scenarios
- Creating a New Scenario
- Displaying, Editing and Deleting Scenarios
- Creating a Scenario Summary Report
- Preventing Changes to a Scenario
- Exercises

Solver

- What Is and When Would You Use Solver
- How to Use Solver
- Installing and Setting Solver Parameters
- Adding and Changing Constraints
- Setting Solver Options
- Saving and Loading Solver Models
- Working with the Solver Results
- Working with the Show Trial Solution Dialog Box.
- Creating Solver Reports
- Exercises

Who will benefit: - This course is intended for the intermediate to experienced user of Excel who wishes to perform “*What-If*” business data analysis with data models within Excel Databases.

Prerequisites: Previous experience using Microsoft Windows 2000 or XP. You will get the most of this course if you have a solid working knowledge of MS-Excel Spreadsheets, formulas, and functions. Knowledge of basic Business scenarios and solver driven data models will also be helpful. Excel I and II courses recommended.



Office-2007 What's New Workshop

Course Overview: This workshop deals with the Ribbon Interface and the new features of Office-2007

Learning Objectives: By the end of the course, the student will be familiar to Office-2007 Ribbon Interface as well as aware of the major new features of the individual Office Products. This course is not intended to teach the use of the individual Office Suite products but instead allow a student apply their existing knowledge of Office-2002 or Office-2003 product to the new interface and produce features.

Course Content:

The Office 2007 interface

- The Office Button menu
- The Ribbon
- The Mini toolbar
- The Quick Access toolbar and the Status bar
- The Office 2007 interface

The Office XML file format

- The Office XML format
- Office XML format compatibility
- The Office XML file format

New Word features

- Formatting
- Quick Parts and Building Blocks
- Shared documents
- New Word features

New Excel features

- Larger worksheet size
- Charts and reports
- Table options
- PivotTables
- Excel Services
- New Excel features

New PowerPoint features

- Dynamic SmartArt graphics
- Slide libraries
- Sharing presentations
- Custom layouts
- New PowerPoint features

New Outlook features

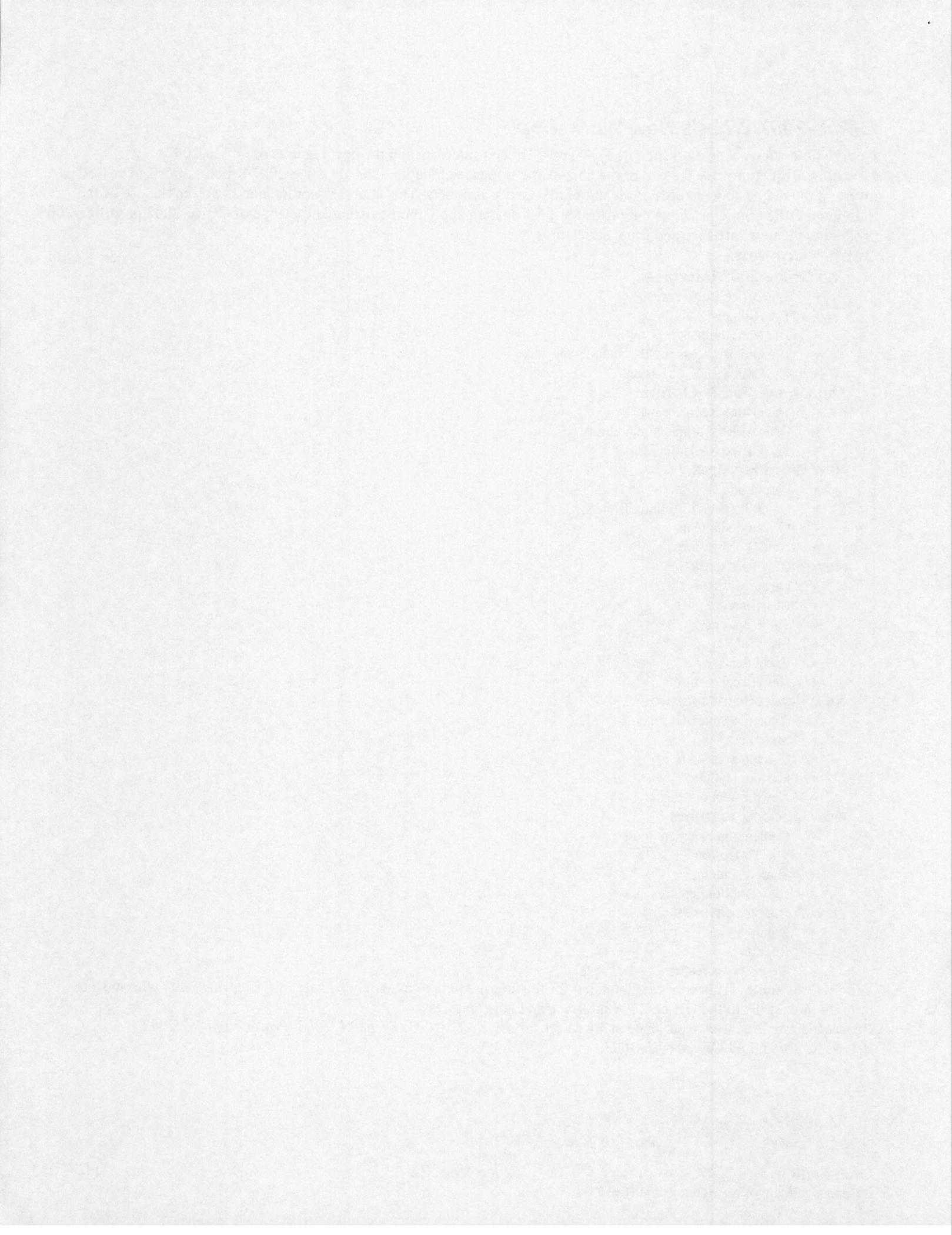
- Content management tools
- The To-Do Bar
- Shared content
- New Outlook features

New Access features

- Data features
- Reports
- New Access features

Who will benefit: - This course is intended for the intermediate to experienced user of Office-XP/2003 who wish to migrate their skills to the Office-2007 interface and new features.

Prerequisites: Previous experience using Microsoft *Word XP/2003*, *Excel XP/2003*, *PowerPoint XP/2003*, *Access XP/2003*, and *Outlook XP/2003*.



Microsoft® Office Access-2003 Level 1 *Two day*

Course Overview: This course provides the student with a working knowledge of Access databases. The database concepts and the basic object of an Access database are introduced. The approach of the course will be to explore the techniques needed to work with existing Tables, Queries, Forms and Reports. Exercises throughout the book will allow hand-on learning and reference review for future use.

Learning Objectives: Upon successful completion of this course, students will be able to:

- Understand basic database concepts and the key benefits of a relational database application
- Understand how database tables are designed and their key properties such as the ability to be assigned as a Primary Key and other field attributes: validation, required, captions, format, etc.
- Understand the basic sort, filter and search operations that can be performed on tables
- Understand the basic concepts of a database query, its uses within a database and some of the basic definition and criteria assignment concepts.
- Understand the basic concepts of a database form, its uses in entering, displaying and modifying table data.
- Understand the basic concepts of a database report, its uses in providing a paper record of sorted, grouped and filtered table or query data.
- Have a comfort level in working with existing Access Databases, understanding their structure, and designed tools to allow access to their data.

Who can benefit: Any student who need to use existing Microsoft Access databases on a daily basis and needs to a foundation to allow them to extend their ability to change, enhance or develop databases of their own. This knowledge is expected to come from Access Level II and Access Level III courses.

Prerequisites: Basic Windows knowledge and the ability to understand basic concepts of data is all that is required for this course. The use of Excel even at the beginner's level will be beneficial.

Microsoft® Office Access-2003 Level 2 *Two day*

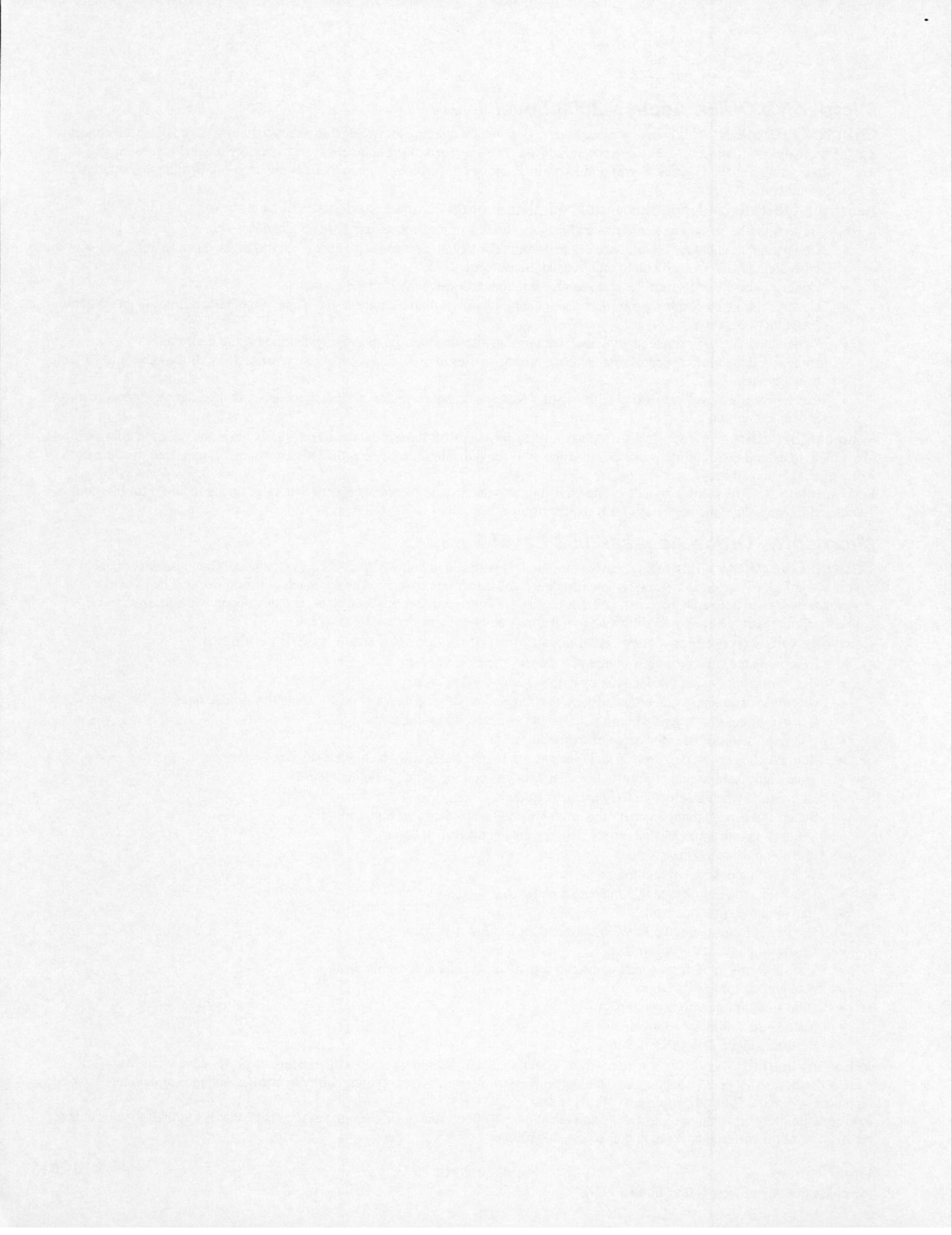
Course Overview: This course provides the student with added knowledge of Access databases. Database development concepts and how to use database objects in an Access database will be covered. The approach of the course will be to explore the techniques needed to both enhance existing Tables, Queries, Forms and Reports as well as and develop new database objects. Exercises throughout the book will allow hand-on learning and reference review for future use.

Learning Objectives: Upon successful completion of this course, students will be able to:

- Determine the contents and structure of a database you didn't create.
- Get started with using the database by entering and viewing data.
- Customize a database you didn't create by adding and modifying data and objects in tables, forms, queries, and reports.
- Use expressions as criteria to limit your results and perform calculations.
- Use Expression Builder for complex expressions.
- Retrieve the highest or lowest values, such as the 10 associates with the highest sales last quarter.
- Total values and use other built-in functions, such as counting and averaging records.
- Understand when and how to use parameter queries.
- Set up and run a parameter query that prompts you for the data you want to find.
- Set up a parameter query that retrieves all the data between two values.
- Use complex criteria in queries.
- Work with the And, Or, and In operators.
- Use wildcards to find data that matches a pattern.
- Explain how subforms work.
- Create subforms using the Form Wizard and the SubForm Wizard.
- Change the layout of subforms.
- Use subforms to perform calculations and display the results in the main form.
- Add and customize controls.
- Bind a control directly to your data.
- Set default values for controls.
- Perform simple data validation.

Who can benefit: Any student who needs to extend their skills set in working with existing ad newly developed Microsoft Access databases. Those who need more detailed skills to allow them to extend their ability to change, enhance or develop databases on their own are the focused participants of this course. .

Prerequisites: Basic Windows knowledge and the ability to understand basic concepts of data is all that is required for this course. Knowledge of the material covered in the Access-2003 Level 1 class is assumed.



Microsoft® Office Access-2003 Level 3 *Two day*

Course Overview: This course provides the student with added knowledge of Access database objects and the key steps in developing Database Applications in an event driven environment. Once Tables, Queries, Forms and Reports are defined, application development wraps menus, security procedures, backup operations and the ability to expand the database's future scope to cover business changes through the use of LOV tables and expansion fields built into the database's main tables. The approach of the course will be to both explore and use these development techniques to build a complete database application. Each student will be given a sample case study which they will use to generate a complete Access database application project. Topics throughout the book will allow hand-on learning and reference review for future use in the students business environment. While reference to VBA coding will be mentioned an alternative approach to Access Macros, no knowledge of VBA or coding practices is required for this course.

Learning Objectives: Upon successful completion of this course, students will be able to:

- Understand the basic concepts of normalization
- Understand to basic concepts of Event Driven database development
- Build Access macro procedures
- Assign Access macro procedures to database events
- Use the Access Switchboard to build an database menu system
- Use and set Access Startup procedures
- Understand the basic concepts of database security and methods that can be used to limit access to DB objects
- Build database backup procedures into a database application
- Design, build and use List of Value (LOV) tables
- Design expansion fields into a database's main tables
- Split a database into data table Back Ends and application interface Front End
- Build a complete database application with menus, security, backup and built in expansion

Who can benefit: Any student who needs to extend their skills set in designing and developing Microsoft Access database applications. Those who need more detailed skills to allow them to extend their ability to change, enhance or develop database applications on their own are the focused participants of this course. .

Prerequisites: Knowledge of the material covered in the Access-2003 Level 1 and Level 2 classes is assumed. Ability to navigate in Access-2003, design tables, queries, forms and basic reports. No prior coding knowledge is assumed for the course.

Microsoft® Office Excel-2003 Level 1 *Two day*

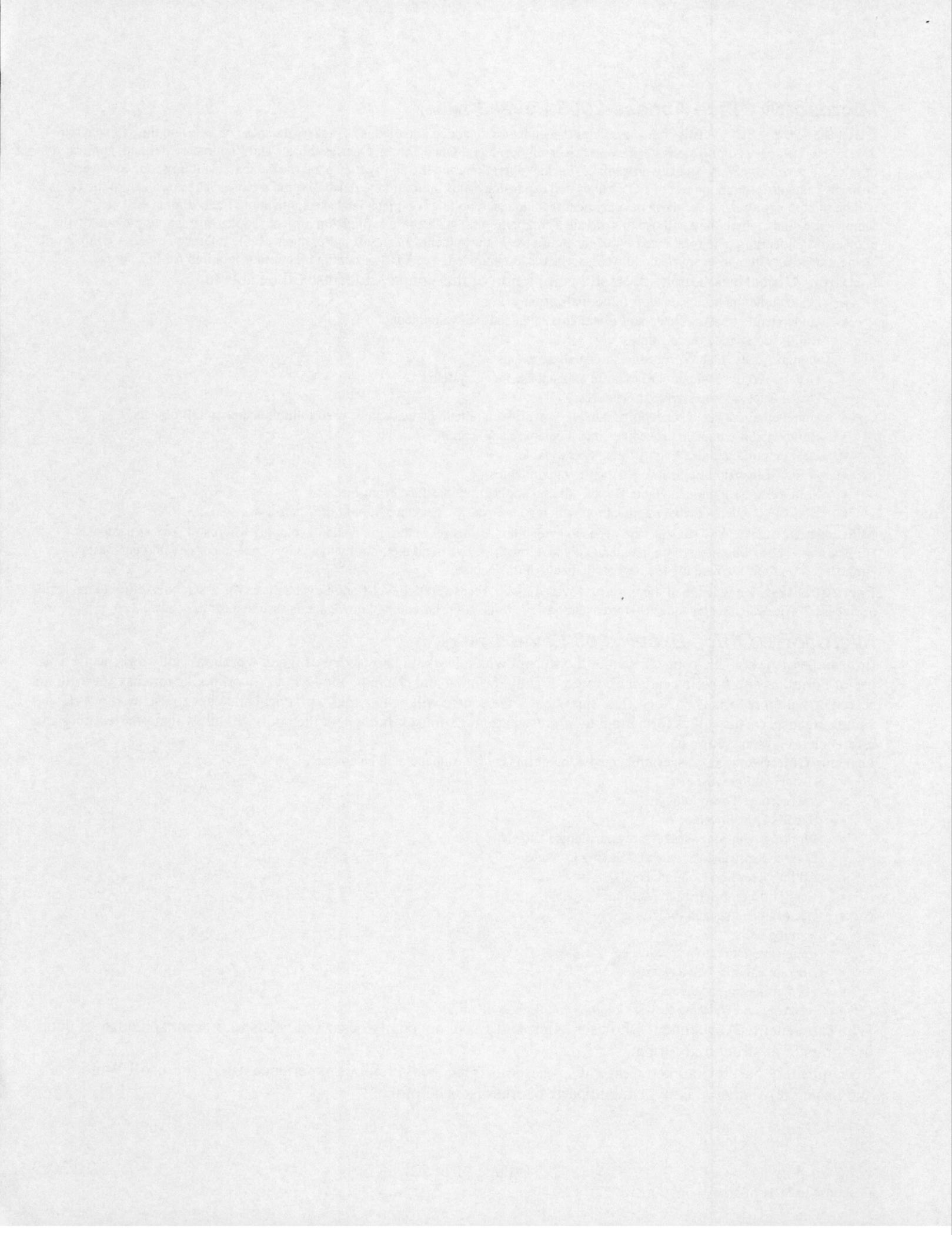
Course Overview: This course provides the student with a working knowledge of Excel workbook and worksheets. The use of Formulas and functions are introduced. Finally, printing and changing the layout of workbooks for easy viewing on screen or within reports is covered. The approach of the course will be to explore practical and easy to use methods of using spreadsheets as well as formatting their presentation. Exercises throughout the book will allow hand-on learning and reference review for future use.

Learning Objectives: Upon successful completion of this course, students will be able to:

- History of Spreadsheets
- Spreadsheet Terminology
- Excel's User Interface
- Working with Spreadsheet Rows, Columns and Cells
- Entering Spreadsheet data and Saving Changes
- Adding Row and Column Totals
- Using different Selection Methods
- Use of Formulas and Functions
- Naming cells
- Importing data into a spreadsheet
- Absolute and Relative reference
- Formatting Spreadsheets
- Inserting and Deleting Rows, Columns and Ranges of cells

Who can benefit: Any student who uses Microsoft Excel on a daily basis and needs to present spreadsheet data in a graphic or structured format.

Prerequisites: No previous knowledge of spreadsheets is required. Previous experience using Microsoft Windows and basic knowledge of copy, cut and paste operations is helpful.



Microsoft® Office Excel-2003 Level *Two day*

Course Overview: This course provides the student with an immediate level of knowledge in the use of Excel workbook and worksheets. Major topics include (1) Use of Spreadsheet Charting; (2) Organizing Excel Data through the use of Sorting, Filtering, Subtotals and Pivot Tables; (3) Additional Excel Functions; and (4) Templates, Comments and Hyperlinks. Exercises throughout the book will allow hand-on learning and reference review for future use.

Learning Objectives: Upon successful completion of this course, students will be able to:

- Know what data to select and what type of chart to use for charting spreadsheet data
- Format Bar, Column and Pie Charts
- Format Chart Backgrounds to emphasize the topic of the chart
- Modify Chart Scaling to Emphasize Trends
- Use Excel on the Web to Export to and Import Data from a Web Page
- Sort, Filter and generate Subtotals
- Create, Use, Modify and Format PivotTable Data
- Chart PivotTable Data
- Create Three Dimensional Spreadsheets
- Use the Functions Wizard for existing and new functions
- Create Excel Templates
- Add Comments and Hyperlinks
- Use Lookup, Reference and Logical functions (If)
- Define, Apply and Use named ranges in their Excel Formulas

Who can benefit: Any student who needs to use Microsoft Excel on a daily basis and needs more powerful tools to become more productive in their ability to present spreadsheet data in a graphic or structured format.

Prerequisites: You should already be an Excel user as a certain amount of prior experience is assumed.. You should have a thorough understanding of the Excel interface and a good understanding of basic formula and function construction. This experience could be acquired through an introductory Excel course such as Excel I, or through previous experience with Microsoft Excel using basic spreadsheet operations that were self taught.

Microsoft® Office Word-2003 Level 1 *Two day*

Course Overview: This course provides the student with an Beginning level of knowledge in the use of Word documents. Exercises throughout the book will allow hand-on learning and reference review for future use.

Learning Objectives: Upon successful completion of this course, students will be able to:

- Understand Screen layout, Entering and editing information, File operations, and Navigation
- Selecting text, use of editing tools, Move & copy, Formatting
- Use Keyboard shortcuts for character formatting and Paragraph formats
- Use the Format painter, apply Borders and Bulleted and numbered lists
- View and Print documents
- Work with Tables, Table borders and shading, table headings
- Use proofing tools, Spell checker & thesaurus
- Modify page layout thru the use of Page setup, Page breaks and Headers and footers

Who can benefit: Any student who uses Microsoft Word on a daily basis and needs to present format and print document.

Prerequisites: No previous knowledge of word processing is required. Previous experience using Microsoft Windows and basic knowledge of copy, cut and paste operations is helpful.

Microsoft® Office Word-2003 Level 2 *Two day*

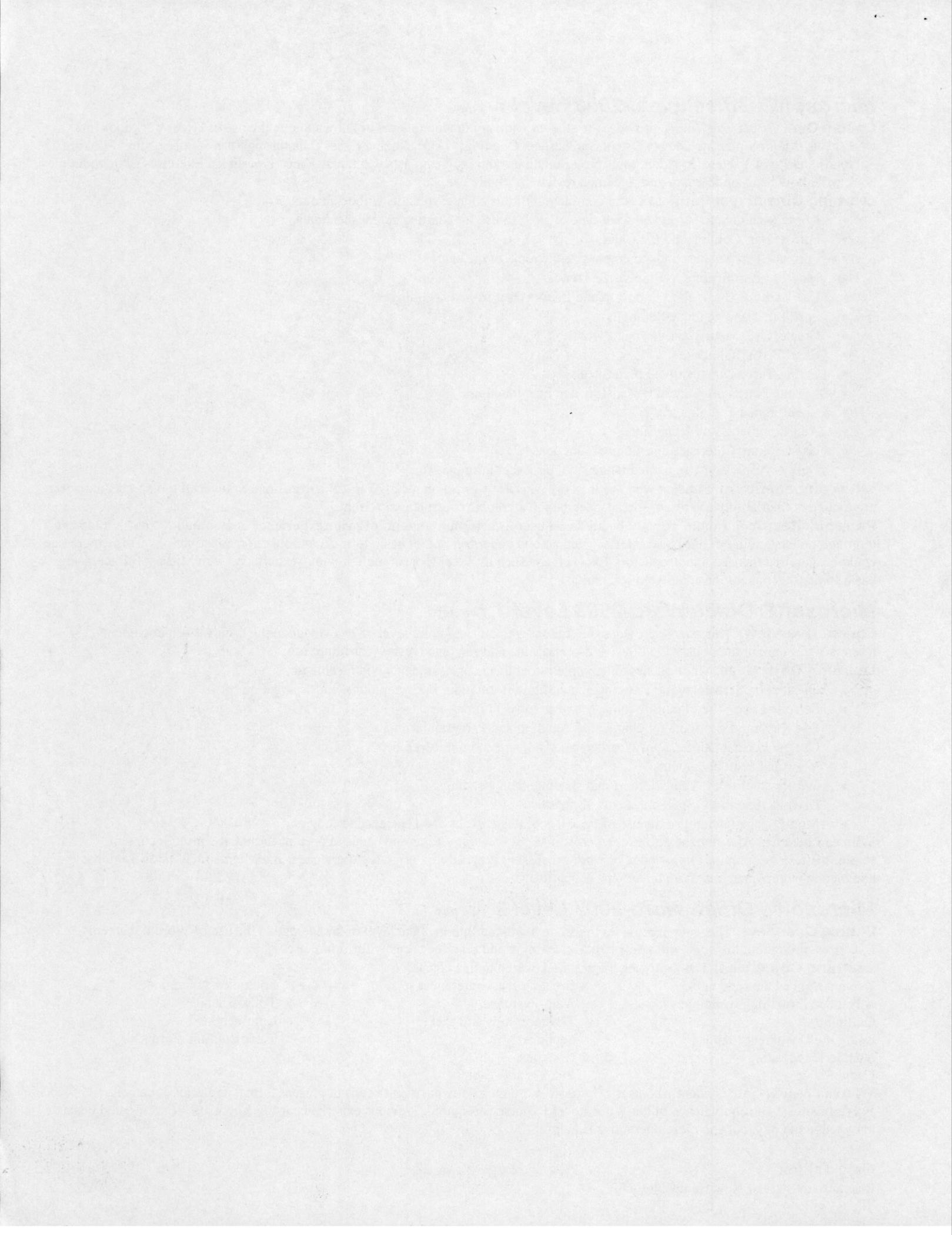
Course Overview: This course provides the student with an Intermediate level of knowledge in the use of Word documents. Exercises throughout the book will allow hand-on learning and reference review for future use.

Learning Objectives: The following Topics are covered in this course:

Using advanced tabs and tables	Creating cross-references	Footnotes and endnotes
Advanced formatting techniques	Auto-Features	Track Changes
Outlining	Advanced tips and tricks	Comments
Using the Document Map	Sections	Templates and Forms
Numbering Headings	Columns	
Using Fields	Indexes and Tables	

Who can benefit: Any student who uses Microsoft Word on a daily basis and needs to present format and print document.

Prerequisites: The equivalence of the Word Level 1 course is required. Previous experience using Microsoft Windows and basic knowledge of copy, cut and paste operations is helpful.



STATE OF NEW HAMPSHIRE

BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX
25 CAPITOL STREET
CONCORD, NEW HAMPSHIRE 03301-6398

ADDENDUM # 1

TO RFB INVITATION # 2-14

DATE OF BID OPENING: 5/13/13

TIME OF BID OPENING: 11:30 AM

FOR: TRAINING SERVICES – SOFT SKILLS & COMPUTER SKILLS WORKSHOPS

QUESTIONS AND ANSWERS

QUESTION #1

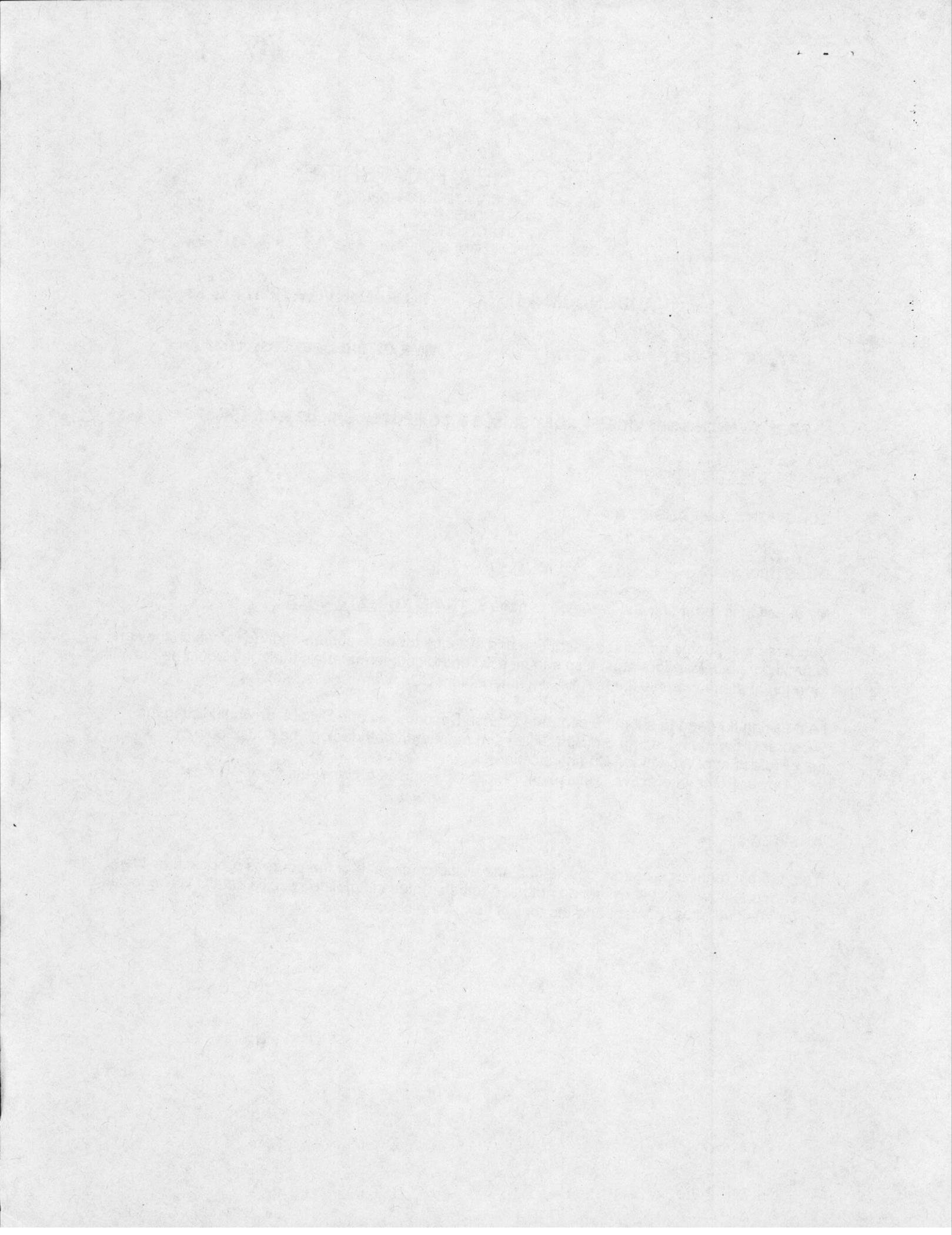
My question is regarding Bid 2-14, top of page 7, TRAINING MATERIALS.

Vendors must submit a course description and syllabus for each course offering for which they are submitting a bid. Vendors must also submit a list of the course materials that they would be providing for each of these courses (i.e. books, documentation, CDs, web access, etc).

I am asking if I need to submit 9 separate Course Descriptions and Syllabi, or would listing the 9 Course Titles I am bidding on (Soft Skills) and a general methodology be acceptable?
i.e., Professional Workplace Communication
Power Point, Interactive Discussion, Practical Exercises & Handouts

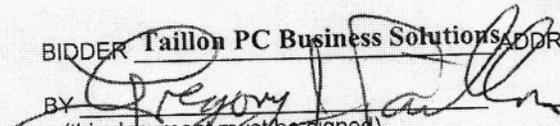
ANSWER #1

Yes, the bid requires a course description and syllabus for each of the courses proposed by the vendors; however, the syllabi do not need to be created in timeline specific detail. We're looking for a sense of the content and the topical flow of the class.



PURCHASING AGENT: **ROBERT LAWSON**
TEL. NO.: **603/271- 3147**

NOTE: IN THE EVENT THAT YOUR BID INVITATION HAS BEEN SENT TO THIS OFFICE PRIOR TO RECEIVING THIS ADDENDUM, RETURN ADDENDUM WITHIN THE SPECIFIED TIME WITH ANY CHANGES YOU MAY WISH TO MAKE AND MARK ON THE REMITTANCE ENVELOPE BID INVITATION NUMBER AND OPENING DATE. RETURNED ADDENDA WILL SUPERSEDE PREVIOUSLY SUBMITTED BID.

BIDDER Faillon PC Business Solutions ADDRESS 111 Willard Way
BY  Plaistow, NH 03865
(this document must be signed) Gregory J. Faillon TEL. NO. 603-382-7239
(please type or print name)

