

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

Date: 9/3/15

NOTICE OF CONTRACT

COMMODITY: Professional Technical Training Services

CONTRACT NO.: 8001888

NIGP: 920-9100

VENDOR: New Horizons Computer Learning Centers VENDOR # : 264967
460 Amherst Street
Nashua, NH 03063

CONTACT PERSON(S): Steve Appleby
Tel. No.: 603-324-6233
Fax No.: 603-882-3267
E-Mail: steve.appleby@nhls.com

EFFECTIVE FROM: September 1, 2015 Through: June 30, 2018

TERMS: Net 30

PRODUCTS & PRICES: See below

SCOPE OF WORK

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

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

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

CONTRACTOR-SITE TRAINING for the CLASSROOM TRAINING

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

STATE-SITE TRAINING for the CLASSROOM TRAINING

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

WEB-BASED TRAINING

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

CONTRACTOR REQUIREMENTS

All services performed under this Contract shall be performed between the hours of 8:00 A.M. and 4:30 P.M unless other arrangements are made in advance with the State. Any deviation in work hours shall be pre-approved by the State. The State requires ten (10) days advance knowledge of said work schedules to provide security and access to respective work areas. No premium charges will be paid for any off-hour work.

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

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

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

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

COURSE EVALUATION REPORT FOR COURSES PRESENTED AT STATE SITES

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

CONTRACTOR STAFF PERFORMANCE

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

The work staff shall consist of qualified persons completely familiar with the products and equipment they shall use. The Contracting Officer may require the Contractor to dismiss from the work such employees as deemed incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security.

PRICING QUOTATIONS FOR INDIVIDUAL PROJECTS

State will request quotations by providing a SOW describing the classes required and the applicable technical qualifications. Contractor shall return quotes within three (3) business days. The quoted class rates shall not exceed the rates established under this Contract. Class rates are fully loaded and shall include all travel, class materials, etc. needed to perform the required training.

	Classroom Training Contract	Classroom Training Contract	Web Training Contract	Web Training Contract
	Cost	Course Length in Days	Cost	Course Length in Days
TECHNICAL SUPPORT SPECIALIST TRAINING PROGRAM				
A+ Certification hardware and OS	\$3,400.00	10	\$3,400.00	10
A+ Certification hardware	\$1,700.00	5	\$1,700.00	5
A+ Certification OS	\$1,700.00	5	\$1,700.00	5
Network + Certification	\$1,700.00	5	\$1,700.00	5
Security + Certification	\$1,700.00	5	\$1,700.00	5
Microsoft Certified Desktop Technician (MCDT)	\$3,400.00	10	\$3,400.00	10
Microsoft Certified MCAD Training	\$5,100.00	15	\$5,100.00	15
Cisco CCNA Certification	\$2,955.00	5	\$2,955.00	5
Service Management Certification	\$2,975.00	5	\$2,975.00	5
Microsoft Certified MCSE Training	\$6,800.00	20	\$6,800.00	20
Oracle System Administrator	\$2,150.00	5	\$2,150.00	5
Oracle Advanced System Administration	\$2,150.00	5	\$2,150.00	5
Oracle DB Design	\$2,150.00	5	\$2,150.00	5
Implementing, Managing & Maintaining a Microsoft Windows	\$1,980.00	5	\$1,980.00	5
Cisco CCVP CCSP	\$3,995.00	5	\$3,995.00	5
Cisco CCNA Voice	\$2,795.00	5	\$2,795.00	5
Cisco CCNA Wireless	\$2,795.00	5	\$2,795.00	5
Cisco CCNET	\$2,600.00	5	\$2,600.00	5
Microsoft 7 Trouble Shooting and Support	\$1,195.00	3	\$1,195.00	3
Advanced Implementing and Troubleshooting MPLS VPN Networks	\$2,795.00	5	\$2,795.00	5
SCNP - Security Certified Network Professional Certification	\$3,995.00	5	\$3,995.00	5
CISSP - Certified Information Systems Security Professional Certification	\$2,300.00	5	\$2,300.00	5
INFRASTRUCTURE				
Microsoft SQL Server	\$1,980.00	5	\$1,980.00	5
Microsoft SQL Server Admin and Security	\$1,980.00	5	\$1,980.00	5
Microsoft SQL Server Query and Scripting	\$1,980.00	5	\$1,980.00	5
Microsoft Security	\$1,980.00	5	\$1,980.00	5
Microsoft Active Directory	\$1,980.00	5	\$1,980.00	5
Microsoft C#	\$1,980.00	5	\$1,980.00	5
Getting Started with Server Management in Windows Server® 2008 (Beta 3) Hands-On Lab	\$1,980.00	5	\$1,980.00	5
Fundamentals of Windows Server 2008 Network and Applications Infrastructure	\$1,980.00	5	\$1,980.00	5
Configuring Identity and Access Solutions with Windows Server® 2008 Active Directory®	\$1,980.00	5	\$1,980.00	5
Managing and Maintaining Windows Server 2008 Network Infrastructure Servers	\$1,980.00	5	\$1,980.00	5
Wireless Network Set-up and Management	\$2,395.00	3	\$2,395.00	3
Cisco Voice over IP (CVOICE v6.0)	\$3,695.00	5	\$3,695.00	5
Implementing Cisco Unified Communications Manager Part 1 (CIPT1 v6.0)	\$3,395.00	5	\$3,395.00	5
Quality of Service (QoS)	\$3,395.00	5	\$3,395.00	5
Implementing Cisco Voice Gateways and Gatekeepers (GWGK)	\$3,995.00	5	\$3,995.00	5
Troubleshooting Cisco Unified Communications Systems (TUC v1.0)	\$3,495.00	3	\$3,495.00	3
Implementing Cisco Unified Communications Manager Part 2 (CIPT2 v6.0)	\$3,395.00	5	\$3,395.00	5
Microsoft Exchange Server 2013 / Core Solutions	\$1,980.00	5	\$1,980.00	5
Microsoft Exchange Server 2013 / Advanced Solutions	\$1,980.00	5	\$1,980.00	5
Microsoft Exchange Server 2010 / Configuring, Managing and Troubleshooting	\$1,980.00	5	\$1,980.00	5
Microsoft Exchange Server 2010 / Designing and Deploying Messaging Solutions	\$1,980.00	5	\$1,980.00	5
Administering Windows Server 2012	\$1,980.00	5	\$1,980.00	5
Configuring Advanced Windows Server 2012 Services	\$1,980.00	5	\$1,980.00	5
Microsoft SQL Server Reporting Services SSRS	\$1,200.00	3	\$1,200.00	3
Microsoft SQL Server Integration Services SSIS	\$1,200.00	3	\$1,200.00	3
Microsoft SQL Server 2015 features	\$1,980.00	5	\$1,980.00	5

Microsoft SharePoint	\$1,980.00	5	\$1,980.00	5
Oracle Database 11g = SQL Fundamentals	\$2,150.00	5	\$2,150.00	5
Oracle Database 11g – PL/SQL Fundamentals	\$2,150.00	5	\$2,150.00	5
Building Cisco Service Provider Next-Generation Networks, Part 1	\$3,695.00	5	\$3,695.00	5
Building Cisco Service Provider Next-Generation Networks, Part 2	\$3,695.00	5	\$3,695.00	5
Deploying Cisco Service Provider Advanced Network Routing v1.0	\$3,695.00	5	\$3,695.00	5
Implementing Cisco Service Provider Next-Generation Core Network Services v1.0	\$3,695.00	5	\$3,695.00	5
Implementing Cisco Service Provider Next-Generation Edge Network Services v1.0	\$3,695.00	5	\$3,695.00	5
Deploying Cisco Service Provider Network Routing	\$3,695.00	5	\$3,695.00	5
ASR 9000 Series Essentials	\$3,000.00	3	\$3,000.00	3
ASR 1000 Series Essentials v3.1.0S	\$3,750.00	4	\$3,750.00	4
Implementing Cisco MPLS v2.3	\$3,495.00	5	\$3,495.00	5
BigFix: Introduction to BigFix & Administration	\$3,995.00	3	\$3,995.00	3
HIPS: HIP-101: McAfee Host Intrusion Prevention System Essentials	\$3,995.00	4	\$3,995.00	4
NAC: NAC 101: McAfee Network Access Control [MPE] Product	\$3,995.00	4	\$3,995.00	4
Installing and Configuring Windows Server 2012	\$1,980.00	5	\$1,980.00	5
Administering Windows Server 2012	\$1,980.00	5	\$1,980.00	5
Configuring Advanced Windows Server 2012 Services	\$1,980.00	5	\$1,980.00	5
Designing and Implementing a Server Infrastructure	\$1,980.00	5	\$1,980.00	5
Implementing an Advanced Server Infrastructure	\$1,980.00	5	\$1,980.00	5
Implementing a Desktop Infrastructure	\$1,980.00	5	\$1,980.00	5
Implementing Desktop Application Environments	\$1,980.00	5	\$1,980.00	5
Microsoft SharePoint Foundation 2013: Site User, OLL	\$300.00	1	\$300.00	1
MicroSoft SharePoint Foundation 2013: Site Owner, OLL	\$300.00	1	\$300.00	1
Microsoft SharePoint Foundation 2013 Site Administrator, OLL	\$300.00	1	\$300.00	1
Relational database design	\$250.00	1	\$250.00	1
Microsoft ASP.NET	\$1,980.00	5	\$1,980.00	5
Microsoft VB.NET	\$1,980.00	5	\$1,980.00	5
Microsoft Visual Studio 2008, 2,10, 2012	\$1,980.00	5	\$1,980.00	5
Microsoft XML Developer	\$1,980.00	5	\$1,980.00	5
Fundamentals of Microsoft Server 2008 Active Directory	\$1,980.00	5	\$1,980.00	5
Configuring and Troubleshooting Internet Information Services 7.0 in Windows Server® 2008	\$1,980.00	5	\$1,980.00	5
Linux System Administration	\$2,475.00	5	\$2,475.00	5
Microsoft .NET	\$1,980.00	5	\$1,980.00	5
Microsoft Windows Mobile Environment	30% off list price	varies	30% off list price	varies
Configuring Windows Server 2008 Active Directory Domain Services	\$1,980.00	5	\$1,980.00	5
Linux Fundamentals	\$2,475.00	5	\$2,475.00	5
Linux Networking	\$2,475.00	5	\$2,475.00	5
Data Warehousing				
Microsoft Dynamics	\$2,475.00	5	\$2,475.00	5
Oracle Application Express				
Oracle Database 11g: Administration I/II	\$4,200.00	10	\$4,200.00	10
Oracle Database 11g: Performance Tuning	\$2,150.00	5	\$2,150.00	5
Oracle Database 11g: Security	\$2,600.00	5	\$2,600.00	5
Oracle Database 12c: Performance Management and Tuning	\$2,150.00	5	\$2,150.00	5
Oracle Database 12c: New Features for Administrators	\$2,600.00	5	\$2,600.00	5
SECURITY				
Security Awareness Concepts and Practices	\$3,595.00	5	\$3,595.00	5
Network Penetration Testing	\$2,995.00	5	\$2,995.00	5
Cisco Securing Networks with ASA Advanced (SNAA)	\$3,595.00	5	\$3,595.00	5
Cisco Securing Networks with ASA Fundamentals (SNAF)	\$3,595.00	5	\$3,595.00	5
Cisco Securing Networks with Cisco Routers and Switches (SNRS)	\$3,595.00	5	\$3,595.00	5

Cisco Implementing Cisco IOS Network Security (IINS)	\$3,595.00	5	\$3,595.00	5
Cisco Securing Cisco Network Devices (SND)	\$3,595.00	5	\$3,595.00	5
Wireless Security	\$3,595.00	5	\$3,595.00	5
Essentials of Network Security	\$3,495.00	5	\$3,495.00	5
Perimeter Protection	\$3,495.00	5	\$3,495.00	5
Enterprise Security Architecture and Assessment ISSAP	\$2,575.00	4	\$2,575.00	4
VoIP Security	\$3,495.00	5	\$3,495.00	5
IPS: McAfee Network Security (Intrushield) Training	\$3,995.00	5	\$3,995.00	5
web application penetration testing IACRB	\$4,200.00	5	\$4,200.00	5
Network Penetration Testing IACRB	\$7,400.00	10	\$7,400.00	10
SOFTWARE / WEB DEVELOPMENT				
Application and Web Programming	30% off list price	varies	30% off list price	varies
ASP Programming (Active Server Pages)	\$1,980.00	5	\$1,980.00	5
Application Architecture Certification	\$7,920.00	20	\$7,920.00	20
Enterprise Architecture Certification	\$7,920.00	20	\$7,920.00	20
Data Architecture Certification	\$7,920.00	20	\$7,920.00	20
Data Management Professional Certification	\$7,920.00	20	\$7,920.00	20
Software Development Methodology	\$1,980.00	5	\$1,980.00	5
Application Life Cycle Management	\$5,940.00	15	\$5,940.00	15
Certified JAVA Developer Training	\$2,995.00	5	\$2,995.00	5
XML Developer	\$300.00	1	\$300.00	1
PERL Programming	\$2,600.00	5	\$2,600.00	5
Advanced SQL Queries for Oracle 11g	\$2,600.00	5	\$2,600.00	5
HTML 5, CSS, and JavaScript in Oracle Application Express (APEX)	\$2,600.00	5	\$2,600.00	5
Advanced Oracle Application Express (APEX)	\$2,600.00	5	\$2,600.00	5
Introduction to Oracle Appicatio Express (APEX)	\$2,600.00	5	\$2,600.00	5
HTML 5, CSS 3	\$300.00	1	\$300.00	1
Ajax	\$1,980.00	5	\$1,980.00	5
Microsoft WCF services	\$1,200.00	3	\$1,200.00	3
Microsoft Integration Services	\$1,200.00	3	\$1,200.00	3
Crystal Reports	\$700.00	2	\$700.00	2
Microsoft Software Engineering	30% off list price	varies	30% off list price	varies
Team Foundation Server	\$1,195.00	3	\$1,195.00	3
JQUERY	\$995.00	3	\$995.00	3
ASP.NET Model View Controller (MVC)	\$1,980.00	5	\$1,980.00	5
Designing Responsive Websites	\$1,980.00	5	\$1,980.00	5
Cascading Style Sheets	\$300.00	1	\$300.00	1
Apple iOS Developer Program	\$3,495.00	5	\$3,495.00	5
Android ATC Certification	\$3,395.00	5	\$3,395.00	5
Microsoft MCPD Windows Phone Developer	\$5,940.00	15	\$5,940.00	15
Microsoft MTA	\$1,980.00	5	\$1,980.00	5
Javascript	\$1,100.00	3	\$1,100.00	3
PROJECT MANAGEMENT				
Project Management Fundamentals	\$300.00	1	\$300.00	1
Project Management Tools	\$1,198.00	2	\$1,198.00	2
Project Scope and Time Management	\$1,198.00	2	\$1,198.00	2
Project Integration and Leadership	\$1,198.00	2	\$1,198.00	2
Project Human Resources and Procurement Management	\$1,198.00	2	\$1,198.00	2
Project Cost and Risk Management	\$1,198.00	2	\$1,198.00	2
Project Communication and Quality Management	\$1,198.00	2	\$1,198.00	2
Change Management	\$395.00	1	\$395.00	1
Risk Management	\$395.00	1	\$395.00	1
Performance Measurement and Metrics	\$395.00	1	\$395.00	1
PMI Project Management Certification Training	\$2,500.00	5	\$2,500.00	5
PMP Project Management Professional Certification Training	\$2,500.00	5	\$2,500.00	5
BA - Business Analyst Certification Training	\$2,695.00	4	\$2,695.00	4
ITIL/ITSM- various classes/lengths	20% off list price	1-5 days	20% off list price	1-5 days
Cisco Prime Collaboration Assurance	\$1,500.00	2	\$1,500.00	2

INVOICE

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

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

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

QUESTIONS: Direct any questions to Paul Rhodes, 603-271-3350 or paul.rhodes@nh.gov