



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES
25 Capitol Street
Concord, New Hampshire 03301
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125 SAC

Charles M. Arlinghaus
Commissioner

Catherine A. Keane
Deputy Commissioner

Sheri L. Rockburn
Assistant Commissioner

October 16, 2024

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Administrative Services to enter into a **retroactive** amendment to an existing contract (Contract #8003033) with California Creative Solutions Inc. dba CCS Learning Academy (VC#298121), Poway, CA, for training and professional development services by extending the completion date from September 30, 2024, to September 30, 2025, with no change to the current price limitation of \$400,000.00, effective upon Governor and Executive Council approval. The original contract was approved by the Commissioner of the Department of Administrative Services on February 7, 2022.

Funding shall be provided through individual agency expenditures, none of which shall be permitted unless there are sufficient appropriated funds to cover the expenditure.

EXPLANATION

As previously stated, the original contract (Contract #8003033) was approved by the Commissioner of the Department of Administrative Services on February 7, 2022.

This amendment request is **retroactive** due to the contract lapsing with an end date of September 30, 2024.

The NH Bureau of Education and Training (BET) within the Department of Administrative Services' (DAS), Division of Personnel, provides educational training programs, organizational development support, and training development services for public sector entities throughout the State of New Hampshire, including State Agencies, municipalities, and non-profit organizations. With the ever-changing industry, it would be a dis-service to discontinue or lapse this contract.

The Department of Administrative Services, through the Bureau of Purchase and Property (BoPP), issued request for information (RFI) 2025-428 on July 15, 2024, with responses due on July 25, 2024. This RFI reached 266 vendors through the NIGP electronic sourcing platform with an additional nine directly sourced. There were eight responses received providing updated pricing and identifying new opportunities in the market. Further assessment of the responses received, determined that a one-year extension would be in the best interest of the state in order to prevent service interruption for training and development while evaluating these vendors and the classes they offer.

In addition, the incumbent vendor has agreed to hold their current pricing despite the identified trends published by the US Bureau of Labor Statistics (Other Schools and Instruction – June 2024 OEWS Industry-Specific Occupational Employment and Wage Estimates (bls.gov)) confirmed wages have increased which would imply an increase in costs for educational training and development.

Upon approval, this requested contract amendment with incumbent contractor California Creative Solutions Inc. dba CCS Learning academy (Contract #8003033) will allow continued training and development courses with no change to the current price limitation for an additional year and collaborate in partnership with the State to monitor market conditions and extend savings where available. Based on this information it is recommended to extend this contract (Contract #8003033) for an additional year leveraging the contract provision to accept regular price decreases as they become available to the general trade.

Maintaining the contract with the incumbent vendor California Creative Solutions Inc. dba CCS Learning academy (Contract #8003033) provides a cost avoidance of 27% based off the RFI information received.

Based on the foregoing, I am respectfully recommending approval of the contract amendment with California Creative Solutions Inc. dba CCS Learning academy.

Respectfully submitted,



Charles M. Arlinghaus
Commissioner



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

RFI Summary

RFI	Educational Training Professional Development	Agency	BET
RFI#	2025-428	RFI Closing	7/26/24 10:30 AM
Agent Name	Carrie Martin		

Qty	UOM	Product Description	CLASS FORMAT	Current Contract Pricing		CCS Learning Academy	
				Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online
10	EACH	Business Etiquette	1/2 -day live online	\$795.00	\$7,950.00	\$1,095.00	\$10,950.00
9	EACH	Dealing With Troubled, Toxic or Negative People	1/2 -day live online	\$795.00	\$7,155.00	\$1,095.00	\$9,855.00
3	EACH	E-mail Etiquette	1/2 -day live online	\$795.00	\$2,385.00	\$1,095.00	\$3,285.00
4	EACH	Managing at a Distance	1/2 -day live online	\$795.00	\$3,180.00	\$1,095.00	\$4,380.00
24	EACH	Time Management	1/2 -day live online	\$795.00	\$19,080.00	\$1,095.00	\$26,280.00
16	EACH	Delivering Constructive Criticism	1/2 - day live on line, plus pre-work	\$795.00	\$12,720.00	\$1,095.00	\$17,520.00
4	EACH	Business Analysis	2 Days	\$995.00	\$3,980.00	\$0.00	\$0.00
4	EACH	Business Etiquette	Half Day	\$795.00	\$3,180.00	\$0.00	\$0.00
14	EACH	Communication Skills	1 week online with 2-90 min live Teams sessions	\$900.00	\$12,600.00	\$1,795.00	\$25,130.00
8	EACH	Conflict Resolution	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$9,600.00	\$1,095.00	\$8,760.00
30	EACH	Customer Service	2 - 90 Min Live Teams Sessions	\$900.00	\$27,000.00	\$1,795.00	\$53,850.00
21	EACH	Dealing with Strong Emotions in the Workplace	1/2 Day Live Online Session (4 Hours)	\$1,200.00	\$25,200.00	\$1,095.00	\$22,995.00
5	EACH	Dealing With Troubled, Toxic or Negative People	1/2 Day Live Online Session (4 Hours)	\$1,200.00	\$6,000.00	\$1,095.00	\$5,475.00
16	EACH	Difficult Conversations	1/2 Day Live Online Session (4 hours)	\$900.00	\$14,400.00	\$1,095.00	\$17,520.00
39	EACH	Diversity and Inclusion - Awareness to Action	1 Week Online Cours - With 2-90 Min Live TEAMS sessions	\$1,200.00	\$46,800.00	\$1,795.00	\$70,005.00
8	EACH	Effective Meetings	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$9,600.00	\$1,095.00	\$8,760.00
7	EACH	Leading And Managing Change	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	\$900.00	\$6,300.00	\$1,795.00	\$12,565.00
12	EACH	Managing Difficult Employees	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$14,400.00	\$1,095.00	\$13,140.00
5	EACH	Motivating Employees	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$6,000.00	\$1,095.00	\$5,475.00
8	EACH	Presentation: Effective Visuals and Verbal Communication (Introduction)	1.5 Days in person	\$4,100.00	\$32,800.00	\$0.00	\$0.00
19	EACH	Public Speaking I	1.5 Days In Person	\$4,100.00	\$77,900.00	\$0.00	\$0.00
10	EACH	Public Speaking II (Advanced)	1.5 Days In Person	\$4,100.00	\$41,000.00	\$0.00	\$0.00
4	EACH	Team Skills: Participating On and Leading Effective Teams	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	\$900.00	\$3,600.00	\$1,795.00	\$7,180.00
15	EACH	Developing Program Metrics & Dashboards	4- 1/2 days over 2 weeks, In-person, Online or Hybrid	\$1,380.00	\$20,700.00	\$0.00	\$0.00
14	EACH	Leading and Managing Change	2- 90 min live sessions plus online work; In-person, Online or Hybrid	\$1,035.00	\$14,490.00	\$1,795.00	\$25,130.00



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

RFI Summary

FRONT RUNNER						Nemont				New Horizon			
Unit Cost Online	Extended Cost Online	Unit Cost Onsite	Extended Cost onsite	Unit Cost Hybrid	Extended Cost Hybrid	Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Onsite	Extended Cost onsite	Unit Cost Onsite	Extended Cost onsite
\$1,300	\$13,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,625.00	\$16,250.00	\$0.00	\$0.00	\$0.00	\$0.00
\$1,300	\$11,700.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,425.00	\$12,825.00	\$0.00	\$0.00	\$0.00	\$0.00
\$1,300	\$3,900.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,625.00	\$4,875.00	\$0.00	\$0.00	\$0.00	\$0.00
\$1,300	\$5,200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,625.00	\$6,500.00	\$0.00	\$0.00	\$0.00	\$0.00
\$1,300	\$31,200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,625.00	\$39,000.00	\$0.00	\$0.00	\$0.00	\$0.00
\$1,300	\$20,800.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,625.00	\$26,000.00	\$0.00	\$0.00	\$0.00	\$0.00
\$5,200	\$20,800.00	\$7,600	\$30,400.00	\$7,600	\$30,400.00	\$0.00	\$0.00	\$5,600.00	\$22,400.00	\$0.00	\$0.00	\$0.00	\$0.00
\$1,300	\$5,200.00	\$1,900	\$7,600.00	\$1,900	\$7,600.00	\$0.00	\$0.00	\$1,625.00	\$6,500.00	\$0.00	\$0.00	\$0.00	\$0.00
\$975	\$13,650.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,815.00	\$25,410.00	\$0.00	\$0.00	\$0.00	\$0.00
\$1,300	\$10,400.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,625.00	\$13,000.00	\$0.00	\$0.00	\$0.00	\$0.00
\$975	\$29,250.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,815.00	\$54,450.00	\$0.00	\$0.00	\$0.00	\$0.00
\$1,300	\$27,300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,100.00	\$44,100.00	\$0.00	\$0.00	\$0.00	\$0.00
\$1,300	\$6,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,425.00	\$7,125.00	\$0.00	\$0.00	\$0.00	\$0.00
\$1,300	\$20,800.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,100.00	\$33,600.00	\$0.00	\$0.00	\$0.00	\$0.00
\$975	\$38,025.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,035.00	\$40,365.00	\$3,100.00	\$120,900.00	\$0.00	\$0.00	\$0.00	\$0.00
\$1,300	\$10,400.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,625.00	\$13,000.00	\$0.00	\$0.00	\$0.00	\$0.00
\$975	\$6,825.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,035.00	\$7,245.00	\$2,750.00	\$19,250.00	\$0.00	\$0.00	\$0.00	\$0.00
\$1,300	\$15,600.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,425.00	\$17,100.00	\$0.00	\$0.00	\$0.00	\$0.00
\$1,300	\$6,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$345.00	\$1,725.00	\$1,425.00	\$7,125.00	\$0.00	\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$5,700.00	\$45,600.00	\$0.00	\$0.00	\$1,035.00	\$8,280.00	\$0.00	\$0.00	\$1,675.00	\$13,400.00	\$0.00	\$0.00
\$0.00	\$0.00	\$5,700.00	\$108,300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4,900.00	\$93,100.00	\$0.00	\$0.00
\$0.00	\$0.00	\$5,700.00	\$57,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4,900.00	\$49,000.00	\$0.00	\$0.00
\$975.00	\$3,900.00	\$1,425.00	\$5,700.00	\$1,425.00	\$5,700.00	\$1,035.00	\$4,140.00	\$2,750.00	\$11,000.00	\$0.00	\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,380.00	\$20,700.00	\$2,900.00	\$43,500.00	\$0.00	\$0.00	\$0.00	\$0.00
\$975.00	\$13,650.00	\$1,425.00	\$19,950.00	\$1,425.00	\$19,950.00	\$1,035.00	\$14,490.00	\$3,100.00	\$43,400.00	\$0.00	\$0.00	\$0.00	\$0.00



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

RFI Summary

OFFICE PRO		Nextec Inc.		VINSYS		EPOCH Learning					
Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Onsite	Extended Cost Onsite	Unit Cost Hybrid	Extended Cost Hybrid	Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online
\$1,500.00	\$15,000.00	\$1,350.00	\$13,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$5,990.00	\$350	\$3,500.00
\$1,500.00	\$13,500.00	\$1,295.00	\$11,655.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$5,391.00	\$350	\$3,150.00
\$1,500.00	\$4,500.00	\$1,250.00	\$3,750.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$1,797.00	\$350	\$1,050.00
\$1,500.00	\$6,000.00	\$1,250.00	\$5,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$2,396.00	\$350	\$1,400.00
\$1,500.00	\$36,000.00	\$1,295.00	\$31,080.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$14,376.00	\$350	\$8,400.00
\$2,500.00	\$40,000.00	\$1,295.00	\$20,720.00	\$0.00	\$0.00	\$0.00	\$0.00	\$649.00	\$10,384.00	\$350	\$5,600.00
\$5,200.00	\$20,800.00	\$2,695.00	\$10,780.00	\$4,995.00	\$19,980.00	\$5,995.00	\$23,980.00	\$3,499.00	\$13,996.00	\$350	\$1,400.00
\$2,800.00	\$11,200.00	\$1,250.00	\$5,000.00	\$2,895.00	\$11,580.00	\$2,895.00	\$11,580.00	\$1,799.00	\$7,196.00	\$350	\$1,400.00
\$3,000.00	\$42,000.00	\$5,650.00	\$79,100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,499.00	\$20,986.00	\$350	\$4,900.00
\$2,000.00	\$16,000.00	\$1,450.00	\$11,600.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$4,792.00	\$350	\$2,800.00
\$2,000.00	\$60,000.00	\$1,325.00	\$39,750.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$17,970.00	\$350	\$10,500.00
\$2,000.00	\$42,000.00	\$1,295.00	\$27,195.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$12,579.00	\$350	\$7,350.00
\$2,000.00	\$10,000.00	\$1,295.00	\$6,475.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$2,995.00	\$350	\$1,750.00
\$2,000.00	\$32,000.00	\$1,295.00	\$20,720.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$9,584.00	\$350	\$5,600.00
\$3,000.00	\$117,000.00	\$6,950.00	\$271,050.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,499.00	\$58,461.00	\$350	\$13,650.00
\$2,000.00	\$16,000.00	\$1,250.00	\$10,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$4,792.00	\$350	\$2,800.00
\$3,000.00	\$21,000.00	\$6,950.00	\$48,650.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,499.00	\$10,493.00	\$350	\$2,450.00
\$2,000.00	\$24,000.00	\$1,450.00	\$17,400.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$7,188.00	\$350	\$4,200.00
\$2,000.00	\$10,000.00	\$1,295.00	\$6,475.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$2,995.00	\$350	\$1,750.00
\$4,500.00	\$36,000.00	\$0.00	\$0.00	\$4,595.00	\$36,760.00	\$0.00	\$0.00	\$3,499.00	\$27,992.00	\$350	\$2,800.00
\$4,500.00	\$85,500.00	\$0.00	\$0.00	\$4,695.00	\$89,205.00	\$0.00	\$0.00	\$3,499.00	\$66,481.00	\$650	\$12,350.00
\$4,500.00	\$45,000.00	\$0.00	\$0.00	\$5,295.00	\$52,950.00	\$0.00	\$0.00	\$3,499.00	\$34,990.00	\$650	\$6,500.00
\$3,000.00	\$12,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,499.00	\$5,996.00	\$350	\$1,400.00
\$4,500.00	\$67,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$29,985.00	\$350	\$5,250.00
\$4,500.00	\$63,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,499.00	\$20,986.00	\$350	\$4,900.00



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
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RFI Summary

Qty	UOM	Product Description	CLASS FORMAT	Current Contract Pricing		CCS Learning Academy	
				Unit Cost Online	Extended Cost: Online	Unit Cost Online	Extended Cost: Online
18	EACH	Managing with Metrics	1-day or 2- ½ days, In-person, Online or Hybrid	\$690.00	\$12,420.00	\$1,995.00	\$35,910.00
6	EACH	Project Management – An Introduction	2- 90 min live sessions plus online work; In-person, Online or Hybrid	\$1,035.00	\$6,210.00	\$1,795.00	\$10,770.00
34	EACH	Surveys, Focus Groups and Data Collection	1-day or 2- ½ days In-person, Online or Hybrid	\$690.00	\$23,460.00	\$0.00	\$0.00
280	EACH	Excel I	1-day or 2-1/2 days In-person, Online or Hybrid	\$690.00	\$193,200.00	\$995.00	\$278,600.00
307	EACH	Excel II	1 Day or 2 - 1/2 Days In Person, online or Hybrid	\$690.00	\$211,830.00	\$995.00	\$305,465.00
165	EACH	Excel III	1 Day or 2 - 1/2 Days In Person, online or Hybrid	\$690.00	\$113,850.00	\$995.00	\$164,175.00
29	EACH	Outlook	½ day, In-person or Online	\$345.00	\$10,005.00	\$595.00	\$17,255.00
32	EACH	PowerPoint	½ day, In-person or online	\$345.00	\$11,040.00	\$595.00	\$19,040.00
59	EACH	Word Boot Camp	1-day or 2-1/2 days In-person, Online or Hybrid	\$690.00	\$40,710.00	\$995.00	\$58,705.00
65	EACH	Adobe Suite Training	1 Day, Hands- On Training	\$1,200.00	\$78,000.00	\$1,095.00	\$71,175.00
40	EACH	Business Writing	1 Day	\$1,815.00	\$72,600.00	\$0.00	\$0.00
Sub Total					\$52,470.00	\$0.00	\$72,270.00
				Estimated annual spend	\$26,235.00	Expiring contract annual	\$26,235.00
				Estimated term spend	\$52,470.00	Expiring contract term	\$52,470.00
				Add allowance for balance of product line	\$5,247.00	Cost avoidance	\$19,800.00
				Estimated contract spend	\$57,717.00	Cost avoidance	27%

Recommendation Summary	
Statewide Contract or Amendment	Statewide Contract
Term of Contract	2 years with two, one year extension
Estimated Contract Spend	\$57,717.00
Number of Responses Received	11
Number of Sourced bidders	7
Number of NIGP Vendors Sourced	163
Number of non-responsive bidders	159
P-37 Checklist Complete	Yes
D&B Report Attached	N/A
Method of Payment (P-Card/ACH)	P-Card / ACH
FOB Delivered	Yes
Expiring Contract Price Limitation	\$400,000.00
Total Cost Savings(\$/%)	\$19,800.00 27%
Special Notes: The state currently has 7 vendors supporting DAS and the Bureau of educational training. Each vendor teaches specific classes based on their training of expertise and cost. At this time the incumbent vendors have agreed to hold current pricing for an additional year while DAS and BET review the alternates, to obtain lower pricing, without compromising service and quality standards for training. This represents a 27% cost avoidance when compared to RFI 2025-428 Submitted pricing.	



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
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RFI Summary

FRONT RUNNER							Nemon			New Horizon			
Unit Cost Online	Extended Cost Online	Unit Cost Onsite	Extended Cost Onsite	Unit Cost Hybrid	Extended Cost Hybrid		Unit Cost Online	Extended Cost Online		Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$690.00	\$12,420.00		\$0.00	\$0.00	\$0.00	\$0.00
\$975.00	\$5,850.00	\$1,425.00	\$8,550.00	\$1,425.00	\$8,550.00		\$1,035.00	\$6,210.00		\$ 2,000.00	\$12,000.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$690.00	\$23,460.00		\$0.00	\$0.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$690.00	\$193,200.00		\$ 1,995.00	\$558,600.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$690.00	\$211,830.00		\$ 1,995.00	\$612,465.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$690.00	\$113,850.00		\$ 1,995.00	\$329,175.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$345.00	\$10,005.00		\$ 1,995.00	\$57,855.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$345.00	\$11,040.00		\$ 1,995.00	\$63,840.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$690.00	\$40,710.00		\$ 1,995.00	\$117,705.00	\$0.00	\$0.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		\$ 2,995.00	\$194,675.00	\$0.00	\$0.00
\$2,600.00	\$104,000.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00		\$ 1,815.00	\$72,600.00	\$0.00	\$0.00



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

RFI Summary

	OFFICE PRO		Nextel Inc.							VINSYS CORPORATION		Unit Cost	Extended
	Unit Cost	Extended	Unit Cost	Extended	Unit Cost	Extended	Extended	Unit Cost	Extended	Unit Cost	Extended	Online	Cost
	Online	Cost	Onsite	Cost onsite	Hybrid	Cost Hybrid	Cost onsite	Online	Cost Online	Online	Cost Online	Online	Cost Online
	\$3,500.00	\$63,000.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,499.00	\$26,982.00	\$350	\$6,300.00
	\$3,500.00	\$21,000.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,499.00	\$8,994.00	\$350	\$2,100.00
	\$3,500.00	\$119,000.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$67,966.00	\$350	\$11,900.00
	\$1,225.00	\$343,000.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$559,720.00	\$295	\$82,600.00
	\$1,225.00	\$376,075.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$613,693.00	\$295	\$90,565.00
	\$1,225.00	\$202,125.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$329,835.00	\$295	\$48,675.00
	\$850.00	\$24,650.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$57,971.00	\$295	\$8,555.00
	\$850.00	\$27,200.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$63,968.00	\$295	\$9,440.00
	\$1,225.00	\$72,275.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$117,941.00	\$295	\$17,405.00
	\$1,600.00	\$104,000.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$129,935.00	525	\$34,125.00
	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$79,960.00	425	\$17,000.00



**FIRST AMENDMENT TO THE CONTRACT BETWEEN
CALIFORNIA CREATIVE SOLUTIONS INC. DBA CCS LEARNING ACADEMY
AND
THE STATE OF NEW HAMPSHIRE,
DEPARTMENT OF ADMINISTRATIVE SERVICES,
FOR TRAINING AND PROFESSIONAL DEVELOPMENT
CONTRACT # 8003033**

This First Amendment (hereinafter referred to as the "Amendment"), dated this 23 day of August 2024, is by and between the State of New Hampshire, Department of Administrative Services (hereinafter referred to as "the State") and California Creative Solutions Inc. DBA CCS Learning Academy (hereinafter referred to as "the Contractor") for Training and professional development.

WHEREAS, pursuant to Section 17 of the Agreement, the Agreement may be amended by an instrument in writing executed by both parties;

NOW, THEREFORE, for and in consideration of the mutual promises set forth in this Amendment and the underlying Agreement, the parties do mutually agree as follows:

1. Delete in its entirety Form Number P-37, item 1.7 Completion Date and substitute the following:
1.7 September 30, 2025
2. All other provisions of the Agreement, approved by the Commissioner of the Department of Administrative Services on February 7, 2022, on shall remain in full force and effect.

Contractor Initials: HS

Date: Aug 23 2024

**CALIFORNIA CREATIVE SOLUTIONS INC.
DBA CCS LEARNING ACADEMY**

By: Hitesh Jain

Hitesh Jain
(Print Name)

Title: COO

Date: Aug 23 2024

STATE OF NEW HAMPSHIRE

By: *Charles M. Arlinghaus*

Charles M. Arlinghaus
(Print Name)

Title: Commissioner
Department of Administrative Services

Date: 9/6/24

OFFICE OF THE ATTORNEY GENERAL

By: *Duncan A. Edgar*

Duncan A. Edgar
(Print Name)

Title: Assistant Attorney General

Date: September 18, 2024

The foregoing contract was approved by the
Governor and Council of New Hampshire on

Signed: _____

(Print Name)

Title: _____

Contractor Initials: *HJ*

Date: Aug 23 2024

State of New Hampshire

Department of State

CERTIFICATE

I, David M. Scanlan, Secretary of State of the State of New Hampshire, do hereby certify that CALIFORNIA CREATIVE SOLUTIONS INC. is a California Profit Corporation registered to transact business in New Hampshire on June 09, 2020. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 843406

Certificate Number: 0006754940



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 20th day of August A.D. 2024.

A handwritten signature in black ink, appearing to read "David M. Scanlan".

David M. Scanlan
Secretary of State

Corporate Resolution

I, **Raminder Singh**, hereby certify that I am a President and CEO of **California Creative Solutions, Inc dba CCS Learning Academy**. I hereby certify the following is a true copy of a vote taken at a meeting of the Board of Directors/shareholders, duly called and held on July 31, 2024 at which a quorum of the Directors/shareholders were present and voting.

VOTED: That **Hitesh Jain - CFO/COO** is duly authorized to enter into contracts or agreements on behalf of **California Creative Solutions, Inc dba CCS Learning Academy** with the State of New Hampshire and any of its agencies or departments and further is authorized to execute any documents which may in his judgment be desirable or necessary to affect the purpose of this vote.

I hereby certify that said vote has not been amended or repealed and remains in full force and effect as of the date of the contract to which this certificate is attached. This authority **remains valid for ninety (90) days** from the date of this Corporate Resolution. I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person(s) listed above currently occupy the position(s) indicated and that they have full authority to bind the corporation. To the extent that there are any limits on the authority of any listed individual to bind the corporation in contracts with the State of New Hampshire, all such limitations are expressly stated herein.

DATED: July 31, 2024

ATTEST: *R Singh*
(Signature)



Technology General Liability Extension Endorsement

It is understood and agreed that this endorsement amends the COMMERCIAL GENERAL LIABILITY COVERAGE PART as follows. If any other endorsement attached to this policy amends any provision also amended by this endorsement, then that other endorsement controls with respect to such provision, and the changes made by this endorsement with respect to such provision do not apply.

TABLE OF CONTENTS

Table with 21 rows listing sections: 1. Additional Insureds, 2. Additional Insured - Primary And Non-Contributory To Additional Insured's Insurance, 3. Bodily Injury - Expanded Definition, 4. Broad Knowledge of Occurrence/ Notice of Occurrence, 5. Broad Named Insured, 6. Estates, Legal Representatives and Spouses, 7. Expected Or Intended Injury - Exception for Reasonable Force, 8. In Rem Actions, 9. Incidental Health Care Malpractice Coverage, 10. Joint Ventures/Partnership/Limited Liability Companies, 11. Legal Liability - Damage To Premises, 12. Medical Payments, 13. Non-owned Aircraft Coverage, 14. Non-owned Watercraft, 15. Personal And Advertising Injury - Discrimination or Humiliation, 16. Personal And Advertising Injury - Limited Contractual Liability, 17. Property Damage - Elevators, 18. Supplementary Payments, 19. Property Damage - Patterns, Molds and Dies, 20. Unintentional Failure To Disclose Hazards, 21. Waiver of Subrogation - Blanket

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Technology General Liability Extension Endorsement

1. ADDITIONAL INSUREDS

- a. **WHO IS AN INSURED** is amended to include as an **Insured** any person or organization described in paragraphs A. through K. below whom a **Named Insured** is required to add as an additional insured on this **Coverage Part** under a written contract or written agreement; provided such contract or agreement:

(1) is currently in effect or becomes effective during the term of this **Coverage Part**; and

(2) was executed prior to:

(a) the **bodily injury** or **property damage**; or

(b) the offense that caused the **personal and advertising injury**,

for which such additional insured seeks coverage.

- b. However, subject always to the terms and conditions of this policy, including the limits of insurance, the Insurer will not provide such additional insured with:

(1) a higher limit of insurance than required by such contract or agreement; or

(2) coverage broader than required by such contract or agreement, and in no event broader than that described by the applicable paragraph A. through K. below.

Any coverage granted by this endorsement shall apply only to the extent permissible by law.

A. Controlling Interest

Any person or organization with a controlling interest in a **Named Insured**, but only with respect to such person or organization's liability for **bodily injury**, **property damage** or **personal and advertising injury** arising out of:

1. such person or organization's financial control of a **Named Insured**; or

2. premises such person or organization owns, maintains or controls while a **Named Insured** leases or occupies such premises;

provided that the coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

B. Co-owner of Insured Premises

A co-owner of a premises co-owned by a **Named Insured** and covered under this insurance but only with respect to such co-owner's liability for **bodily injury**, **property damage** or **personal and advertising injury** as co-owner of such premises.

C. Grantor of Franchise

Any person or organization that has granted a franchise to a **Named Insured**, but only with respect to such person or organization's liability for **bodily injury**, **property damage** or **personal and advertising injury** as grantor of a franchise to the **Named Insured**.

D. Lessor of Equipment

Any person or organization from whom a **Named Insured** leases equipment, but only with respect to liability for **bodily injury**, **property damage** or **personal and advertising injury** caused, in whole or in part, by the **Named Insured's** maintenance, operation or use of such equipment, provided that the **occurrence** giving rise to such **bodily injury**, **property damage** or the offense giving rise to such **personal and advertising injury** takes place prior to the termination of such lease.



Technology General Liability Extension Endorsement

E. Lessor of Land

Any person or organization from whom a **Named Insured** leases land but only with respect to liability for **bodily injury, property damage or personal and advertising injury** arising out of the ownership, maintenance or use of such land, provided that the **occurrence** giving rise to such **bodily injury, property damage or the offense** giving rise to such **personal and advertising injury** takes place prior to the termination of such lease. The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

F. Lessor of Premises

An owner or lessor of premises leased to the **Named Insured**, or such owner or lessor's real estate manager, but only with respect to liability for **bodily injury, property damage or personal and advertising injury** arising out of the ownership, maintenance or use of such part of the premises leased to the **Named Insured**, and provided that the **occurrence** giving rise to such **bodily injury or property damage**, or the offense giving rise to such **personal and advertising injury**, takes place prior to the termination of such lease. The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

G. Mortgagee, Assignee or Receiver

A mortgagee, assignee or receiver of premises but only with respect to such mortgagee, assignee or receiver's liability for **bodily injury, property damage or personal and advertising injury** arising out of the **Named Insured's** ownership, maintenance, or use of a premises by a **Named Insured**.

The coverage granted by this paragraph does not apply to structural alterations, new construction or demolition operations performed by, on behalf of, or for such additional insured.

H. State or Governmental Agency or Subdivision or Political Subdivisions – Permits

A state or governmental agency or subdivision or political subdivision that has issued a permit or authorization but only with respect to such state or governmental agency or subdivision or political subdivision's liability for **bodily injury, property damage or personal and advertising injury** arising out of:

1. the following hazards in connection with premises a **Named Insured** owns, rents, or controls and to which this insurance applies:
 - a. the existence, maintenance, repair, construction, erection, or removal of advertising signs, awnings, canopies, cellar entrances, coal holes, driveways, manholes, marquees, hoistway openings, sidewalk vaults, street banners, or decorations and similar exposures; or
 - b. the construction, erection, or removal of elevators; or
 - c. the ownership, maintenance or use of any elevators covered by this insurance; or
2. the permitted or authorized operations performed by a **Named Insured** or on a **Named Insured's** behalf.

The coverage granted by this paragraph does not apply to:

- a. **Bodily injury, property damage or personal and advertising injury** arising out of operations performed for the state or governmental agency or subdivision or political subdivision; or
- b. **Bodily injury or property damage** included within the **products-completed operations hazard**.

With respect to this provision's requirement that additional insured status must be requested under a written contract or agreement, the Insurer will treat as a written contract any governmental permit that requires the **Named Insured** to add the governmental entity as an additional insured.





Technology General Liability Extension Endorsement

I. Trade Show Event Lessor

1. With respect to a **Named Insured's** participation in a trade show event as an exhibitor, presenter or displayer, any person or organization whom the **Named Insured** is required to include as an additional insured, but only with respect to such person or organization's liability for **bodily injury, property damage or personal and advertising injury** caused by:
 - a. the **Named Insured's** acts or omissions; or
 - b. the acts or omissions of those acting on the **Named Insured's** behalf,in the performance of the **Named Insured's** ongoing operations at the trade show event premises during the trade show event.
2. The coverage granted by this paragraph does not apply to **bodily injury or property damage** included within the **products-completed operations hazard**.

J. Vendor

Any person or organization but only with respect to such person or organization's liability for **bodily injury or property damage** arising out of **your products** which are distributed or sold in the regular course of such person or organization's business, provided that:

1. The coverage granted by this paragraph does not apply to:
 - a. **bodily injury or property damage** for which such person or organization is obligated to pay damages by reason of the assumption of liability in a contract or agreement unless such liability exists in the absence of the contract or agreement;
 - b. any express warranty unauthorized by the **Named Insured**;
 - c. any physical or chemical change in any product made intentionally by such person or organization;
 - d. repackaging, except when unpacked solely for the purpose of inspection, demonstration, testing, or the substitution of parts under instructions from the manufacturer, and then repackaged in the original container;
 - e. any failure to make any inspections, adjustments, tests or servicing that such person or organization has agreed to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products;
 - f. demonstration, installation, servicing or repair operations, except such operations performed at such person or organization's premises in connection with the sale of a product;
 - g. products which, after distribution or sale by the **Named Insured**, have been labeled or relabeled or used as a container, part or ingredient of any other thing or substance by or for such person or organization; or
 - h. **bodily injury or property damage** arising out of the sole negligence of such person or organization for its own acts or omissions or those of its employees or anyone else acting on its behalf. However, this exclusion does not apply to:
 - (1) the exceptions contained in Subparagraphs d. or f. above; or
 - (2) such inspections, adjustments, tests or servicing as such person or organization has agreed with the **Named Insured** to make or normally undertakes to make in the usual course of business, in connection with the distribution or sale of the products.
2. This Paragraph J. does not apply to any insured person or organization, from whom the **Named Insured** has acquired such products, nor to any ingredient, part or container, entering into, accompanying or containing such products.



Technology General Liability Extension Endorsement

3. This Paragraph J. also does not apply:

- a. to any vendor specifically scheduled as an additional insured by endorsement to this Coverage Part;
- b. to any of your products for which coverage is excluded by endorsement to this Coverage Part; nor
- c. if bodily injury or property damage included within the products-completed operations hazard is excluded by endorsement to this Coverage Part.

K. Other Person Or Organization / Your Work

Any person or organization who is not an additional insured under Paragraphs A. through J. above. Such additional insured is an Insured solely for bodily injury, property damage or personal and advertising injury for which such additional insured is liable because of the Named Insured's acts or omissions.

The coverage granted by this paragraph does not apply to any person or organization:

- 1. who is specifically scheduled as an additional insured on another endorsement to this Coverage Part; nor
- 2. for bodily injury or property damage included within the products-completed operations hazard except to the extent all of the following apply:
 - a. this Coverage Part provides such coverage;
 - b. the written contract or agreement described in the opening paragraph of this ADDITIONAL INSUREDS Provision requires the Named Insured to provide the additional insured such coverage; and
 - c. the bodily injury or property damage results from your work that is the subject of the written contract or agreement, and such work has not been excluded by endorsement to this Coverage Part.

2. ADDITIONAL INSURED - PRIMARY AND NON-CONTRIBUTORY TO ADDITIONAL INSURED'S INSURANCE

A. The Other Insurance Condition in the COMMERCIAL GENERAL LIABILITY CONDITIONS Section is amended to add the following paragraph:

If the Named Insured has agreed in writing in a contract or agreement that this insurance is primary and non-contributory relative to an additional insured's own insurance, then this insurance is primary, and the Insurer will not seek contribution from that other insurance. For the purpose of this Provision 2., the additional insured's own insurance means insurance on which the additional insured is a named insured.

B. With respect to persons or organizations that qualify as additional insureds pursuant to paragraph 1.K. of this endorsement, the following sentence is added to the paragraph above:

Otherwise, and notwithstanding anything to the contrary elsewhere in this Condition, the insurance provided to such person or organization is excess of any other insurance available to such person or organization.

3. BODILY INJURY - EXPANDED DEFINITION

Under DEFINITIONS, the definition of bodily injury is deleted and replaced by the following:

Bodily injury means physical injury, sickness or disease sustained by a person, including death, humiliation, shock, mental anguish or mental injury sustained by that person at any time which results as a consequence of the physical injury, sickness or disease.

4. BROAD KNOWLEDGE OF OCCURRENCE/ NOTICE OF OCCURRENCE

Under CONDITIONS, the condition entitled Duties in The Event of Occurrence, Offense, Claim or Suit Condition is amended to add the following provisions:

A. BROAD KNOWLEDGE OF OCCURRENCE

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**Technology General Liability Extension Endorsement**

The **Named Insured** must give the Insurer or the Insurer's authorized representative notice of an **occurrence**, offense or claim only when the **occurrence**, offense or claim is known to a natural person **Named Insured**, to a partner, executive officer, manager or member of a **Named Insured**, or to an **employee** designated by any of the above to give such notice.

B. NOTICE OF OCCURRENCE

The **Named Insured's** rights under this **Coverage Part** will not be prejudiced if the **Named Insured** fails to give the Insurer notice of an **occurrence**, offense or claim and that failure is solely due to the **Named Insured's** reasonable belief that the **bodily injury** or **property damage** is not covered under this **Coverage Part**. However, the **Named Insured** shall give written notice of such **occurrence**, offense or claim to the Insurer as soon as the **Named Insured** is aware that this insurance may apply to such **occurrence**, offense or claim.

5. BROAD NAMED INSURED

WHO IS AN INSURED is amended to delete its Paragraph 3. in its entirety and replace it with the following:

3. Pursuant to the limitations described in Paragraph 4. below, any organization in which a **Named Insured** has management control:
 - a. on the effective date of this **Coverage Part**; or
 - b. by reason of a **Named Insured** creating or acquiring the organization during the **policy period**,
qualifies as a **Named Insured**, provided that there is no other similar liability insurance, whether primary, contributory, excess, contingent or otherwise, which provides coverage to such organization, or which would have provided coverage but for the exhaustion of its limit, and without regard to whether its coverage is broader or narrower than that provided by this insurance.

But this **BROAD NAMED INSURED** provision does not apply to:

- (a) any partnership or joint venture; or
- (b) any organization for which coverage is excluded by another endorsement attached to this **Coverage Part**.

For the purpose of this provision, and of this endorsement's **JOINT VENTURES / PARTNERSHIP / LIMITED LIABILITY COMPANIES** provision, management control means:

- A. owning interests representing more than 50% of the voting, appointment or designation power for the selection of a majority of the Board of Directors of a corporation, or the members of the management board of a limited liability company; or
 - B. having the right, pursuant to a written trust agreement, to protect, control the use of, encumber or transfer or sell property held by a trust.
4. With respect to organizations which qualify as **Named Insureds** by virtue of Paragraph 3. above, this insurance does not apply to:
 - a. **bodily injury** or **property damage** that first occurred prior to the date of management control, or that first occurs after management control ceases; nor
 - b. **personal or advertising injury** caused by an offense that first occurred prior to the date of management control or that first occurs after management control ceases.
 5. The insurance provided by this **Coverage Part** applies to **Named Insureds** when trading under their own names or under such other trading names or doing-business-as names (dba) as any **Named Insured** should choose to employ.



Technology General Liability Extension Endorsement

6. ESTATES, LEGAL REPRESENTATIVES, AND SPOUSES

The estates, heirs, legal representatives and spouses of any natural person Insured shall also be insured under this policy; provided, however, coverage is afforded to such estates, heirs, legal representatives, and spouses only for claims arising solely out of their capacity or status as such and, in the case of a spouse, where such claim seeks damages from marital community property, jointly held property or property transferred from such natural person Insured to such spouse. No coverage is provided for any act, error or omission of an estate, heir, legal representative, or spouse outside the scope of such person's capacity or status as such, provided however that the spouse of a natural person Named Insured and the spouses of members or partners of joint venture or partnership Named Insureds are Insureds with respect to such spouses' acts, errors or omissions in the conduct of the Named Insured's business.

7. EXPECTED OR INTENDED INJURY - EXCEPTION FOR REASONABLE FORCE

Under COVERAGES, Coverage A - Bodily Injury And Property Damage Liability, the paragraph entitled Exclusions is amended to delete the exclusion entitled Expected or Intended Injury and replace it with the following:

This insurance does not apply to:

Expected or Intended Injury

Bodily injury or property damage expected or intended from the standpoint of the Insured. This exclusion does not apply to bodily injury or property damage resulting from the use of reasonable force to protect persons or property.

8. IN REM ACTIONS

A quasi in rem action against any vessel owned or operated by or for the Named Insured, or chartered by or for the Named Insured, will be treated in the same manner as though the action were in personam against the Named Insured.

9. INCIDENTAL HEALTH CARE MALPRACTICE COVERAGE

Solely with respect to bodily injury that arises out of a health care incident:

A. Under COVERAGES, Coverage A - Bodily Injury And Property Damage Liability, the Insuring Agreement is amended to replace Paragraphs 1.b.(1) and 1.b.(2) with the following:

b. This insurance applies to bodily injury provided that the professional health care services are incidental to the Named Insured's primary business purpose, and only if:

- (1) such bodily injury is caused by an occurrence that takes place in the coverage territory.
(2) the bodily injury first occurs during the policy period. All bodily injury arising from an occurrence will be deemed to have occurred at the time of the first act, error, or omission that is part of the occurrence; and

B. Under COVERAGES, Coverage A - Bodily Injury And Property Damage Liability, the paragraph entitled Exclusions is amended to:

i. add the following to the Employers Liability exclusion:

This exclusion applies only if the bodily injury arising from a health care incident is covered by other liability insurance available to the Insured (or which would have been available but for exhaustion of its limits).

ii. delete the exclusion entitled Contractual Liability and replace it with the following:

This insurance does not apply to:

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**Technology General Liability Extension Endorsement****Contractual Liability**

the Insured's actual or alleged liability under any oral or written contract or agreement, including but not limited to express warranties or guarantees.

iii. add the following additional exclusions.

This insurance does not apply to:

Discrimination

any actual or alleged discrimination, humiliation or harassment, that includes but shall not be limited to claims based on an individual's race, creed, color, age, gender, national origin, religion, disability, marital status or sexual orientation.

Dishonesty or Crime

Any actual or alleged dishonest, criminal or malicious act, error or omission.

Medicare/Medicaid Fraud

any actual or alleged violation of law with respect to Medicare, Medicaid, Tricare or any similar federal, state or local governmental program.

Services Excluded by Endorsement

Any health care incident for which coverage is excluded by endorsement.

C. DEFINITIONS is amended to:

i. add the following definitions:

Health care incident means an act, error or omission by the Named Insured's employees or volunteer workers in the rendering of:

- a. professional health care services on behalf of the Named Insured or
- b. Good Samaritan services rendered in an emergency and for which no payment is demanded or received.

Professional health care services means any health care services or the related furnishing of food, beverages, medical supplies or appliances by the following providers in their capacity as such but solely to the extent they are duly licensed as required:

- a. Physician;
- b. Nurse;
- c. Nurse practitioner;
- d. Emergency medical technician;
- e. Paramedic;
- f. Dentist;
- g. Physical therapist;
- h. Psychologist;
- i. Speech therapist;
- j. Other allied health professional; or

Professional health care services does not include any services rendered in connection with human clinical trials or product testing.



Technology General Liability Extension Endorsement

ii. delete the definition of occurrence and replace it with the following:

Occurrence means a health care incident. All acts, errors or omissions that are logically connected by any common fact, circumstance, situation, transaction, event, advice or decision will be considered to constitute a single occurrence;

iii. amend the definition of Insured to:

a. add the following:

- the Named Insured's employees are Insureds with respect to:
 - (1) bodily injury to a co-employee while in the course of the co-employee's employment by the Named Insured or while performing duties related to the conduct of the Named Insured's business; and
 - (2) bodily injury to a volunteer worker while performing duties related to the conduct of the Named Insured's business;

when such bodily injury arises out of a health care incident.

- the Named Insured's volunteer workers are Insureds with respect to:

- (1) bodily injury to a co-volunteer worker while performing duties related to the conduct of the Named Insured's business; and
- (2) bodily injury to an employee while in the course of the employee's employment by the Named Insured or while performing duties related to the conduct of the Named Insured's business;

when such bodily injury arises out of a health care incident.

b. delete Subparagraphs (a), (b), (c) and (d) of Paragraph 2.a.(1) of WHO IS AN INSURED.

c. add the following:

Insured does not include any physician while acting in his or her capacity as such.

D. The Other Insurance condition is amended to delete Paragraph b.(1) in its entirety and replace it with the following:

Other Insurance

b. Excess Insurance

- (1) To the extent this insurance applies, it is excess over any other insurance, self insurance or risk transfer instrument, whether primary, excess, contingent or on any other basis, except for insurance purchased specifically by the Named Insured to be excess of this coverage.

10. JOINT VENTURES / PARTNERSHIP / LIMITED LIABILITY COMPANIES

WHO IS AN INSURED is amended to delete its last paragraph and replace it with the following:

No person or organization is an Insured with respect to:

- the conduct of any current or past partnership or joint venture that is not shown as a Named Insured in the Declarations; nor
- the conduct of a current or past limited liability company in which a Named Insured's interest does/did not rise to the level of management control;

except that if the Named Insured was a joint venturer, partner, or member of such a limited liability company, and such joint venture, partnership or limited liability company terminated prior to or during the policy period, then such

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**Technology General Liability Extension Endorsement**

Named Insured is an **Insured** with respect to its interest in such joint venture, partnership or limited liability company but only to the extent that:

- a. any offense giving rise to **personal and advertising injury** occurred prior to such termination date, and the **personal and advertising injury** arising out of such offense, first occurred after such termination date;
- b. the **bodily injury or property damage** first occurred after such termination date; and
- c. there is no other valid and collectible insurance purchased specifically to insure the partnership, joint venture or limited liability company.

11. LEGAL LIABILITY – DAMAGE TO PREMISES

- A. Under **COVERAGES, Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended to delete the first paragraph immediately following subparagraph (6) of the **Damage to Property** exclusion and replace it with the following:

Paragraphs (1), (3) and (4) of this exclusion do not apply to **property damage** (other than damage by fire, lightning, explosion, smoke or leakage from automatic fire protective systems) to premises rented to the **Named Insured** or temporarily occupied by the **Named Insured** with the permission of the owner, nor to the contents of premises rented to the **Named Insured** for a period of 7 or fewer consecutive days. A separate limit of insurance applies to **Damage To Premises Rented To You** as described in **LIMITS OF INSURANCE**.

- B. Under **COVERAGES, Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended to delete its last paragraph and replace it with the following:

Exclusions c. through n. do not apply to damage by fire, lightning, explosion, smoke or leakage from automatic fire protective systems to premises while rented to a **Named Insured** or temporarily occupied by a **Named Insured** with permission of the owner, nor to damage to the contents of premises rented to a **Named Insured** for a period of 7 or fewer consecutive days.

A separate limit of insurance applies to this coverage as described in the **LIMITS OF INSURANCE** Section.

- C. **LIMITS OF INSURANCE** is amended to delete Paragraph 6. (the **Damage To Premises Rented To You** Limit) and replace it with the following:

6. Subject to Paragraph 5. above, (the **Each Occurrence** Limit), the **Damage To Premises Rented To You** Limit is the most the Insurer will pay under **COVERAGE A** for damages because of **property damage** to:

- a. any one premises while rented to a **Named Insured** or temporarily occupied by a **Named Insured** with the permission of the owner; and
- b. contents of such premises if the premises is rented to the **Named Insured** for a period of 7 or fewer consecutive days.

The **Damage To Premises Rented To You** Limit is \$500,000. unless a higher **Damage to Premises Rented to You** Limit is shown in the **Declarations**.

- D. The **Other Insurance** Condition is amended to delete Paragraph b.(1)(a)(ii), and replace it with the following:
- (ii) That is property insurance for premises rented to a **Named Insured**, for premises temporarily occupied by the **Named Insured** with the permission of the owner; or for personal property of others in the **Named Insured's** care, custody or control;
- E. This Provision 11. does not apply if liability for damage to premises rented to a **Named Insured** is excluded by another endorsement attached to this **Coverage Part**.



Technology General Liability Extension Endorsement

12. MEDICAL PAYMENTS

A. **LIMITS OF INSURANCE** is amended to delete Paragraph 7. (the Medical Expense Limit) and replace it with the following:

7. Subject to Paragraph 5. above (the Each Occurrence Limit), the Medical Expense Limit is the most the Insurer will pay under **Coverage C – Medical Payments** for all medical expenses because of **bodily injury** sustained by any one person. The Medical Expense Limit is the greater of:

- (1) \$15,000 unless a different amount is shown here: _____ ; or
- (2) the amount shown in the Declarations for Medical Expense Limit.

B. Under **COVERAGES**, the Insuring Agreement of **Coverage C – Medical Payments** is amended to replace Paragraph 1.a.(3)(b) with the following:

(b) The expenses are incurred and reported to the Insurer within three years of the date of the accident; and

13. NON-OWNED AIRCRAFT

Under **COVERAGES**, **Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended as follows:

The exclusion entitled **Aircraft, Auto or Watercraft** is amended to add the following:

This exclusion does not apply to an aircraft not owned by any **Named Insured**, provided that:

1. the pilot in command holds a currently effective certificate issued by the duly constituted authority of the United States of America or Canada, designating that person as a commercial or airline transport pilot;
2. the aircraft is rented with a trained, paid crew to the **Named Insured**; and
3. the aircraft is not being used to carry persons or property for a charge.

14. NON-OWNED WATERCRAFT

Under **COVERAGES**, **Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended to delete subparagraph (2) of the exclusion entitled **Aircraft, Auto or Watercraft**, and replace it with the following.

This exclusion does not apply to:

- (2) a watercraft that is not owned by any **Named Insured**, provided the watercraft is:
 - (a) less than 75 feet long; and
 - (b) not being used to carry persons or property for a charge.

15. PERSONAL AND ADVERTISING INJURY –DISCRIMINATION OR HUMILIATION

A. Under **DEFINITIONS**, the definition of **personal and advertising injury** is amended to add the following tort:

- Discrimination or humiliation that results in injury to the feelings or reputation of a natural person.

B. Under **COVERAGES**, **Coverage B – Personal and Advertising Injury Liability**, the paragraph entitled **Exclusions** is amended to:

1. delete the Exclusion entitled **Knowing Violation Of Rights Of Another** and replace it with the following:

This insurance does not apply to:



**Technology General Liability Extension Endorsement****Knowing Violation of Rights of Another**

Personal and advertising injury caused by or at the direction of the **Insured** with the knowledge that the act would violate the rights of another and would inflict **personal and advertising injury**. This exclusion shall not apply to discrimination or humiliation that results in injury to the feelings or reputation of a natural person, but only if such discrimination or humiliation is not done intentionally by or at the direction of:

- (a) the **Named Insured**; or
- (b) any **executive officer**, director, stockholder, partner, member or manager (if the **Named Insured** is a limited liability company) of the **Named Insured**.

2. add the following exclusions:

This insurance does not apply to:

Employment Related Discrimination

Discrimination or humiliation directly or indirectly related to the employment, prospective employment, past employment or termination of employment of any person by any **Insured**.

Premises Related Discrimination

discrimination or humiliation arising out of the sale, rental, lease or sub-lease or prospective sale, rental, lease or sub-lease of any room, dwelling or premises by or at the direction of any **Insured**.

Notwithstanding the above, there is no coverage for fines or penalties levied or imposed by a governmental entity because of discrimination.

The coverage provided by this **PERSONAL AND ADVERTISING INJURY –DISCRIMINATION OR HUMILIATION** Provision does not apply to any person or organization whose status as an **Insured** derives solely from

- Provision 1. **ADDITIONAL INSURED** of this endorsement; or
- attachment of an additional insured endorsement to this **Coverage Part**.

16. PERSONAL AND ADVERTISING INJURY - LIMITED CONTRACTUAL LIABILITY

A. Under **COVERAGES**, **Coverage B –Personal and Advertising Injury Liability**, the paragraph entitled **Exclusions** is amended to delete the exclusion entitled **Contractual Liability** and replace it with the following:

This insurance does not apply to:

Contractual Liability

Personal and advertising injury for which the **Insured** has assumed liability in a contract or agreement.

This exclusion does not apply to liability for **damages**:

- (1) that the **Insured** would have in the absence of the contract or agreement; or
- (2) assumed in a contract or agreement that is an **insured contract** provided the offense that caused such **personal or advertising injury** first occurred subsequent to the execution of such **insured contract**. Solely for the purpose of liability assumed in an **insured contract**, reasonable attorney fees and necessary litigation expenses incurred by or for a party other than an **Insured** are deemed to be **damages** because of **personal and advertising injury** provided:
 - (a) liability to such party for, or for the cost of, that party's defense has also been assumed in such **insured contract**; and
 - (b) such attorney fees and litigation expenses are for defense of such party against a civil or alternative dispute resolution proceeding in which covered **damages** are alleged.

**Technology General Liability Extension Endorsement**

- B. Solely for the purpose of the coverage provided by this paragraph, **DEFINITIONS** is amended to delete the definition of **insured contract** in its entirety, and replace it with the following:

insured contract means that part of a written contract or written agreement pertaining to the **Named Insured's** business-under which the **Named Insured** assumes the tort liability of another party to pay for **personal or advertising injury** arising out of the offense of false arrest, detention or imprisonment. Tort liability means a liability that would be imposed by law in the absence of any contract or agreement.

- C. Solely for the purpose of the coverage provided by this paragraph, the following changes are made to the Section entitled **SUPPLEMENTARY PAYMENTS – COVERAGES A AND B**:

1. Paragraph 2.d. is replaced by the following:

d. The allegations in the **suit** and the information the Insurer knows about the offense alleged in such **suit** are such that no conflict appears to exist between the interests of the **Insured** and the interests of the indemnitee;

2. The first unnumbered paragraph beneath Paragraph 2.f.(2)(b) is deleted and replaced by the following:

So long as the above conditions are met, attorneys fees incurred by the Insurer in the defense of that indemnitee, necessary litigation expenses incurred by the Insurer, and necessary litigation expenses incurred by the indemnitee at the Insurer's request will be paid as **defense costs**. Notwithstanding the provisions of Paragraph e.(2) of the Contractual Liability exclusion (as amended by this Endorsement), such payments will not be deemed to be **damages for personal and advertising injury** and will not reduce the limits of insurance.

- D. This **PERSONAL AND ADVERTISING INJURY - LIMITED CONTRACTUAL LIABILITY** Provision does not apply if **Coverage B – Personal and Advertising Injury Liability** is excluded by another endorsement attached to this **Coverage Part**.

17. PROPERTY DAMAGE – ELEVATORS

A. Under **COVERAGES, Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended such that the **Damage to Your Product** Exclusion and subparagraphs (3), (4) and (6) of the **Damage to Property** Exclusion do not apply to **property damage** that results from the use of elevators.

B. Solely for the purpose of the coverage provided by this **PROPERTY DAMAGE – ELEVATORS** Provision, the **Other Insurance** conditions is amended to add the following paragraph:

This insurance is excess over any of the other insurance, whether primary, excess, contingent or on any other basis that is Property insurance covering property of others damaged from the use of elevators.

18. SUPPLEMENTARY PAYMENTS

The section entitled **SUPPLEMENTARY PAYMENTS – COVERAGES A AND B** is amended as follows:

- A. Paragraph 1.b. is amended to delete the \$250 limit shown for the cost of bail bonds and replace it with a \$5,000. limit; and
- B. Paragraph 1.d. is amended to delete the limit of \$250 shown for daily loss of earnings and replace it with a \$1,000. limit.

19. PROPERTY DAMAGE - PATTERNS MOLDS AND DIES

Under **COVERAGES, Coverage A – Bodily Injury and Property Damage Liability**, the paragraph entitled **Exclusions** is amended to delete subparagraphs (3) and (4) of the Exclusion entitled **Damage to Property**, but only with respect to patterns, molds or dies that are in the care, custody or control of the **Insured**, and only if such patterns, molds or dies are not being used to perform operations at the time of loss. A limit of insurance of \$25,000 per **policy period** applies to this **PROPERTY DAMAGE - PATTERNS MOLDS AND DIES** coverage, and this limit:



**Technology General Liability Extension Endorsement**

- A. is included within the General Aggregate Limit as described in **LIMITS OF INSURANCE**; and
- B. applies excess over any valid and collectible property insurance available to the **Insured**, including any deductible applicable to such insurance; the **Other Insurance** condition is changed accordingly.

20. UNINTENTIONAL FAILURE TO DISCLOSE HAZARDS

If the **Named Insured** unintentionally fails to disclose all existing hazards at the inception date of the **Named Insured's Coverage Part**, the Insurer will not deny coverage under this **Coverage Part** because of such failure.

21. WAIVER OF SUBROGATION - BLANKET

Under **CONDITIONS**, the condition entitled **Transfer Of Rights Of Recovery Against Others To Us** is amended to add the following:

The Insurer waives any right of recovery the Insurer may have against any person or organization because of payments the Insurer makes for injury or damage arising out of:

- 1. the **Named Insured's** ongoing operations; or
- 2. **your work** included in the **products-completed operations hazard**.

However, this waiver applies only when the **Named Insured** has agreed in writing to waive such rights of recovery in a written contract or written agreement, and only if such contract or agreement:

- 1. is in effect or becomes effective during the term of this **Coverage Part**; and
- 2. was executed prior to the **bodily injury, property damage or personal and advertising injury** giving rise to the claim.

All other terms and conditions of the Policy remain unchanged.

This endorsement, which forms a part of and is for attachment to the Policy issued by the designated Insurers, takes effect on the effective date of said Policy at the hour stated in said Policy, unless another effective date is shown below, and expires concurrently with said Policy.



**Business Auto Policy
Policy Endorsement**

Any organization you newly acquire or form during the policy period, other than a limited liability company, partnership or joint venture, and in which you maintain majority ownership interest is an **insured**, but only if such organization is not an **insured** under any other liability "policy" that provides **auto** coverage. The insurance afforded by this provision:

- a. Is effective on the date of acquisition or formation of the organization, and applies until:
 - (1) The end of the policy period of this Coverage Form; or
 - (2) The next anniversary of this Coverage Form's inception date, whichever is earlier; and
- b. Does not apply to **bodily injury** or **property damage** caused by an **accident** that occurred before you acquired or formed the organization.

3. Additional Insureds Required By Written Contract

Any person or organization that you are required by written contract to make an additional insured under this insurance is an **insured**, but only with respect to that person or organization's legal liability for acts or omissions of a person who qualifies as an **insured** for Liability Coverage under **SECTION II - WHO IS AN INSURED** of this Coverage Form.

4. Employee-Hired Autos

Any **employee** of yours is an **insured** while operating with your permission an **auto** hired or rented under a contract in that **employee's** name, while performing duties related to the conduct of your business.

With respect to provisions **A.1.** and **A.2.** above, "policy" includes those policies that were in force on the inception date of this Coverage Form, but:

- i. Which are no longer in force; or
- ii. Whose limits have been exhausted.

B. Increased Loss of Earnings Allowance

Under **SECTION II - COVERED AUTOS LIABILITY COVERAGE**, the paragraph entitled **Coverage Extensions** is amended under **Supplementary Payment** subparagraph (4) to delete the \$250. a day limit for loss of earnings and replace it with a \$500. a day limit.

C. Fellow Employee Coverage

Under **SECTION II - COVERED AUTOS LIABILITY COVERAGE**, the paragraph entitled **Exclusions** is amended to delete the exclusion entitled **Fellow Employee**.

II. AMENDMENTS TO PHYSICAL DAMAGE COVERAGE

A. Increased Loss of Use Expense

Under **SECTION III - PHYSICAL DAMAGE COVERAGE**, the paragraph entitled **Coverage Extensions** is amended under **Loss of Use Expenses** to delete the maximum of \$600., and replace it with a maximum of \$800.

B. Broadened Electronic Equipment Coverage

Under **SECTION III - PHYSICAL DAMAGE COVERAGE**, the paragraph entitled **Exclusions** is amended to delete paragraphs 5.a through 5.d. in their entirety, and replace them with the following:

5. Exclusions 4.c. and 4.d. above do not apply to **loss** to any electronic equipment that at the time of **loss** is:

Form No: CNA83700XX (10-2015)

Endorsement Effective Date:

Endorsement No: 5; Page: 2 of 4

Underwriting Company: The Continental Insurance Company, 151 N Franklin St, Chicago, IL 60606

Endorsement Expiration Date:

Policy No: 7011522178

Policy Effective Date: 11/01/23

Policy Page: 38 of 49



CNA PARAMOUNT

**Primary And Noncontributory
- Other Insurance Condition Endorsement**

This endorsement modifies insurance provided under the following:

TECHNOLOGY ERRORS & OMISSIONS LIABILITY COVERAGE PART

It is understood and agreed that the condition entitled Other Insurance is amended to add the following:

Primary and Noncontributory Insurance

If the **Named Insured** has agreed in writing in a contract or agreement that this insurance is primary and non-contributory relative to an additional insured's own insurance, then this insurance is primary, and the Insurer will not seek contribution from that other insurance.

All other terms and conditions of the Policy remain unchanged.

This endorsement, which forms a part of and is for attachment to the Policy issued by the designated Insurers, takes effect on the effective date of said Policy at the hour stated in said Policy, unless another effective date is shown below, and expires concurrently with said Policy.

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CNA75112XX (1-15)

Page 1 of 1

The Continental Insurance Co.

Insured Name: CALIFORNIA CREATIVE SOLUTIONS, INC.

Policy No: 7011521841

Endorsement No: 29

Effective Date: 11/01/2023

STATE OF NEW HAMPSHIRE
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX - ROOM 102
25 CAPITOL ST
CONCORD NH 03301-6398

DATE: February 3, 2022

CONTRACT FOR: Training and Professional Development Services

CONTRACT #: 8003033

COMMODITY/NIGP CODE: 918 3800

CONTRACTOR: CCS, Inc DBA CCS Global Tech VENDOR CODE #: 298121

SUBMITTED FOR ACCEPTANCE BY:



DN: cn=Wayne V Goulet, o=Div
Procurement Support Services,
ou=Bureau of Purchase & Property,
email=Wayne.V.Goulet@das.nh.go
v, c=US
Date: 2022.02.03 14:13:00 -05'00'

PURCHASING AGENT
BUREAU OF PURCHASE AND PROPERTY

RECOMMENDED FOR ACCEPTANCE BY:



DN: cn=Mathew T Stanton, o=Div
Procurement Support Services,
ou=Bureau of Purchase and
Property,
email=Mathew.T.Stanton@das.nh.g
ov, c=US
Date: 2022.02.04 10:12:16 -05'00'

PURCHASING MANAGER/ADMINISTRATOR
BUREAU OF PURCHASE AND PROPERTY

APPROVED FOR ACCEPTANCE BY:



DN: cn=Gary S Lunetta,
o=Department of Administrative
Services, ou=Division of
Procurement Support Services,
email=Gary.S.Lunetta@das.nh.go
v, c=US
Date: 2022.02.04 10:38:21 -05'00'

GARY S. LUNETTA, DIRECTOR
DIVISION OF PROCUREMENT & SUPPORT SERVICES

ACCEPTED FOR THE STATE OF NEW HAMPSHIRE UNDER THE AUTHORITY GRANTED TO ME BY NEW
HAMPSHIRE REVISED STATUTES, ANNOTATED 21-I:14, XII.



CHARLES M. ARLINGHAUS, COMMISSIONER
DEPARTMENT OF ADMINISTRATIVE SERVICES

DATE 2-7-22

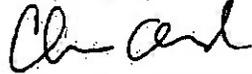
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

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

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Department of Administrative Services Bureau of Purchase and Property		1.2 State Agency Address 25 Capitol Street, Room 102 Concord, NH 03301	
1.3 Contractor Name CCS Learning Academy		1.4 Contractor Address 13475 Danielson Street, Suite 220 Poway, CA 92064	
1.5 Contractor Phone Number (858) 435-2505	1.6 Account Number Various 7808191352	1.7 Completion Date September 30, 2024	1.8 Price Limitation \$400,000.00
1.9 Contracting Officer for State Agency Wayne Goulet		1.10 State Agency Telephone Number 603-271-2009	
1.11 Contractor Signature  Date: January 27, 2022		1.12 Name and Title of Contractor Signatory Ajit Narasimhan Legal and Compliance Officer	
1.13 State Agency Signature  Date: 2/7/22		1.14 Name and Title of State Agency Signatory Charles M. Arlinghaus, Commissioner	
1.15 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.16 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By: _____ On: _____			
1.17 Approval by the Governor and Executive Council (if applicable) G&C Item number: _____ G&C Meeting Date: _____			

2. 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 B 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, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.17, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.13 ("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 affected by any state or federal legislative or executive action that reduces, eliminates or otherwise modifies the appropriation or availability of funding for this Agreement and the Scope for Services provided in EXHIBIT B, in whole or in part. 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 reduce or terminate the Services under this Agreement immediately upon giving the Contractor notice of such reduction or termination. The State shall not be required to transfer funds from any other account or source 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 C 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 applicable 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 employment opportunity laws. In addition, if this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all federal executive orders, rules, regulations and statutes, and with any rules, regulations and guidelines as the State or the United States issue to implement these regulations. The Contractor shall also comply with all applicable intellectual property 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 The Contractor 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 cured, 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 give the Contractor a written notice specifying the Event of Default and 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 give the Contractor a written notice specifying the Event of Default, treat the Agreement as breached, terminate the Agreement and pursue any of its remedies at law or in equity, or both.

8.3. 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.

9. TERMINATION.

9.1 Notwithstanding paragraph 8, the State may, at its sole discretion, terminate the Agreement for any reason, in whole or in part, by thirty (30) days written notice to the Contractor that the State is exercising its option to terminate the Agreement.

9.2 In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall, at the State's discretion, 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 B. In addition, at the State's discretion, the Contractor shall, within 15 days of notice of early termination, develop and

submit to the State a Transition Plan for services under the Agreement.

10. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

10.1 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.

10.2 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.

10.3 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.

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.

12.1 The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice, which shall be provided to the State at least fifteen (15) days prior to the assignment, and a written consent of the State. For purposes of this paragraph, a Change of Control shall constitute assignment. "Change of Control" means (a) merger, consolidation, or a transaction or series of related transactions in which a third party, together with its affiliates, becomes the direct or indirect owner of fifty percent (50%) or more of the voting shares or similar equity interests, or combined voting power of the Contractor, or (b) the sale of all or substantially all of the assets of the Contractor.

12.2 None of the Services shall be subcontracted by the Contractor without prior written notice and consent of the State. The State is entitled to copies of all subcontracts and assignment agreements and shall not be bound by any provisions contained in a subcontract or an assignment agreement to which it is not a party.

13. **INDEMNIFICATION.** Unless otherwise exempted by law, the Contractor shall indemnify and hold harmless the State, its officers and employees, from and against any and all claims, liabilities and costs for any personal injury or property damages, patent or copyright infringement, or other claims asserted against the State, its officers or employees, which arise out of (or which may be claimed to arise out of) the acts or omission of the

Contractor, or subcontractors, including but not limited to the negligence, reckless or intentional conduct. The State shall not be liable for any costs incurred by the Contractor arising under this paragraph 13. 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 continuously maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 commercial general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate or excess; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 10.2 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 ten (10) days prior to the expiration date of each insurance policy. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference.

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. The 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. **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.

17. **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 unless no such approval is required under the circumstances pursuant to State law, rule or policy.

18. **CHOICE OF LAW AND FORUM.** This Agreement shall be governed, interpreted and 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. Any actions arising out of this Agreement shall be brought and maintained in New Hampshire Superior Court which shall have exclusive jurisdiction thereof.

19. **CONFLICTING TERMS.** In the event of a conflict between the terms of this P-37 form (as modified in EXHIBIT A) and/or attachments and amendment thereof, the terms of the P-37 (as modified in EXHIBIT A) shall control.

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 or modifying provisions set forth in the attached EXHIBIT A 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 with respect to the subject matter hereof.

EXHIBIT A
SPECIAL PROVISIONS

There are no special provisions of this contract.

Contractor Initials AN
Date 01/27/2022

**EXHIBIT B
SCOPE OF SERVICES**

1. INTRODUCTION

CCS Learning Academy (hereinafter referred to as the "Contractor") hereby agrees to provide the State of New Hampshire (hereinafter referred to as the "State"), Department of Administrative Services, with Training and Professional Development Services in accordance with the bid/proposal submission in response to State Request for Proposal #2502-22 and as described herein.

2. CONTRACT DOCUMENTS

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

- a. State of New Hampshire Terms and Conditions, General Provisions Form P-37
- b. EXHIBIT A Special Provisions
- c. EXHIBIT B Scope of Services
- d. EXHIBIT C Method of Payment
- e. EXHIBIT D RFP 2502-22
- f. EXHIBIT E Appendix - Classes

In the event of any conflict among the terms or provisions of the documents listed above, the following order of priority shall indicate which documents control: (1) EXHIBIT A "Special Provisions," (2) Form Number P-37, (3) EXHIBIT B "Scope of Services," (4) EXHIBIT C "Method of Payment," (5) EXHIBIT D "RFP 2502-22" and (6) EXHIBIT E "Appendix - Classes."

3. TERM OF CONTRACT

This contract shall commence upon execution by the Commissioner of the Department of Administrative Services and shall continue thereafter through September 30, 2024.

The Contract may be extended for two (2) additional one-year extension terms thereafter upon the same terms, conditions and pricing structure with the approval of the Commissioner of the Department of Administrative Services.

The maximum term of the Contract (including all extensions) cannot exceed five (5) years.

4. SCOPE OF WORK

Training and Professional Development Classes:

Pricing per class or program shall include all development/preparation time and instruction time, including live instruction as well as instructor time required to review and respond to questions and submissions from students (for example, providing feedback for asynchronous work as part of an on-line courses running over several days).

Contractor shall provide certain information on each class or program for which they are offering including:

- Proposed format, including number of days and/or hours of direct instruction, hours of self-directed work, and timing of class or program of study;
- Instructor or instructors who would teach each class or program of study; and
- Price Per Class

The Contractor may propose additional trainings and/or services (or a different set of classes as part of a program) for consideration by the State by including a class title(s), instructor, format, and price per class.

- Project Management Training Program: Program shall include project management fundamentals, project cost management, and lean principles in project management. This program shall include introduction to project management, as well as classes focused on specific disciplines and techniques (e.g., Agile project management for IT-projects; Project Management for Software Implementation).
- Trainer Certification Program: Program shall cover effective communication, presentation techniques, facilitation, and other skills required of successful and engaging trainers.
- Government Accounting Program: Program shall include the following topics: purchasing basics, receivables, payables, accounting principles, grant administration, budget development, excel for financial records, internal controls and risk management, and communication. Contractor shall supply a complete program of study.

Course Summary and Syllabus: The Contractor shall include a brief synopsis of each course including the proposed format or structure for the class and the total number of hours of instruction and self-paced work by students, and a course syllabus. A more comprehensive and detailed description of any course shall be provided if requested by the State.

Training Materials: Contractor must submit a list of the course materials that will be provided for each course for which is offered (i.e., books, documentation, references, etc.). All materials must be approved by the State prior to the presentation of any training course.

Quality Assurance: All training or training program that will be offered through the State of NH BET shall work with the State to finalize the course content, length, format, and method of student evaluation. For example, a Contractor proposing a Lean Training Program shall work with existing Lean leaders and practitioners from various State agencies in developing and refining the Lean programs for NH State Government application.

Additionally, 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 Contractor shall distribute information for students to complete an online evaluation form to all participants in all classes.

Frequency of Offering: The frequency at which various classes are offered will vary based on anticipated and actual demand. BET may decide to offer a class more or less frequently at their sole discretion.

Staff Requirements:

All staff serving as instructors under this Contract must have at least a Bachelor's degree and relevant work experience plus demonstrated teaching or other relevant experience in the subject area(s) they are instructing. A Master's degree in a relevant area is preferred but not required. The Contractor shall submit resumes demonstrating the required education and experience for all proposed instructors and staff, including subcontractor staff/instructors.

Subcontractors

- 1) Services shall not be, in whole or in part, subcontracted, assigned, or otherwise transferred to any other Contractor without prior written approval by the State.
- 2) If subcontractors are to be used, the Contractor must clearly explain their participation.
- 3) If subcontractors are to be used, please include information regarding the proposed subcontractors including the name of the company, their address, contact person and three references for clients they are currently servicing.
- 4) The Contractor shall be directly responsible for any subcontractor's performance and work quality when used by the Contractor to carry out the scope of the job.
- 5) Subcontractors must abide by all terms and conditions under any resultant Contract.

Requirements

- 1) The State requires ten (10) days' advance knowledge of work schedules to provide security and access to respective work areas. No premium charges will be paid for any off-hour work.
- 2) The State shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the Contractor's employees, equipment or supplies. The Contractor shall replace in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the Contractor to proceed promptly with the necessary corrections, the State may withhold any amount necessary to correct all defective work or damages from payments to the Contractor.
- 3) 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 deems 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 and the State.
- 4) The Contractor or their personnel shall not represent themselves as employees or agents of the State.
- 5) While on State property, employees shall be subject to the control of the State, but under no circumstances shall such persons be deemed to be employees of the State.
- 6) All personnel shall observe all regulations or special restrictions in effect at the State Agency.
- 7) The Contractor's personnel shall be allowed only in areas where services are being performed. The use of State telephones is prohibited.

ADDITIONAL REQUIREMENTS:

Except as otherwise provided in this Scope of Services, all services performed under this Contract shall be performed between the hours of 8:00 A.M. and 4:00 P.M. unless other arrangements are made in advance with the State. Any deviation in work hours shall be pre-approved by the

Contracting Officer. The State requires ten-day 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.

The Contractor shall not commence work until a conference is held with the Department of Administrative Services' Division of Personnel's Bureau of Education and Training (BET), and each State agency or other public entity served by BET intending to utilize the Contractor's services, at which representatives of the Contractor and the State are present. The conference will be arranged by the BET.

The State shall require correction of any defective work and the repair of any damages to any part of a building or its appurtenances caused by the Contractor or its employees, subcontractors, equipment or supplies. The Contractor shall correct, repair, or replace all defective work, as needed, to complete said work in satisfactory condition, and damages so caused in order to restore the building and its appurtenances to their previous condition. Upon failure of the Contractor to proceed promptly with the necessary corrections or repairs, the State may withhold any amount necessary to correct all defective work or repair all damages from payments to the Contractor.

The work staff shall consist of qualified persons completely familiar with the products and equipment that they will use. The Contracting Officer may require the Contractor to dismiss from the work such employees as the Contracting Officer deems 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 and the State.

Neither the Contractor nor its employees or subcontractors shall represent themselves as employees or agents of the State.

While on State property the Contractor, its employees, and its sub-contractors shall be subject to the authority and control of the State, but under no circumstances shall such persons be deemed to be employees of the State.

All personnel shall observe all regulations or special restrictions in effect at any State agency location at which services are to be provided.

The Contractor's personnel shall be allowed only in areas where services are to be provided. The use of State telephones by the Contractor, its employees, or its sub-contractors is prohibited.

5. TERMINATION

The State of New Hampshire has the right to terminate the contract at any time by giving the Contractor thirty (30) days advance written notice.

6. OBLIGATIONS AND LIABILITY OF THE CONTRACTOR

The Contractor shall provide all services strictly pursuant to, and in conformity with, the specifications described in State RFP #2502-22, as described herein, and under the terms of this Contract.

It is the responsibility of the Contractor to maintain this contract and New Hampshire Vendor Registration with up to date contact information.

Contract specific contact information (Sales contact, Contractor contract manager, etc.) shall be sent to the State's Contracting Office listed in Box 1.9 of Form P-37.

Additionally, all updates i.e., telephone numbers, contact names, email addresses, W9, tax identification numbers are required to be current through a formal electronic submission to the Bureau of Purchase and Property at:

[https://das.nh.gov/purchasing/vendorregistration/\(S\(a0fzcv55qhaeas45jpya5i45\)\)/welcome.aspx](https://das.nh.gov/purchasing/vendorregistration/(S(a0fzcv55qhaeas45jpya5i45))/welcome.aspx)

The Contractor shall agree to hold the State of NH harmless from liability arising out of injuries or damage caused while performing this work. The Contractor shall agree that any damage to building(s), materials, equipment or other property during the performance of the service shall be repaired at its own expense, to the State's satisfaction.

7. DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION LOWER TIER COVERED TRANSACTIONS

The Contractor certifies, by signature of this contract, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal Department or Agency.

8. INSURANCE

Certificate of insurance amounts must be met and maintained throughout the term of the contract and any extensions as per the P-37, section 14 and cannot be cancelled or modified until the State receives a 10 day prior written notice.

9. CONFIDENTIALITY & CRIMINAL RECORD

If requested by the using agency, the Contractor and its employees, and Sub-Contractors (if any), shall be required to sign and submit a Confidential Nature of Department Records Form and a Criminal Authorization Records Form. These forms shall be submitted to the individual using agency prior to the start of any work.

**EXHIBIT C
METHOD OF PAYMENT**

1. CONTRACT PRICE

The Contractor hereby agrees to provide Training and Professional services in complete compliance with the terms and conditions specified in Exhibit B for an amount up to and not to exceed a price of \$400,000.00; this figure shall not be considered a guaranteed or minimum figure; however it shall be considered a maximum figure from the effective date through the expiration date as indicated in Form P-37 Block 1.7.

2. PRICING STRUCTURE

SOFTWARE TRAINING (ONLINE FORMAT)					
CLASS	CLASS FORMAT	PROPOSED STAFF	02/01/2022 – 09/30/2022 (PRICE PER CLASS)	10/1/2022- 9/30/2023 (PRICE PER CLASS)	10/2/2023- 9/30/2024 (PRICE PER CLASS)
Access Training	1-day live online	Carrie Williams/ Olen D. Sanders/ Michael Chasse	\$895.00	\$895.00	\$895.00
Adobe Suite Training	1-day live, online, or 2- ½ days live, online	Olen D. Sanders/ Bruce Carl Aronson	\$995.00	\$995.00	\$995.00
Excel I	1-day live, online	Carrie Williams/ Olen D. Sanders/ Michael Chasse	\$895.00	\$895.00	\$895.00
Excel II	1-day live, online	Carrie Williams/ Olen D. Sanders/ Michael Chasse	\$895.00	\$895.00	\$895.00
Excel III	1-day live online	Carrie Williams/ Olen D. Sanders/ Michael Chasse	\$895.00	\$895.00	\$895.00
Outlook	½ day live, online	Carrie Williams/ Olen D. Sanders/ Michael Chasse	\$495.00	\$495.00	\$495.00
Powerpoint	½ day live, online	Carrie Williams/ Olen D. Sanders/ Michael Chasse	\$495.00	\$495.00	\$495.00
Visio Training	1-day live, online	Carrie Williams/ Olen D. Sanders/ Michael Chasse	\$895.00	\$895.00	\$895.00
Word Bootcamp	1-day live, online	Carrie Williams/ Olen D. Sanders/ Michael Chasse	\$895.00	\$895.00	\$895.00

NON-SOFTWARE TRAINING (ONLINE FORMAT)

CLASS	CLASS FORMAT	PROPOSED STAFF	02/01/2022 – 09/30/2022 (PRICE PER CLASS)	10/1/2022- 9/30/2023 (PRICE PER CLASS)	10/2/2023- 9/30/2024 (PRICE PER CLASS)
Business Analysis	1-day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$995.00	\$995.00	\$995.00
Business Etiquette	½ -day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$795.00	\$795.00	\$795.00
Business Writing	10 hour of work over 1 week with 2-90 min live Teams sessions	Bill Jensen/Dr. Princess/ Keith McNally	\$2,385.00	\$2,385.00	\$2,385.00
Coaching: How Leaders Develop the Next Leaders	1-day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$995.00	\$995.00	\$995.00
Communication Skills	1 week online with 2-90 min live Teams sessions	Bill Jensen/Dr. Princess/ Keith McNally	\$1,995.00	\$1,995.00	\$1,995.00
Conflict Resolution	½ -day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$795.00	\$795.00	\$795.00
Creating an Individual Development Plan for Performance Improvement and/or Career Advancement	1 week online with 2-90 min live Teams sessions	Bill Jensen/Dr. Princess/ Keith McNally	\$1,995.00	\$1,995.00	\$1,995.00
Customer Service	1 week online with 2-90 min live Teams sessions	Bill Jensen/Dr. Princess/ Keith McNally	\$1,995.00	\$1,995.00	\$1,995.00
Dealing with Strong Emotions in the Workplace	½ -day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$795.00	\$795.00	\$795.00
Dealing With Troubled, Toxic or Negative People	½ -day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$795.00	\$795.00	\$795.00
Developing a Balanced Scorecard	4 - ½ days live online over 2 weeks	Bill Jensen/Dr. Princess/ Keith McNally	\$2,995.00	\$2,995.00	\$2,995.00
Developing a Communication Strategy	1 week online with 2-90 min live Teams sessions	Bill Jensen/Dr. Princess/ Keith McNally	\$1,995.00	\$1,995.00	\$1,995.00

NON-SOFTWARE TRAINING (ONLINE FORMAT)					
CLASS	CLASS FORMAT	PROPOSED STAFF	02/01/2022 - 09/30/2022 (PRICE PER CLASS)	10/1/2022- 9/30/2023 (PRICE PER CLASS)	10/2/2023- 9/30/2024 (PRICE PER CLASS)
Developing an Individual Development Plan for Leaders	1 week online with 2-90 min live Teams sessions	Bill Jensen/Dr. Princess/ Keith McNally	\$1,995.00	\$1,995.00	\$1,995.00
Difficult Conversations	½ -day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$795.00	\$795.00	\$795.00
Effective Meetings	½ -day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$795.00	\$795.00	\$795.00
Effective Problem Solving and Decision Making Methods	1 week online with 2-90 min live Teams sessions	Bill Jensen/Dr. Princess/ Keith McNally	\$1,995.00	\$1,995.00	\$1,995.00
E-mail Etiquette	½ -day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$795.00	\$795.00	\$795.00
Employee Performance Evaluation	½ -day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$795.00	\$795.00	\$795.00
Facilitation Skills	2 - ½ days live online	Bill Jensen/Dr. Princess/ Keith McNally	\$1,495.00	\$1,495.00	\$1,495.00
Interviewing and Selecting the Right Person for Your Team	2 - ½ days live online	Bill Jensen/Dr. Princess/ Keith McNally	\$1,495.00	\$1,495.00	\$1,495.00
Leading and Managing Change	1 week online with 2-90 min live Teams sessions	Bill Jensen/Dr. Princess/ Keith McNally	\$1,995.00	\$1,995.00	\$1,995.00
Leading with Strengths	1 week online with 2-90 min live Teams sessions	Bill Jensen/Dr. Princess/ Keith McNally	\$1,995.00	\$1,995.00	\$1,995.00
Managing at a Distance	½ -day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$795.00	\$795.00	\$795.00
Managing Difficult Employees	½ -day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$795.00	\$795.00	\$795.00
Managing with Metrics	2 - ½ days live online	Bill Jensen/Dr. Princess/ Keith McNally	\$1,495.00	\$1,495.00	\$1,495.00

NON-SOFTWARE TRAINING (ONLINE FORMAT)					
CLASS	CLASS FORMAT	PROPOSED STAFF	02/01/2022 – 09/30/2022 (PRICE PER CLASS)	10/1/2022- 9/30/2023 (PRICE PER CLASS)	10/2/2023- 9/30/2024 (PRICE PER CLASS)
Motivating Employees	½ -day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$795.00	\$795.00	\$795.00
Presentations: Effective Visuals and Verbal Communication (Introduction)	1 week online with 2-90 min live Teams sessions	Bill Jensen/Dr. Princess/ Keith McNally	\$1,995.00	\$1,995.00	\$1,995.00
Proactive Leadership	½ -day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$795.00	\$795.00	\$795.00
Project Management- Agile for IT Projects	3 weeks online with 2-90 min live Teams sessions & homework per week	Bill Jensen/Dr. Princess/ Keith McNally	\$2,195.00	\$2,195.00	\$2,195.00
Project Management – An Introduction	1 week online with 2-90 min live Teams sessions	Bill Jensen/Dr. Princess/ Keith McNally	\$1,995.00	\$1,995.00	\$1,995.00
Project Management – Practitioner	3 weeks online with 2-90 min live Teams sessions & homework per week	Bill Jensen/Dr. Princess/ Keith McNally	\$2,195.00	\$2,195.00	\$2,195.00
Public Speaking II (Advanced)	1 week online with 2-90 min live Teams sessions	Bill Jensen/Dr. Princess/ Keith McNally	\$1,995.00	\$1,995.00	\$1,995.00
Strategic Planning Basics	1 week online with 2-90 min live Teams sessions	Bill Jensen/Dr. Princess/ Keith McNally	\$1,995.00	\$1,995.00	\$1,995.00
Team Skills: Participating On and Leading Effective Teams	1 week online with 2-90 min live Teams sessions	Bill Jensen/Dr. Princess/ Keith McNally	\$1,995.00	\$1,995.00	\$1,995.00
Time Management	½ -day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$795.00	\$795.00	\$795.00

NON-SOFTWARE TRAINING (ONLINE FORMAT)					
CLASS	CLASS FORMAT	PROPOSED STAFF	02/01/2022 – 09/30/2022 (PRICE PER CLASS)	10/1/2022- 9/30/2023 (PRICE PER CLASS)	10/2/2023- 9/30/2024 (PRICE PER CLASS)
Training Certification: Program of Study to Develop Communication, Presentation, and Facilitation Skills Required for Success as a Trainer	1-day live online	Bill Jensen/Dr. Princess/ Keith McNally	\$995.00	\$995.00	\$995.00
Understanding Personality with MBTI Profile	½ -day live online, plus pre-work	Bill Jensen/Dr. Princess/ Keith McNally	\$795.00	\$795.00	\$795.00

3. INVOICE

Invoices shall be submitted to the NH Bureau of Education and Training (BET) after completion of work for the requesting entity. Invoices must include the following information:

- Date(s) of service
- Itemized list of services provided
- State Vendor identification number
- Name, address, contact person and contract e-mail and telephone number for the Vendor
- Name, address, contact person and contract e-mail and telephone number for the entity for whom the service was provided
- BET customer number for the entity to whom service was provided (if not direct for BET).

Each State of New Hampshire agency or other public entity securing training services through the NH BET will have a BET-specific customer account number. There may be instances where sub-sections of an agency have their own individual BET customer account number. Where training is provided to an individual agency or other entity, the Contractor shall obtain the applicable BET customer account number from the BET business administrator prior to invoicing the State for training services provided.

4. PAYMENT

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

Payments may be made via ACH. Use the following link to enroll with the State Treasury for ACH payments: <https://www.nh.gov/treasury>

EXHIBIT D

RFP #2502-22 is incorporated here within.

Contractor Initials AN
Date 01/27/2022

EXHIBIT E
APPENDIX – CLASSES

ACCESS LEVEL 1 (2019/2016/2013)

CLASS DESCRIPTION:

This course is suited for those using Microsoft Access Level 1 (2019/2016/2013). This course will be taught using Microsoft Outlook. Data is everywhere. Whether you are at the grocery store, office, laboratory, classroom, or ballpark, you are awash in data: prices, schedules, performance measures, lab results, recipes, contact information, quality metrics, market indices, grades, and statistics. Most job roles today involve some form of data management. In the case of data workers, it may be their primary job task. For some, such as research scientists and accountants, data management may be a strong component of the job. And for others, such as salesclerks or those in the skilled trades, data management may consist of an incidental job responsibility, for example, time reporting or recording a sale. Virtually everyone is affected in some way by the need to manage data.

A relational database application such as Microsoft Office Access (2019/2016/2013) can help you and your organization collect and manage large amounts of data. Access is a versatile tool. You can use it as a personal data management tool (for your use alone), or you can use it as a construction set to develop applications for an entire department or organization. In this course, you will use Access to manage your data, including creating a new database; constructing tables; designing forms and reports; and creating queries to join, filter, and sort data.

COURSE SYLLABUS:

- 1) Getting Started with Access
 - a) Orientation to Microsoft Access
 - b) Create a Simple Access Database
 - c) Get Help and Configure Options in Microsoft Access

- 2) Working with Table Data
 - a) Modify Table Data
 - b) Sort and Filter Records

- 3) Querying a Database
 - a) Create Basic Queries
 - b) Sort and Filter Data in a Query
 - c) Perform Calculations in a Query

- 4) Using Forms
 - a) Create Basic Access Forms
 - b) Work with Data on Access Forms

- 5) Generating Reports
 - a) Create a Report
 - b) Add Controls to a Report
 - c) Enhance the Appearance of a Report
 - d) Prepare a Report for Print
 - e) Organize Report Information
 - f) Format Reports

ACCESS LEVEL 2 (2019/2016/2013)

CLASS DESCRIPTION:

This course is suited for those using Microsoft Access Level 2 (2019/2016/2013). This course will be taught using Microsoft Access. Your training and experience using Microsoft Access (2019/2016/2013) has given you basic database management skills, such as creating tables, designing forms and reports, and building queries. In this course, you will expand your knowledge of relational database design, write advanced queries, structure existing data, validate data entered a database, and customize reports. Extending your knowledge of Microsoft Access (2019/2016/2013) will result in a robust, functional database for your users.

COURSE SYLLABUS:

- | | |
|------------------------------------|---|
| 1) Designing a Relational Database | 5) Organizing a Database for Efficiency |
| a) Relational Database Design | a) Data Normalization |
| b) Create a Table | b) Create a Junction Table |
| c) Create Table Relationships | c) Improve Table Structure |
| 2) Joining Tables | 6) Using Advanced Reporting |
| a) Create Query Joins | Techniques |
| b) Relate Data Within a Table | a) Include Control Formatting in |
| c) Work with Subdatasheets | a Report |
| 3) Using Data Validation | b) Add a Calculated Field to |
| a) Use Field Validation | a Report |
| b) Use Form and Record Validation | c) Add a Sub report to an |
| 4) Creating Advanced Queries | Existing Report |
| a) Create Parameter Queries | |
| b) Summarize Data | |
| c) Create Subqueries | |
| d) Create Action Queries | |
| e) Create Unmatched and Duplicate | |
| Queries | |

ACCESS LEVEL 3 (2019/2016/2013)

CLASS DESCRIPTION:

This course is suited for those using Microsoft Access Level 3 (2019/2016/2013). This course will be taught using Microsoft Access. You have covered many of the basic functions of Microsoft Office Access (2016/2013/2010), and now you are ready to learn advanced Access features such as database management, advanced form design, packaging a database, encrypting a database, preparing a database for multi-user access, and more. Knowledge of these features separate database professionals from the casual database users or occasional designers. Today training, added to that which you've gained from the Microsoft Office Access (2019/2016/2013): Level 1 & 2 courses, rounds out your Access education and provides you with marketable job skills.

COURSE SYLLABUS:

- | | |
|--|--|
| 1) Implementing Advanced Form Design | 5) Using Advanced Database Management |
| a) Add Controls to Forms | a) Manage a Database |
| b) Enhance Navigation and Organization of Forms | b) Determine Object Dependency |
| c) Apply Conditional Formatting | c) Document a Database |
| 2) Sharing Data Across Applications | 6) Distributing and Securing a Database |
| a) Import Data into Access | a) Splitting a Database for Multiple User Access |
| b) Export Access Data | b) Implement Security |
| c) Link Tables to External Data Sources | c) Convert an Access Database to an ACCDE File |
| d) Create a Mail Merge | d) Package a Database with a Digital Signature |
| 3) Using Macros to Improve User Interface Design | 7) Managing Switchboards |
| a) Create a Macro | a) Create a Database Switchboard |
| b) Restrict Records Using a Condition | b) Modify a Database Switchboard |
| c) Validate Data Using a Macro | c) Set Startup Options |
| d) Automate Data Entry Using a Macro | |
| 4) Using VBA | |
| a) Getting Started with VBA | |
| b) Enhance Access Using VBA | |

EXCEL LEVEL 1 (2019/2016/2013)

CLASS DESCRIPTION:

Conducted by certified instructors at CCS Learning Academy, the Microsoft Office Excel training classes explain elementary details like how to open, save, and close files, how to format a spreadsheet, how to build basic charts, and how to enter formulae into a cell. Through comprehensive Excel online training and Instructor-Led Training (ILT), participants will learn to use the most important features of Excel with full proficiency. Learn Office Excel to analyze, organize, calculate, revise, update, and present your data in the desired format easily and clearly. The Microsoft Office Excel Level 1 (2019-2016-2013) training familiarizes students with the different features for creating spreadsheets, providing the fundamentals upon which they can build their knowledge and skills to become experts in data manipulation.

COURSE SYLLABUS:

- | | |
|---|---|
| 1) Getting Started with Excel 2019
a) Navigate the Excel User Interface
b) Use Excel Commands
c) Create and Save a Basic Workbook
d) Enter Cell Data
e) Use Excel Help | 4) Formatting a Worksheet
a) Apply Text Formats
b) Apply Number Formats
c) Align Cell Contents
d) Apply Styles and Themes
e) Apply Basic Conditional Formatting
f) Create and Use Templates |
| 2) Performing Calculations
a) Create Worksheet Formulas
b) Insert Functions
c) Reuse Formulas and Functions | 5) Printing Workbooks
a) Preview and Print a Workbook
b) Set Up the Page Layout
c) Configure Headers and Footers |
| 3) Modifying a Worksheet
a) Insert, Delete, and Adjust Cells, Columns, and Rows
b) Search for and Replace Data
c) Use Proofing and Research Tools | 6) Managing Workbooks
a) Manage Worksheets
b) Manage Workbook and Worksheet Views
c) Manage Workbook Properties |

EXCEL LEVEL 2 (2019/2016/2013)

CLASS DESCRIPTION:

This course builds upon the foundational knowledge presented in the Excel: Level 1 course and will help start you down the road to creating advanced workbooks and worksheets that can help deepen your understanding of organizational intelligence. The ability to analyze massive amounts of data, extract actionable information from it, and present that information to decision makers is at the foundation of a successful organization that is able to compete at a high level. CCS Learning Academy provides in-depth coverage of the more advanced Excel features with comprehensive Microsoft Office Excel Level 2 (2019-2016-2013) training. The Excel online training and Instructor-Led Training (ILT) focuses on developing the skills to extract actionable intelligence from massive amounts of raw data. Learn Office Excel Level 2 (2019-2016-2013) to deepen your understanding of organizational intelligence by creating advanced worksheets and workbooks. The Microsoft Office Excel training classes are conducted via a hands-on approach to build learner's proficiency in advanced aspects of Excel.

COURSE SYLLABUS:

- | | |
|---------------------------------------|---|
| 1) Working with Functions | 3) Analyzing Data |
| a) Work with Ranges | a) Create and Modify Tables |
| b) Use Specialized Functions | b) Apply Intermediate Conditional Formatting |
| c) Work with Logical Functions | c) Apply Advanced Conditional Formatting |
| d) Work with Date & Time Functions | |
| e) Work with Text Functions | |
| 2) Working with Lists | 4) Visualizing Data with Charts |
| a) Sort Data | a) Create, Modify and Format Charts |
| b) Filter Data | b) Use Advanced Chart Features |
| c) Query Data with Database Functions | |
| d) Outline and Subtotal Data | 5) Using PivotTables and PivotCharts |
| | a) Create and Analyze PivotTable |
| | b) Present Data with PivotCharts |
| | c) Filter Data by Using Timelines and Slicers |

EXCEL LEVEL 3 (2019/2016/2013)

CLASS DESCRIPTION:

This course builds off of the foundational and intermediate knowledge presented in the Microsoft Office Excel: Level 1 and Level 2 courses to help you get the most of your Excel experience. The ability to collaborate with colleagues, automate complex or repetitive tasks, and use conditional logic to construct and apply elaborate formulas and functions will put the full power of Excel right at your fingertips. The more you learn about how to get Excel to do the hard work for you, the more you'll be able to focus on getting the answers you need from the vast amounts of data your organization generates.

COURSE SYLLABUS

- | | |
|---|---|
| 1) Working with Multiple Worksheets and Workbooks a) Use Links and External References
b) Use 3-D References
c) Consolidate Data | 4) Using Lookup Functions and Formula Auditing a) Use Lookup Functions
b) Trace Cells
c) Watch and Evaluate Formulas |
| 2) Sharing and Protecting Workbooks a) Collaborate on a Workbook
b) Protect Worksheets and Workbooks | 5) Forecasting Data a) Determine Potential Outcomes Using Data Tables
b) Determine Potential Outcomes Using Scenarios
c) Use the Goal Seek Feature
d) Forecast Data Trends |
| 3) Automating Workbook Functionality a) Apply Data Validation
b) Search for Invalid Data and Formulas with Errors
c) Work with Macros | 6) Creating Sparklines and Mapping Data a) Create Sparklines
b) Map Data |

OUTLOOK LEVEL 1 (2019/2016/2013)

CLASS DESCRIPTION:

In this course, you will use Outlook to send, receive, and manage email messages, manage your contact information, schedule appointments and meetings, create tasks and notes for yourself, and customize the Outlook interface to suit your working style. This course is the first in a series of two Microsoft Office Outlook (2019-2016-2013) courses. It will provide you with the basic skills you need to start using Outlook to manage your email communications, contact information, calendar events, tasks, and notes.

COURSE SYLLABUS:

- | | |
|---|------------------------------------|
| 1) Getting Started with Outlook 2016 | 5) Organizing Messages |
| a) Navigate the Outlook Interface | a) Mark Messages |
| b) Work with Messages | b) Organize Messages Using Folders |
| c) Access Outlook Help | |
| 2) Formatting Messages | 6) Managing Your Contacts |
| a) Add Message Recipients | a) Create and Edit Contacts |
| b) Check Spelling and Grammar | b) View and Print Contacts |
| c) Format Message Content | |
| 3) Working with Attachments and Illustrations | 7) Working with the Calendar |
| a) Attach Files and Items | a) View the Calendar |
| b) Add Illustrations to Messages | b) Create Appointments |
| c) Manage Automatic Message Content | c) Schedule Meetings |
| | d) Print the Calendar |
| 4) Customizing Message Options | 8) Working with Tasks and Notes |
| a) Customize Reading Options | a) Create Tasks |
| b) Track Messages | b) Create Notes |
| c) Recall and Resend Messages | |

AN

POWERPOINT LEVEL 1 (2019/2016/2013)

CLASS DESCRIPTION:

With so much communication to contend with, it can be difficult to grab people's attention. But we are often called upon to do just that. So, how do you grab and maintain an audience's focus when you're asked to present important information? By being clear, organized, and engaging. And, that is exactly what Microsoft Office PowerPoint (2019-2016-2013) can help you do. Gone are the days of flip charts or drawing on a white board to illustrate your point. Today audiences are tech savvy, accustomed to high-impact multimedia content, and stretched for time. By learning how to use the vast array of features and functionality contained within PowerPoint, you will gain the ability to organize your content, enhance it with high-impact visuals, and deliver it with a punch. In this course, you will use PowerPoint to begin creating engaging, dynamic multimedia presentations.

COURSE SYLLABUS:

- | | |
|---|--|
| 1) Getting Started with PowerPoint <ul style="list-style-type: none">a) Navigate the PowerPoint Environmentb) View and Navigate a Presentationc) Create and Save a PowerPoint Presentationd) Use PowerPoint Help | 5) Modifying Objects in Your Presentation <ul style="list-style-type: none">a) Edit Objectsb) Format Objectsc) Group Objectsd) Arrange Objectse) Animate Objects |
| 2) Developing a PowerPoint Presentation <ul style="list-style-type: none">a) Select a Presentation Typeb) Edit Textc) Build a Presentation | 6) Adding Tables to Your Presentation <ul style="list-style-type: none">a) Create a Tableb) Format a Tablec) Insert a Table from Other MS Office Applications |
| 3) Performing Advanced Text Editing Operations <ul style="list-style-type: none">a) Format Charactersb) Format Paragraphsc) Format Text Boxes | 7) Adding Charts to Your Presentation <ul style="list-style-type: none">a) Create a Chartb) Format a Chartc) Insert a Chart from Microsoft Excel |
| 4) Adding Graphical Elements to Your Presentation <ul style="list-style-type: none">a) Insert Imagesb) Insert Shapes | 8) Preparing to Deliver Your Presentation <ul style="list-style-type: none">a) Review Your Presentationb) Apply Transitionsc) Print Your Presentationd) Deliver Your Presentation |

MICROSOFT VISIO LEVEL 1 (2019/2016/2013)

CLASS DESCRIPTION:

This course is suited for those using Microsoft Visio Level 1 (2019-2016-2013). This course will be taught using Microsoft Visio. From the earliest eras of human existence, visual images have been used to represent knowledge, data, and information. Beginning with the Paleolithic cave paintings and continuing to today most complex computer networks, these images leverage the ability of the human brain to rapidly perceive patterns and trends from visual representations.

COURSE SYLLABUS:

- 1) Getting Started with Visio 2019
 - a) Perform Basic Tasks in the Visio Environment
 - b) Use Backstage Commands
 - c) Save a File
- 2) Working with Workflow Diagram Tools
 - a) Use Drawing Components
 - b) Modify a Drawing
 - c) Insert Callouts and Groups
- 3) Building Organization Charts
 - a) Create an Organization Chart Manually
 - b) Create Organization Charts by Using Starter Diagrams and the Organization Chart Wizard
 - c) Modify an Organization Chart
- 4) Designing a Floor Plan
 - a) Make a Basic Floor Plan
 - b) Model a Room Layout
- 5) Building a Cross-Functional Flowchart
 - a) Create a Cross-Functional Flowchart
 - b) Format a Cross-Functional Flowchart
- 6) Designing a Network Diagram
 - a) Create Network Diagrams
 - b) Use Shape Data
 - c) Use Layers
- 7) Styling a Diagram
 - a) Modify Shape and Connector Styles
 - b) Apply Themes and Variants
 - c) Use Containers

MICROSOFT WORD LEVEL 1 (2019/2016/2013)

CLASS DESCRIPTION:

MS Word 2019 is designed to help you move smoothly through the task of creating professional-looking documents. Its rich features and powerful tools can make your work easy, and even fun. In this course, you'll learn how to use Word 2019 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents. Word Level 1 training covers the creation and editing of documents, formatting, adding tables and lists, adding design elements, and layout options. Learn by exploring all the built-in options that make work easy and fun. MS Word 2019 essential training is the first step toward becoming an expert in working with Word.

COURSE SYLLABUS:

- 1) Getting Started with Word
 - a) Navigate in Microsoft Word
 - b) Create and Save Word Documents
 - c) Manage Your Workspace
 - d) Edit Documents
 - e) Preview and Print Documents
 - f) Customize the Word Environment
- 2) Formatting Text and Paragraphs
 - a) Apply Character Formatting
 - b) Control Paragraph Layout
 - c) Align Text Using Tabs
 - d) Display Text in Bulleted or Numbered Lists
 - e) Apply Borders and Shading
- 3) Working More Efficiently
 - a) Make Repetitive Edits
 - b) Apply Repetitive Formatting
 - c) Use Styles to Streamline Repetitive Formatting Tasks
- 4) Managing Lists
 - a) Sort a List
 - b) Format a List
- 5) Adding Tables
 - a) Insert a Table
 - b) Modify a Table
 - c) Format a Table
 - d) Convert Text to a Table
- 6) Inserting Graphic Objects
 - a) Insert Symbols and Special Characters
 - b) Add Images to a Document
- 7) Controlling Page Appearance
 - a) Apply a Page Border and Color
 - b) Add Headers and Footers
 - c) Control Page Layout
 - d) Add a Watermark
- 8) Preparing to Publish a Document
 - a) Check Spelling, Grammar, and Readability
 - b) Use Research Tools
 - c) Check Accessibility
 - d) Save a Document to Other Formats

MICROSOFT WORD LEVEL 2 (2019/2016/2013)

CLASS DESCRIPTION:

After you master the basics of using Microsoft Word such as creating, editing, and saving documents; navigating through a document; and printing, you're ready to move on to tackling the more advanced features. These features enable you to create complex and professional documents with a consistent look and feel. They also enable you to automate tedious tasks such as preparing a letter to send to every customer of your organization. Creating professional-looking documents can help you give your organization a competitive edge. Implementing time-saving features such as document templates and automated mailings helps your organization reduce expenses. Mastering these techniques will make you a valued employee in your organization.

COURSE SYLLABUS:

- 1) Organizing Content Using Tables and Charts
 - a) Sort Table Data
 - b) Control Cell Layout
 - c) Perform Calculations in a Table
 - d) Create a Chart
 - e) Add an Excel Table to a Word Document
- 2) Customizing Formats Using Styles and Themes
 - a) Create and Modify Text Styles
 - b) Create Custom List or Table Styles
 - c) Apply Document Themes
- 3) Inserting Content Using Quick Parts
 - a) Insert Building Blocks
 - b) Create and Modify Building Blocks
 - c) Insert Fields Using Quick Parts
- 4) Using Templates to Automate Document Formatting
 - a) Create a Document Using a Template
 - b) Manage Templates with the Template Organizer
 - c) Create and Modify a Template
- 5) Controlling the Flow of a Document
 - a) Control Paragraph Flow
 - b) Insert Section Breaks
 - c) Insert Columns
 - d) Link Text Boxes to Control Text Flow
- 6) Simplifying and Managing Long Documents
 - a) Insert Blank and Cover Pages
 - b) Insert an Index
 - c) Insert a Table of Contents
 - d) Insert an Ancillary Table
 - e) Manage Outlines
 - f) Create a Master Document
- 7) Using Mail Merge to Create Letters, Envelopes, and Labels
 - a) The Mail Merge Feature
 - b) Merge Envelopes and Labels

MICROSOFT WORD LEVEL 3 (2019/2016/2013)

CLASS DESCRIPTION:

The Word Level 3 (2019-2016-2013) training class covers tools other than word processing, like manipulation tools, cross-referencing and linking tools, security features, entry forms and data collection, and document production automation tools. Candidates explore how to create lengthy documents in an easy manner, and how to collaborate with others through this Word Level 3 (2019-2016-2013) training. Imparted by certified instructors, the proactive MS Office Word training prepares aspirants to accomplish tasks by using Word efficiently. The training includes a hands-on approach to ensure learners can handle complex tasks easily upon course completion.

COURSE SYLLABUS:

- 1) Manipulating Images
 - a) Integrate Pictures and Text
 - b) Adjust Image Appearance
 - c) Insert Other Media Elements
- 2) Using Custom Graphic Elements
 - a) Create Text Boxes and Pull Quotes
 - b) Add WordArt and Other Text Effects
 - c) Draw Shapes
 - d) Create Complex Illustrations with SmartArt
- 3) Collaborating on Documents
 - a) Prepare a Document for Collaboration
 - b) Mark Up a Document
 - c) Review Markups
 - d) Merge Changes from Other Documents
- 4) Adding Document References and Links
 - a) Add Captions
 - b) Add Cross-References
 - c) Add Bookmarks
 - d) Add Hyperlinks
 - e) Insert Footnotes and Endnotes
 - f) Add Citations and a Bibliography
- 5) Securing a Document
 - a) Suppress Information
 - b) Set Formatting and Editing Restrictions
 - c) Restrict Document Access
 - d) Add a Digital Signature to a Document
- 6) Using Forms to Manage Content
 - a) Create and Modify Forms
- 7) Automating Repetitive Tasks with Macros
 - a) Automate Tasks by Using Macros
 - b) Create a Macro

ADOBE CREATIVE CLOUD SUITE TRAINING

Creative Cloud is a collection of 20+ desktop and mobile apps and services for photography, design, video, web, UX, and more. Now you can take your ideas to new places with Photoshop on the iPad, draw and paint with Adobe Fresco, and design for 3D and AR. Join our global creative community — and make something better together.

Adobe training course at CCS Learning Academy allows you a hands-on learning experience in multimedia and creativity tasks. Adobe is an industry benchmark, a rich digital experience, and a helping hand for all digital media activities. For over 20 years, Adobe Systems has helped people and businesses communicate on the highest level. With Adobe tools you can create highly compelling content, deliver it across diverse media and devices, and optimize results through systematic targeting and measurement. Gaining insights with Adobe training and certifications gives you a better understanding of the design and multimedia field. Tools like Photoshop, InDesign, and Adobe XD are the most recognized tools in the Adobe lineup and are best in class for design practices.

ADOBE PHOTOSHOP FUNDAMENTALS: AN INTRODUCTION TO PHOTOSHOP CC

CLASS DESCRIPTION:

Adobe Photoshop is the most widely used image editing software across the globe. Photography professionals, graphic designers, and web designers use Photoshop to add perfection to their digital images through a range of creative tools, filters, and features. Adobe Photoshop is an essential skill required to land a job in graphics and design. With professional Adobe Photoshop training courses, you can easily master the necessary image editing skills. An Introduction to Photoshop CC course provides a thorough overview of the interface, the tools, the features, tricks, and tips for using Photoshop CC.

CCS Learning Academy has a team of professional and experienced instructors who walk the extra mile to inspire across the board image editing knowledge in you. Our all-inclusive Photoshop training and certification courses help you gain proficiency in enhancing image quality, retouching, and manipulating images and photographs effortlessly. Photoshop allows you to transform your images to the workings of your imagination and showcase them for the world to see. We help you attain the highest level of efficiency in rendering the realistic or the wildly creative with our out-of-the box Photoshop training courses.

COURSE SYLLABUS:

- 1) Lesson 1: Understanding How Digital Images Work
- 2) Lesson 2: Getting to Know the Work Area
- 3) Lesson 3: Basic Photo Corrections
- 4) Lesson 4: Working with Selections
- 5) Lesson 5: Layer Basics
- 6) Lesson 6: Quick Fixes
- 7) Lesson 7: Masks and Channels
- 8) Lesson 8: Typographic Design
- 9) Lesson 9: Vector Drawing Techniques
- 10) Lesson 10: Advanced Compositing
- 11) Lesson 11: Painting with the Mixer Brush
- 12) Lesson 12: Saving your files

ADOBE ILLUSTRATOR FUNDAMENTALS: AN INTRODUCTION TO ILLUSTRATOR CC

CLASS DESCRIPTION:

Adobe Illustrator is a cutting-edge vector graphics editor used to compose, edit, and transform vector images. This robust graphics editor software allows you to create and store images in widely popular vector formats, such as EPS, PDF, WMF, SVG, or VML, to be used on a wide range of platforms and devices. Considered as the most essential skill for graphic and web designers, Illustrator helps create eye-catching and engaging graphics, logos, cartoons, and fonts, as well as photo realistic layouts for Adobe Photoshop. Adobe Illustrator CC is an essential design tool for anyone who needs to express ideas visually in print, on the web, and in any other medium. In this three-day course, you will get a thorough overview of the interface, tools, and features of Illustrator CC. You will learn, step-by-step, the key techniques, as well as tips and tricks, for working in Illustrator CC. In this combination of instructor-led demonstration and hands-on practice led by Adobe certified instructors, you will learn the basics of working with Illustrator CC so that you can incorporate visual effects into your workflow.

CCS Learning Academy is a pioneer in providing Adobe Illustrator training courses to empower you with comprehensive skills in developing and editing vector images for commercial and personal use. We deliver best-in-class Adobe Illustrator certification trainings explaining how to work with layers, create captivating infographics, trace artwork, and use ultra-modern drawing tools for creating vector graphics as an expert professional.

COURSE SYLLABUS:

- 1) Getting to Know the Work Area
- 2) Selecting and Aligning
- 3) Using Shapes to Create Artwork for a Postcard
- 4) Transforming Objects
- 5) Creating an Illustration with the Drawing Tools
- 6) Using Color and Patterns to Enhance Signage
- 7) Adding Type to a Poster
- 8) Organizing Your Artwork with Layers
- 9) Blending Colors and Shapes
- 10) Creating Logos with Brushes
- 11) Exploring creativity with effects and graphic styles

ADOBE INDESIGN FUNDAMENTALS: AN INTRODUCTION TO INDESIGN CC

CLASS DESCRIPTION:

Adobe InDesign CC software speaks the language of professional designers, delivering unparalleled creative freedom, productivity, and precision for designing superb pages. It works seamlessly with Adobe Photoshop and Adobe Illustrator, providing a single integrated design environment that doesn't interrupt your creative process. Adobe InDesign CC course provides a thorough overview of the interface, the tools, the features, and the production tips for page layout and design using InDesign.

COURSE SYLLABUS:

- 1) Introducing the Workspace
- 2) Getting to Know InDesign
- 3) Setting Up a Document and Working with Pages
- 4) Working with Objects
- 5) Flowing Text
- 6) Editing Text
- 7) Working with Typography
- 8) Working with Color
- 9) Working with Styles
- 10) Importing and Modifying Graphics
- 11) Printing and Exporting

ADOBE INTRODUCTION TO PREMIERE PRO CC

CLASS DESCRIPTION:

Adobe Premiere Pro software transforms nonlinear video editing. Strong real-time video and audio editing tools give you precise control over virtually every aspect of your production. Developed for the exceptional performance of Microsoft Windows XP systems, Adobe Premiere Pro takes video production to an entirely new level. In this course, you will get a thorough overview of the interface, tools, features, and production flow for Premiere Pro CC. The course is an ideal combination of instructor-led demonstration and hands-on practice to introduce you to Adobe Premiere Pro software, a revolutionary 64-bit nonlinear video-editing application. You will learn powerful real-time video and audio editing tools that give you precise control over virtually every aspect of your production.

COURSE SYLLABUS:

- 1) Lesson 1: Touring Adobe Premiere Pro CC
- 2) Lesson 2: Setting up a Project
- 3) Lesson 3: Importing Media
- 4) Lesson 4: Organizing Media
- 5) Lesson 5: Mastering the Essentials of Video Editing
- 6) Lesson 6: Working with Clips and Markers
- 7) Lesson 7: Adding Transitions
- 8) Lesson 8: Performing Advanced Editing Techniques
- 9) Lesson 9: Multicamera Editing
- 10) Lesson 10: Editing and Mixing Audio
- 11) Lesson 11: Improving Clips with Color Correction and Grading
- 12) Lesson 12: Creating Titles
- 13) Lesson 13: Managing Your Projects
- 14) Lesson 14: Color Correction and Grading

ACROBAT FUNDAMENTALS: AN INTRODUCTION TO ACROBAT DC

CLASS DESCRIPTION:

In this course, you'll get an excellent overview of how to convert your work into Adobe Portable Document Format (PDF) using Adobe Acrobat. You will learn to use Acrobat's cross-platform capabilities to distribute your documents efficiently without sacrificing the original design. You will learn how to incorporate text, notes, graphics, movies, and links to the Internet. You will gain an excellent understanding of the menu and tools in Acrobat and be able to use Acrobat at a high level of efficiency.

COURSE SYLLABUS:

- 1) Introducing Adobe Acrobat DC
- 2) Creating Adobe PDF Files
- 3) Reading and Working with PDF Files
- 4) Enhancing PDF Documents
- 5) Editing Content in PDF Files
- 6) Using Acrobat with Microsoft Office Files (Windows only)
- 7) Combining Files
- 8) Adding Signatures and Security
- 9) Using Acrobat in a Review Cycle
- 10) Working with Forms in Acrobat
- 11) Using Actions (Acrobat Pro)
- 12) Using Acrobat in Professional Printing

NON-SOFTWARE/PROFESSIONAL DEVELOPMENT CLASSES

BUSINESS ANALYSIS

CLASS DESCRIPTION:

This Introduction to Business Analysis training course provides the essentials of the business analysis process, incorporating industry best practices from IIBA®, BCS, and Project Management. Through interactive workshops you will conduct a business needs analysis to elicit stakeholder requirements, apply business analysis techniques to identify key problems and potential opportunities in your enterprise and create effective requirements and communication plans. Improve your analytical competencies by analyzing and specifying requirements using industry best practices in this Introduction to Business Analysis course. In this 3-day Introduction to Business Analysis course, you will learn how to apply a core business analysis framework through interactive workshops.

COURSE SYLLABUS:

- 1) Defining Business Analysis
 - a) Overview of the business analysis discipline
 - b) Introducing the business analysis process
- 2) Performing Strategic Analysis
 - a) Introducing strategy analysis
 - b) Internal analysis
 - c) External analysis
- 3) Analyzing and Managing Your Stakeholders
 - a) Identifying your stakeholders
 - b) Analyzing your stakeholders
 - c) Managing your stakeholders
- 4) Defining the Solution
 - a) Exploring business and technical options
 - b) Developing criteria and solutions
- 5) Making the Business Case
 - a) The structure of the business case
 - b) Analyzing costs and benefits
- 6) The Requirements Engineering Framework
 - a) Defining requirements
 - b) Planning the requirements communication process
 - c) Developing the requirements document
- 7) Establishing the Requirements
 - a) The elicitation process
 - b) Eliciting the requirements
- 8) Analyzing the Requirements
 - a) Organizing and prioritizing requirements
 - b) Employing modeling techniques
- 9) Writing the Requirements Documentation
 - a) Creating formal requirements documentation
 - b) Creating agile requirements documentation
 - c) Validating the requirements
 - d) Managing the written requirements
- 10) Presenting the Business Solution
 - a) Delivering the requirements
 - b) Transferring the business solution
 - c) Supporting developmental activities

BUSINESS ETIQUETTE

CLASS DESCRIPTION:

Proper business etiquette is a vital set of skills required to succeed in business. Displaying good business etiquette behavior will mean clients are much more likely to respect you and want to do business with you. This Business Etiquette course will help trainees acquire the skills they need to quickly adapt, integrate and succeed in variety of business situations and interactions. The course is interactive, fast-paced, fun, and full of tips and techniques you can use immediately.

COURSE SYLLABUS:

- 1) Understanding Etiquette
 - a) Etiquette Defined
 - b) The Importance of Business Etiquette
- 2) Networking for Success
 - a) Creating an Effective Introduction
 - b) Making a Great First Impression
 - c) Minimizing Nervousness
 - d) Using Business Cards Effectively
 - e) Remembering Names
- 3) The Meet and Greet
 - a) The Three-Step Process
 - b) The Four Levels of Conversation
- 4) Dining Etiquette
 - a) Understanding Your Place Setting
 - b) Using Your Napkin
 - c) Eating Your Meal
 - d) Table Manners
 - e) Sticky Situations and Possible Solutions
- 5) Restaurant Etiquette
 - a) Your Arrival
 - b) Ordering in a Restaurant
 - c) Foods to Avoid
- d) About Alcoholic Beverages
- e) Paying the Bill
- f) Tipping
- 6) Telephone Etiquette
 - a) Developing an Appropriate Greeting
 - b) Dealing with Voicemail
 - c) Cell phone Do's and Don'ts
- 7) The Written Letter
 - a) Thank You Notes
 - b) Formal Letters
 - c) Informal Letters
- 8) Meeting Etiquette
 - a) 10 Rules for meetings
- 9) Dressing for Success
 - a) The Meaning of Colors
 - b) Interpreting Common Dress Codes
 - c) Deciding What to Wear
- 10) International Etiquette
 - a) General Rules
 - b) Important Points
 - c) Preparation Tips

BUSINESS WRITING

CLASS DESCRIPTION:

On this 1-day Business Writing class participants learn step-by-step how to write more persuasive and effective emails, reports and business proposals and create a more favorable impression of themselves and their organization. They will also learn to sharpen language, tone, style, spelling and punctuation whilst avoiding common writing mistakes. This course is interactive, fast-paced, fun, and full of tips and techniques you can use immediately.

COURSE SYLLABUS:

- 1) Choosing Your Words Carefully
 - a) Working with Nouns, Pronouns and Verbs
 - b) Identifying Adjectives and Adverbs
 - c) Deleting (Unnecessary) Redundancies
 - d) Recognizing Clichés
 - e) Active and Passive Voice
 - f) Synonyms, Antonyms and Homonyms
 - g) Avoiding Sexist Language
- 2) Constructing Sentences
 - a) Parts of a Sentence
 - b) Types of Sentences
 - c) Problematic vs. acceptable fragments
 - d) Run-ons
 - e) Comma Splices
- 3) Creating Paragraphs
 - a) The Basic Parts
 - b) Organization Methods
 - c) Forming Parallel Construction
 - d) Correct use of punctuation
- 4) Editing Effectively
 - a) The Basic Parts
 - b) Organization Methods
- 5) Know Your Audience
 - a) Identifying Communication Styles
 - b) Writing to Specific Styles
 - c) Ten Techniques for Effective Communication
 - d) Voluntary Learning Contract
- 6) Meeting Agendas
 - a) The Basic Structure
 - b) Choosing a Format
 - c) Writing the Agenda
- 7) Email Communication
 - a) Types of email writing
 - b) Structure basics
- 8) Writing Business Letters
 - a) Formal, Informal and Request
 - b) Styles of Business Letters
- 9) Writing Proposals
 - a) The Basic Structure
 - b) Choosing a Format
- 10) Writing Reports
 - a) Define Report Subject
 - b) Choosing a Format
 - c) Research, Draft and Finalizing
- 11) Writing for Special Circumstances
 - a) Special Kinds of Business Writing
 - b) Conveying Bad News Tactfully
 - c) When the News Is Especially Sensitive
 - d) Writing Persuasively
 - e) Using the Motivated Sequence Outline

COMMUNICATION SKILLS

CLASS DESCRIPTION:

In this Training, you learn how to achieve results in your communications with others and build collaborative relationships that emphasize trust and respect. Through interactive workshops, self-assessments, role-playing activities and video simulations, you gain practical experience initiating and responding to various forms of communication. You learn to handle situations based on a flexible, genuine and self-confident approach. Managers and professionals at all levels must rely upon sound communication for effective working relationships. Through self-assessments, role-playing activities, and video simulations, this communications skills training course provides the effective communication skills in the work place needed to handle all types of situations with a flexible, genuine, and self-confident approach, and build collaborative relationships based on trust and respect.

COURSE SYLLABUS:

- | | |
|---|--|
| 1) Building a Foundation | 5) Listening for Improved Understanding |
| a) Adopting simple, concise and direct language | a) Tools for active listening |
| b) Identifying basic communication principles | b) Interpreting nonverbal cues |
| c) Applying a communication process model | 6) Achieving Genuine Communication |
| 2) Setting Clear Goals for Your Communication | a) Creating openness |
| a) Determining outcomes and results | b) A three-dimensional model of behavior |
| b) Initiating communications | c) Matching your body language to your message |
| 3) Avoiding Communication Breakdowns | 7) Cross-Cultural Communication |
| a) Creating value in your conversations | a) Navigating beyond cultural boundaries |
| b) Taking personal responsibility | b) Working with filters and assumptions |
| 4) Translating across Communication Styles | 8) Working Constructively with Emotions |
| a) Identifying the four communication styles | a) Dealing with anger |
| b) Bridging communication styles | b) Managing emotionally charged situations |

CONFLICT RESOLUTION

CLASS DESCRIPTION:

Workplace conflict can lead to damaged relationships and poor productivity, but there are constructive ways for responding to conflict and preventing it from becoming destructive. Through realistic work scenarios provided in this conflict management and resolution training, this course provides the skills to identify emotional triggers that create conflict, apply proactive response techniques, and build an environment of cooperation.

COURSE SYLLABUS:

- 1) Identifying conflict situations
- 2) Dealing with anger
- 3) Valuing, respecting and acknowledging personal boundaries
- 4) Clarifying personal boundaries that enable strong relationships

CUSTOMER SERVICE

CLASS DESCRIPTION:

Delivering outstanding customer service is vital to any organization's long-term survival. Our 1-day customer service workshop will provide participants with the tools and skills to provide excellent customer service thereby creating a loyal customer base. This class is suitable for any person who regularly deals with customers, be it face-to-face, via email or over the phone. Customers can also be defined as internal customers. The course is interactive, fast-paced, fun, and full of tips and techniques you can use immediately.

COURSE SYLLABUS:

- 1) The Impact of Customer Service Training
- 2) Customer Service Today
- 3) This Thing Called "Loyalty"
- 4) Having the Right Skills and Attitude
- 5) Communication Skills
- 6) Email and Customer Service
- 7) Value of a Complaint
- 8) Recovering Difficult Customers
- 9) Measuring Customer Satisfaction
- 10) 10 Key Customer Service techniques

EMOTIONAL INTELLIGENCE

CLASS DESCRIPTION:

Emotional intelligence, also referred to as Emotional Quotient (EQ), is vital for successful leadership, career success, and overall effectiveness. With this training course, you gain the knowledge and skills to manage emotions, communicate intelligently, raise your EQ, apply EQ to understand yourself and others, and develop a plan for self-improvement. Training emotional intelligence could be the next step to boosting your career.

This product offers access to a library of on-demand business leadership, communications, and professional growth and development courses. At any time during your annual access to this offering, you may attend one of our 1-day review sessions focused specifically on Emotional Intelligence.

COURSE SYLLABUS:

- Course Overview
- The Need for Emotionally Intelligent Leaders
- Emotionally Intelligent Leaders
- Emotionally Intelligent Leaders
- The Value of Executive Intelligence
- Executive Intelligence
- Attributes of Emotionally Intelligent Leaders
- Attributes of Emotionally Intelligent Leaders
- Acquiring Emotional Intelligence as a Leader
- Developing Nonjudgmentalism, Perception, and Sincerity
- Nonjudgmentalism, Perception, and Sincerity
- Taking Responsibility
- Resolving Problems
- Fostering Loyalty, Boldness, Zeal, and Self-assurance
- Organizing and Motivating Teams
- Developing Your Staff
- Delegation and It's Importance
- Delegating Assignments
- Emotional Intelligence and Delegation
- Delegation Guidelines
- Planning and Achieving Goals
- Developing a Goal Plan
- Goal Plan
- Increasing Others' Emotional Intelligence
- Bringing Perspective
- Managing Emotions
- Calming Emotional People
- Emotional People
- Preparing for Difficult Discussions
- Supportive Listening
- The Supportive Listening Process
- Emotionally Intelligent Leadership

SQUASHING WORKPLACE NEGATIVITY

CLASS DESCRIPTION:

Negativity can act like a viral illness that spreads throughout your team or organization. Left unchecked, these bad attitudes can reduce morale and engagement, adversely affect retention of your best employees and have a significant impact on productivity and the bottom line. As a manager or leader in your organization, you need to be able to recognize and diagnose negative behaviors early, before they take hold, so that you can take corrective action. To combat negativity, you need to be able to proactively inoculate your team against its dangers by creating the right type of workplace norms and climate. In this webinar, you'll get tactics and techniques to lead individuals or teams out of negative cycles and create positive cultures of personal accountability.

COURSE SYLLABUS:

- 1) How to recognize the warning signs of a negative workplace.
- 2) Tips for communicating the true cost of negativity in your team.
- 3) Ways to differentiate between two different types of workplace negativity.
- 4) Which critical steps to take when confronting and working with a negative individual.
- 5) How your own behavior as a manager can contribute to the problem – or the solution of workplace negativity.
- 6) Guidelines to establish a positive work culture that encourages optimism and helps correct negative patterns.
- 7) A step-by-step process for building a motivating, positive culture in your team.
- 8) Join us to discover how to create a positive work environment that will help you, your company and your employees.

EFFECTIVE MEETINGS

CLASS DESCRIPTION:

People spend an exorbitant amount of time in meetings, and it is essential that they are concise and productive. We will teach you the benefits and importance of effective meetings. You will apply proven techniques for managing and facilitating meetings and group discussions and how to plan, prepare agendas, encourage useful participation, control disruptions, and keep the meeting focused and on track.

COURSE SYLLABUS:

- 1) Understand your role as facilitator
- 2) Encourage open and meaningful participation
- 3) Apply proven communication and listening skills
- 4) Examine phases of group dynamics
- 5) Build consensus within the team
- 6) Accomplish goals and formulate plausible solutions
- 7) Identify benefits and challenges of virtual meetings
- 8) Understand your role as virtual facilitator
- 9) Encourage open and meaningful participation
- 10) Apply proven techniques for virtual facilitation
- 11) Build consensus within the team
- 12) Accomplish goals and formulate plausible solutions

EMAIL ETIQUETTE

CLASS DESCRIPTION:

Email is the most common form of written communication in business, and your email must be professionally written and managed in order to stay ahead. In this high-impact program, you will learn essential writing skills, email etiquette, and email management and organizational skills

COURSE SYLLABUS:

- 1) Write crisp, clear, professional emails
- 2) Apply rules for effective email writing and professionalism
- 3) Identify your purpose in writing
- 4) Use active voice and other writing techniques
- 5) Apply email etiquette
- 6) Manage your email effectively

STRATEGIC THINKING TRAINING FOR OPERATIONAL MANAGEMENT

CLASS DESCRIPTION:

Add value to your organization by aligning department goals with your organization's strategic vision and mission. In this Strategic Thinking for Operational Management training course, you learn to plan and implement change to meet stakeholder needs, create an innovative culture that takes advantage of the department's core competencies, and gain the leadership skills to effectively integrate strategic thinking with daily operations.

TIME MANAGEMENT TRAINING

CLASS DESCRIPTION:

In this Time Management training course, you learn to develop a clear sense of purpose, structure priorities, overcome negative behavior patterns, and leverage practical strategies, tools, and techniques to develop better time management skills. Effective time management skills help professionals make better decisions, meet deadlines, and achieve their goals. Learn how to manage your time and develop your own personal action plan with this practical 2-day course.

COURSE SYLLABUS:

1. Evaluating How You Manage Your Time
2. Structuring Your Responsibilities
3. Creating Your Powerful Future
4. Prioritizing and Scheduling
5. Techniques for Controlling Your Time
6. Getting the Best Return on Your Time Investment

PROJECT MANAGEMENT TRAINING

PROJECT MANAGEMENT - AN INTRODUCTION

CLASS DESCRIPTION:

As companies increasingly adopt the agile project management methodology to manage a wide spectrum of projects, project managers and team members at all levels must learn how to effectively apply this approach to maximize results. If your role involves managing or working on projects in an existing agile environment or if your company is planning to implement agile soon, then take this course to learn how to manage an agile project from inception to closeout.

COURSE SYLLABUS:

- Develop a Basic Understanding of Agile
- Define the Project Vision and Scope
- Identify Stakeholders and Success Criteria
- Identify Users
- Develop an Agile Team
- Review and Estimate User Stories
- Prioritize User Stories
- Create an Iteration and Release Plan
- Identify and Manage Project Risk
- Plan Communication
- Plan an Iteration
- Conclude an Iteration
- Add or Modify Stories in the Backlog
- Manage Impediments
- Interface with Teams Using Other Development Methodologies
- Coordinate a Release
- Close Out a Project
- Apply Agile Practices to Your Organization

PROJECT MANAGEMENT - AGILE FOR IT PROJECTS

CLASS DESCRIPTION:

Take this course to learn how to manage an agile project from inception to closeout. This training course provides a thorough understanding of the agile process and extensive opportunities to practice implementing agile best practices throughout a project's life cycle. You will learn about agile concepts such as the minimum viable product (MVP), project envisioning, team velocity, estimating and prioritizing user stories, how to manage risk, effective techniques to identify key stakeholders and their success criteria, and best practices for leading agile teams. The course exercises provide hands-on experience in all areas of agile project management including developing an agile team, understanding client needs, creating user stories, estimating required resources, and prioritizing features. This course also covers how to coach and collaborate effectively, including integrating with teams using different methodologies. In addition, you will plan iterations, identify risk, modify stories in the backlog, and coordinate a release.

COURSE SYLLABUS:

- 1) Agile Foundation
 - a) Agile Development Overview
 - b) When is Agile Appropriate?
 - c) Agile Manifesto
- 2) Agile Fundamentals
 - a) Agile Environment
 - b) Workshops
 - c) Project Charter
 - d) Agile Release
 - e) Product Backlog
 - f) Value-Based Prioritization
 - g) Product Backlog Grooming
 - h) User Stories
 - i) INVEST, Story Maps and Epics
- 3) Agile Methodologies
 - a) Agile Methodologies Overview
 - b) Scrum Introduction
 - c) Sprint Planning Meeting
 - d) Sprint Goal, Modeling & Backlog
 - e) Daily Scrum Meeting
 - f) Sprint Review Meeting
 - g) Definition of Done (DoD)
 - h) Abnormal Sprint Termination
 - i) Retrospective
 - j) The Scrum Team
- 4) Agile Communications
 - a) Team Chartering
 - b) Stages of Team Development
 - c) Communications Management
 - d) Social Media-based Communications
- e) Agile Tooling
- f) Information Radiators
- g) Task/Kanban Board
- h) Work in Progress (WIP) Limits
- i) Sprint Burndown Chart
- j) Release Burnup Chart
- 5) Agile Estimating
 - a) Relative Sizing
 - b) Story Points
 - c) Affinity Estimating
 - d) Wideband Delphi Technique
 - e) Planning Poker
 - f) Consensus Building
 - g) Velocity
- 6) Agile Metrics & Product Quality
 - a) Cause and Effect
 - b) Managing with Agile KPI's
 - c) Test Driven Development (TDD)
 - d) Unit Testing
 - e) Acceptance Testing
 - f) Escaped Defects
- 7) Agile Leadership
 - a) Leadership Theories
 - b) Knowledge Sharing
 - c) Active Listening
 - d) Brainstorming and Negotiation
 - e) Stakeholder Management
 - f) Coaching and Mentoring
- 8) Agile Contracts and Accounting Principles
 - a) Agile Contracts and Accounting Principles
 - Burn Rate

PROJECT MANAGEMENT - PRACTITIONER

CLASS DESCRIPTION:

If you're experienced using agile approaches, have good collaboration skills, eagerly embrace complexity and thrive on rapid response times, then your talents are in demand. The Project Management Institute Agile Certified Practitioner (PMI-ACP)® formally recognizes your knowledge of agile principles and your skill with agile techniques. It will make you shine even brighter to your employers, stakeholders, and peers. The PMI-ACP spans many approaches to agile such as Scrum, Kanban, Lean, extreme programming (XP) and test-driven development (TDD.) So it will increase your versatility, wherever your projects may take you.

COURSE SYLLABUS:

- | | |
|------------------------------------|---|
| 1) Agile Principles and Mindset | 4) Team Performance |
| a) What is agile? | a) Team Formation and Empowerment |
| b) Why use agile? | b) Team Collaboration and Commitment |
| c) Approaches to agile | 5) Adaptive Planning |
| 2) Value-Driven Delivery | a) Levels of Planning |
| a) Defining Value | b) Adaptation |
| b) Minimizing waste and risk | c) Agile Sizing and Estimation |
| c) Prioritizing value delivery | 6) Problem Detection and Resolution |
| 3) Stakeholder Engagement | a) Identifying and Documenting Risk and Issues |
| a) Understand Stakeholder Needs | b) Resolving Issues and Adapting the Plan |
| b) Ensure Stakeholder Involvement | 7) Continuous Improvement |
| c) Manage Stakeholder Expectations | a) Improving Products, Processes, People & the Organization |

LEADERSHIP TRAINING COURSES

EMPLOYEE PERFORMANCE EVALUATION

CLASS DESCRIPTION:

Once you have hired good employees, the next step that successful people managers take is to develop the full potential of their employees. Performance management is a process that helps managers achieve the goal of getting the best from their employees. In this third course in the Human Resources for People Managers specialization, we will discuss the skills and key processes you will need to develop your employees to attain department and organizational goals. These skills will include setting clear expectations, providing positive and corrective feedback, and delivering an effective performance appraisal.

COURSE SYLLABUS:

1) Getting Started - Developing Performance Management Systems

a) In this module, you will begin your journey into learning about managing employee performance for your organization. We will cover performance management fundamentals and discuss ways to be more strategic in implementing better performance management in your organization. Two key elements that will be useful to people managers in this module are the difference between performance appraisals and performance management and recognizing how performance management can affect your organization.

2) Implementing Performance Management Systems

a) In this module, you will begin your journey into learning about managing employee performance for your organization. We will cover performance management fundamentals and discuss ways to be more strategic in implementing better performance management in your organization. Two key elements that will be useful to people managers in this module are the difference between performance appraisals and performance management and recognizing how performance management can affect your organization.

3) Tools For Effective Performance Management

a) In this module, you will learn the fundamentals of performance reviews. You will learn the steps for conducting an effective performance review, timing and frequency, and how to create individual development plans for your employees. Another key element in this module is feedback; You will learn the components of effective feedback, the advantages and disadvantages of multirater feedback, and why giving feedback is so important. Finally, you'll learn ways to avoid rater bias and elements for best practice in performance reviews.

4) Creating A Positive Performance Culture

a) You are now ready to bring things full circle. In this module you will learn how to create a positive performance culture in your organization. You will learn the fundamentals of creating civility in your organizational cultures, as well as ways to identify and correct incivility, which can weaken your organization's performance. Finally, you will learn about building a culture that focuses on values and strengths. A culture that creates and reinforces positive norms and values is a culture that helps your organization grow. It is important to "walk the talk" and model the behaviors of positive performance culture.

FACILITATION SKILLS

CLASS DESCRIPTION:

Facilitation is often referred to as the new cornerstone of management philosophy. With its focus on fairness and creating an easy decision making process. Creating a comfortable environment through better facilitation will give your participants a better understanding of what a good facilitator can do to improve any meeting or gathering. The Facilitation Skills workshop can help any organization make better decisions. This workshop will give participants an understanding of what facilitation is all about, as well as some tools that they can use to facilitate small meetings. A strong understating of how a facilitator can command a room and dictate the pace of a meeting will have your participants on the road to becoming great facilitators themselves.

COURSE SYLLABUS:

- 1) Module One: Getting Started
 - a) Icebreaker
 - b) Housekeeping Items
 - c) The Parking Lot
 - d) Workshop Objectives
- 2) Module Two: Understanding Facilitation
 - a) What is Facilitation?
 - b) What is a Facilitator?
 - c) When is Facilitation Appropriate?
- 3) Module Three: Process vs. Content
 - a) About Process
 - b) About Content
 - c) A Facilitator's Focus
- 4) Module Four: Laying the Groundwork
 - a) Choosing a Facilitated Approach
 - b) Planning for a Facilitated Meeting
 - c) Collecting Data
- 5) Module Five: Tuckman and Jensen's Model of Team Development
 - a) Stage One: Forming
 - b) Stage Two: Storming
 - c) Stage Three: Norming
 - d) Stage Four: Performing
- 6) Module Six: Building Consensus
 - a) Encouraging Participation
 - b) Gathering Information
 - c) Presenting Information
 - d) Synthesizing and Summarizing
- 7) Module Seven: Reaching a Decision Point
 - a) Identifying the Options
 - b) Creating a Short List
 - c) Choosing a Solution
 - d) Using the Multi-Option Technique
- 8) Module Eight: Dealing with Difficult People
 - a) Addressing Disruptions
 - b) Common Types of Difficult People and How to Handle Them
 - c) Helping the Group Resolve Issues on Their Own
- 9) Module Nine: Addressing Group Dysfunction
 - a) Using Ground Rules to Prevent Dysfunction
 - b) Restating and Reframing Issues
 - c) Getting People Back on Track
- 10) Module Ten: About Intervention
 - a) Why Intervention May Be Necessary
 - b) When to Intervene
 - c) Levels of Intervention
- 11) Module Eleven: Intervention Techniques
 - a) Using Your Processes
 - b) Boomerang it Back
 - c) ICE It: Identity, Check for agreement, Evaluate how to Resolve
- 12) Module Twelve: Wrapping Up
 - a) Words from the Wise
 - b) Review of Parking Lot
 - c) Lessons Learned
 - d) Completion of Action Plans and Evaluations

PROACTIVE LEADERSHIP

CLASS DESCRIPTION:

Train in the fundamental skills of Leadership. Learn how to think, speak and act like a leader to inspire others to follow. It begins with reading other's body language and raising our own self-awareness. Train to manage our emotions and the emotions of others. And learn to accurately read the seven universal emotions in the face. This course, with practical exercises we will teach the core principles needed of every leader from new recruit to chief. Leadership is not a rank, it is the ability to take people somewhere. We break down this ability into:

1. The Character of Leadership
2. The Vision of Leadership
3. The Accountability of Leadership

Organizations that are built on a foundation of leadership have better esprit de corps, higher performance, clearer goals and communication, and more resilient to challenges in an increasingly dynamic world. The attendee will learn from real life examples, practical application, and lessons from historically great leaders and teachers.

COURSE SYLLABUS:

- Develop a core competency of leadership skills that translates department wide
- Tools for clearer communication and instructions
- Inspire courage and moral authority
- Create and chart a leadership vision
- Create and lead a culture of accountability
- Tools for building resilient organizational structure and actionable planning
- Lead with real humility that inspires others to be continually improving
- Be the spark of initiative and creative problem solving for those you lead
- Learn to utilize and understand timeless leadership principles such as the Paradigm Effect, DISC personality assessment, and SWOT analysis

LEADING WITH STRENGTHS

CLASS DESCRIPTION:

As a leader it is important to know what talents you possess, that you bring to the leadership table. And according to our experts, the best teams achieve success by developing a team dynamic that welcomes, values, and leverages each members' talents. Do you know your talents? Is your team performing at its best? A key role of every leader is to build a sense of team in the organization. Increase your personal effectiveness and improve your organization by having a skilled facilitator from the CCS Learning Academy present this course.

COURSE SYLLABUS:

- Identify principles of a strengths-based approach and how they apply to leadership
- Describe shared power
- Define empowerment and identify difference between being empowered and being empowering
- Describe the purpose of critical reflection, and the steps to implement it
- Explain the key features of reflective supervision
- Appreciate their personal strengths in their role as a leader of a team
- Gain a better understanding and appreciation of the strengths of their team members
- Build upon the team's strengths to create a stronger team
- Increase their awareness of building strengths-based teams
- Gain awareness for individual and team efforts focusing on strengths
- Apply strengths based principles to strengthen the team

MOTIVATING EMPLOYEES

CLASS DESCRIPTION:

In this Employee Motivation Training Course Program, managers will learn how to apply motivational theories and techniques to workplace situations and understand how a leadership style motivates and demotivates employees. Managers will also learn the importance of recognizing achievement and problem solving as a way for motivating employee training and performance. Finally, managers are given important tips on how to create and maintain a motivated personal attitude in the workplace. Learners are also given direct access to Emtrain's course experts and can anonymously ask questions via our innovative Expert Q&A feature.

COURSE SYLLABUS:

- What is motivation?
- The impact of management behavior on motivation
- How to motivate for achievement and How to recognize achievement
- The importance of problem-solving
- How managers can motivate themselves for peak performance
- Gives learners access to an Emtrain people skills expert for guidance and best practices on this topic
- Tailored to include your branding and policy

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 CALIFORNIA CREATIVE SOLUTIONS INC. is a California Profit Corporation registered to transact business in New Hampshire on June 09, 2020. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 843406

Certificate Number: 0005637131



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 18th day of January A.D. 2022.

A handwritten signature in black ink, appearing to read "William M. Gardner".

William M. Gardner
Secretary of State

CERTIFICATE OF AUTHORITY

I hereby certify that pursuant to a Corporate Resolution dated January 27, 2022, Mr. Ajit Narasimhan, Legal and Compliance Officer of California Creative Solutions, Inc., has been fully authorized to execute contracts and bonds in the name and on behalf of said company in relation to the matter of State of Hampshire contract under RFP 2502-22. Any execution of any contract or obligation in this company's name on its behalf by Mr. Narasimhan regarding the aforesaid matter shall be valid and binding upon this company. On the Corporate Resolution dated January 27, 2022, the following resolution was made:

"Resolved, as it is hereby resolved, that Mr. Ajit Narasimhan, Legal and Compliance Officer of the Company, is authorized as a signatory in connection with the State of New Hampshire RFP 2502-22 as Corporate Secretary for the Company. As such signatory, he is authorized to sign any and all contracts, documents, and papers relative to the aforesaid matter."

"Read and approved. 27 January 2022."

I hereby certify that I am the Corporate Secretary of California Creative Solutions, Inc. and that Mr. Narasimhan possesses full authority to bind the company on the matter aforementioned pursuant to the corporate resolution that is still in full force and effect as of date.

January 27, 2022. San Diego, CA.


JETHER JIREH CASTILLO, ESQ.
Corporate Secretary and
Legal Counsel



**NEW HAMPSHIRE DEPARTMENT OF ADMINISTRATIVE SERVICES
BUREAU OF PURCHASE AND PROPERTY**

**REQUEST FOR INFORMATION RELATIVE TO THE PROCESS OF
EDUCATIONAL TRAINING
2025-428**

DUE DATE: July 25, 2024, at 10:30 AM (EST)

RESPONSE SUBMITTED BY (COMPANY NAME) CCS Learning Academy

AUTHORIZED SIGNER'S SIGNATURE Anand Dandapani

AUTHORIZED SIGNER'S TITLE Director Global Education

PRINTED NAME Anand Dandapani

PREPARED BY: Carrie Martin
THE DEPARTMENT OF ADMINISTRATIVE SERVICES
BUREAU OF PURCHASE AND PROPERTY

I. GENERAL INFORMATION

A. PURPOSE

This Request for Information (RFI) is issued by the New Hampshire Department of Administrative Services, Bureau of Purchase and Property.

This Request for Information has been issued with the intent of gathering information relative to the process of establishing a contract for educational training for the State of New Hampshire.

The State's objective is to evaluate the educational training industry and fortify the State's current process and contracts. Items will include, but will not be limited to the commodities, service or equipment herein.

B. TIMELINE

The timeline below is provided as a general guideline and is subject to change. More exact dates will be added to the later processes as the project moves forward.

- 7/10/2024 Issue of RFI
- 7/15/2024 Last day for questions, clarifications, and/or requested changes to RFI
- 7/25/2024 10:30 AM (EST) RFI Opening

C. BACKGROUND

The State of New Hampshire currently has seven statewide contracts in place to cover the purchase of onsite and remote educational training and is used by State agencies and other eligible entities located in the state.

D. OBJECTIVE

The State of New Hampshire has three objectives:

- To inquire if the current contractors will extend their contract for an additional year at the current contract terms and pricing.
- To gather information on current market and pricing structure for educational training that will be utilized by State agencies.
- Solicit information to assist the state in preparing a potential bid if needed.

The State is seeking feedback on the information in this RFI and will consider any information, including partial responses, received in response to this RFI. If the State moves forward in the development of an RFP/RFB. The bidding process will be open to all respondents regardless of their decision to participate in this RFI.

E. KNOWN CHALLENGES

- Evolving technology
- Price escalation
- Deliverability

F. LIABILITY

This solicitation for information does not commit the State to publish a Request for Proposal or award a contract. The State shall not be held liable for any costs incurred by the Vendor in the preparation of the response. The issuance of a Request for Proposal/Bid as a result of information gathered from responses is solely at the discretion of the State.

G. CONFIDENTIALITY

The State retains the right to promote transparency and to place this RFI into public domain and to make copy of the RFI available as a provision of New Hampshire access to public records laws. Please do not include any information in your RFI response that is confidential or proprietary, as the State assumes no responsibility for excluding information in response to records requests. Any request for information made by a third party will be examined in light of the exemptions provided in the New Hampshire access to public record laws.

H. PUBLIC DISCLOSURE OF PROPOSAL SUBMISSIONS:

Generally, the full contents of any proposal (including all materials submitted in connection with it, such as attachments, exhibits, addenda, and vendor presentations) become public information upon completion of final contract or purchase order negotiations with the selected vendor. Certain information concerning proposals, including but not limited to scoring, is generally available to the public even before this time, in accordance with the provisions of NH RSA 21-G:37.

Confidential, commercial or financial information may be exempt from public disclosure under RSA 91-A:5, IV. Any and all information contained in or connected to a bid or proposal that a Respondent considers confidential shall be clearly designated in the following manner:

If the Respondent considers any portion of a submission confidential, they shall provide a separate copy of the full and complete document, fully redacting those portions by blacking them out and shall note on the applicable page or pages of the document that the redacted portion or portions are "confidential." Use of any other term or method, such as stating that a document or portion thereof is "proprietary", "not for public use", or "for client's use only", is not acceptable. In addition to providing an additional fully redacted copy of the bid submission to the person listed as the point of contact on Page one (1) of this document, the identified information considered to be confidential **must** be accompanied by a separate letter stating the rationale for each item designated as confidential. In other words, the letter must specifically state why and under what legal authority each redaction has been made. Submissions which do not conform to these instructions by failing to include a redacted copy (if required), by failing to include a letter specifying the rationale for each redaction, by failing to designate redactions in the manner required by these instructions, or by including redactions which are contrary to these instructions or operative law may be rejected by the State as not conforming to the requirements of the bid or proposal. Marking or designating an entire proposal, attachment or section as confidential shall neither be accepted nor honored by the State. Marking an entire bid, proposal, attachment or full sections thereof confidential without taking into consideration the public's right to know shall neither be accepted nor honored by the State.

Notwithstanding any provision of this request for submission to the contrary, proposed pricing shall be subject to public disclosure REGARDLESS of whether or not marked as confidential.

If a request is made to the State by any person or entity to view or receive copies of any portion of a proposal, the State will assess what information it believes is subject to release; notify the Respondent that the request has been made; indicate what, if any, portions of the proposal or related material shall be released; and notify the Respondent of the date it plans to release the

materials. To halt the release of information by the State, a Respondent must initiate and provide to the State, prior to the date specified in the notice, a court action in the Superior Court of the State of New Hampshire, at its sole expense, seeking to enjoin the release of the requested information.

By submitting a proposal, Respondent acknowledge and agree that:

- The State may disclose any and all portions of the proposal or related materials which are not marked as confidential and/or which have not been specifically explained in the letter to the person identified as the point of contact for this RFI;
- The State is not obligated to comply with a Respondent's designations regarding confidentiality and must conduct an independent analysis to assess the confidentiality of the information submitted in your proposal; and
- The State may, unless otherwise prohibited by court order, release the information on the date specified in the notice described above without any liability to a Respondent.

II. RESPONSE INSTRUCTIONS

A. RESPONSE PACKAGE, DESTINATION AND DEADLINE

Interested parties may submit a response to the State of New Hampshire Bureau of Purchase and Property by email to NH.Purchasing@das.nh.gov. All responses must be clearly marked with the RFI number, date due and the Purchasing Agent's name. **Note: We cannot accept files larger than 7 MB.**

IF YOU ARE EXPERIENCING DIFFICULTIES EMAILING YOUR RESPONSE OR YOU WISH TO VERIFY THAT YOUR RESPONSE HAS BEEN RECEIVED, PLEASE CALL (603) 271-2201 AND ASK A PURCHASING ASSISTANT FOR ASSISTANCE OR TO CHECK ON THE STATUS OF YOUR RESPONSE.

B. INQUIRIES

All questions concerning this RFI must be submitted in writing to Carrie.L.Martin@DAS.NH.Gov by 4:30 PM local time on the date indicated in Section 1.2 TIMELINE. Answers will be posted on the Bureau of Purchase & Property website as an Addendum. **Phone calls will not be accepted.**

Please be sure your questions are clearly stated and include your name, company name and a phone number. (Only the questions will be published as addenda.)

C. RESPONSE CONTENT

Respondents are requested to furnish the following as part of their response:

- The business name, address, place of business, contact information, including representative name and alternate (if available), telephone number(s), and e-mail address(es).
- Summary of the respondent's business and its experience as it related to the services outlined in the RFI.
- Brief description of respondents proposed solutions, and how these would best meet the Department's objectives. The description should also identify known or potential concerns with, or barriers to, the solutions.

D. The response to this RFI should address the following:

1. Describe your pricing for educational training, is it different for remote vs. online. Is there a minimum and a maximum of class participants.

2. Describe any other market concerns affecting educational training.

What other information would you desire that the Department provide to assist you with your submittal of a proposal if an RFP were to be issued?

3. See attachment 1 Offer sheet.

III. CLOSING

The State of New Hampshire, Department of Administrative Services thanks you for your efforts in preparing a response. Although this Request for Information does not require the State to issue a Request for Bid/Proposal or to award contracts, the information gathered in this process will be helpful in determining whether to move forward with educational training and if so how we may best structure a contract to reach our goals.

A. VENDOR CONTACT INFORMATION:

Please provide contact information below for a person knowledgeable of and who can answer questions regarding your response.

Anand Dandapani – Director Global Education

(858) 788-3836

Contact Person

Telephone Number

govsales@ccslearningacademy.com

CCS Learning Academy

E-mail Address

Vendor Company Name

13475 Danielson Street, Suite 230, Poway, CA 92064

Vendor Address

NON-SOFTWARE TRAINING (ONLINE FOR		
QTY	CLASS	Class Format
20	Business Etiquette	½ -day live online
18	Dealing With Troubled, Toxic or Negative People	½ -day live online
6	E-mail Etiquette	½ -day live online
4	Managing at a Distance	½ -day live online
44	Time Management	½ -day live online
34	Delivering Constructive Criticism	½ - day live on line, plus pre-work
NON-SOFTWARE TRAINING - Onsite, In person		
	CLASS	Class Format
4	Business Analysis	2 Days
4	Business Etiquette	Half Day
14	Communication Skills	1 week online with 2-90 min live Teams sessions
8	Conflict Resolution	1/2 Day Live Online Session (4 hours)
30	Customer Service	2 - 90 Min Live Teams Sessions
21	Dealing with Strong Emotions in the Workplace	1/2 Day Live Online Session (4 Hours)
5	Dealing With Troubled, Toxic or Negative People	1/2 Day Live Online Session (4 Hours)
16	Difficult Conversations	1/2 Day Live Online Session (4 hours)
39	Diversity and Inclusion - Awareness to Action	1 Week Online Course - With 2-90 Min Live TEAMS sessions
8	Effective Meetings	1/2 Day Live Online Session (4 hours)
7	Leading And Managing Change	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions
12	Managing Difficult Employees	1/2 Day Live Online Session (4 hours)
5	Motivating Employees	1/2 Day Live Online Session (4 hours)
8	Presentation: Effective Visuals and Verbal Communication (Introduction)	1.5 Days in person
19	Public Speaking I	1.5 Days In Person
10	Public Speaking II (Advanced)	1.5 Days In Person
4	Team Skills: Participating On and Leading Effective Teams	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions

15	Developing Program Metrics & Dashboards	4- ½ days over 2 weeks, In-person, Online or Hybrid
14	Leading and Managing Change	2- 90 min live sessions plus online work; In-person, Online or Hybrid
18	Managing with Metrics	1-day or 2- ½ days, In-person, Online or Hybrid
6	Project Management – An Introduction	2- 90 min live sessions plus online work; In-person, Online or Hybrid
34	Surveys, Focus Groups and Data Collection	1-day or 2- ½ days In-person, Online or Hybrid
SOFTWARE TRAINING CLASSES: In Person, O		
	CLASS	Class Format
280	Excel I	1-day or 2-1/2 days In-person, Online or Hybrid
307	Excel II	1 Day or 2 - 1/2 Days In Person, online or Hybrid
165	Excel III	1 Day or 2 - 1/2 Days In Person, online or Hybrid
29	Outlook	½ day, In-person or Online
32	PowerPoint	½ day, In-person or online
59	Word Boot Camp	1-day or 2-1/2 days In-person, Online or Hybrid
65	Adobe Suite Training	1 Day, Hands- On Training
NON-SOFTWARE TRAINING: Onsite, In person		
	CLASS	Class Format
40	Business Writing	1 Day

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COST PER CLASS	Extended Cost
1095	\$21,900.00
1095	\$19,710.00
1095	\$6,570.00
1095	\$4,380.00
1095	\$48,180.00
1095	\$37,230.00

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COST PER CLASS	Extended Cost
	\$0.00
	\$0.00
1795	\$25,130.00
1095	\$8,760.00
1795	\$53,850.00
1095	\$22,995.00
1095	\$5,475.00
1095	\$17,520.00
1795	\$70,005.00
1095	\$8,760.00
1795	\$12,565.00
1095	\$13,140.00
1095	\$5,475.00
	\$0.00
	\$0.00
	\$0.00
1795	\$7,180.00

	\$0.00
1795	\$25,130.00
1995	\$35,910.00
1795	\$10,770.00
	\$0.00

Online or Hybrid

COST PER CLASS	Extended Cost
995	\$278,600.00
995	\$305,465.00
995	\$164,175.00
595	\$17,255.00
595	\$19,040.00
995	\$58,705.00
1095	\$71,175.00

COST PER CLASS	Extended Cost
	\$0.00



**STATE OF NEW HAMPSHIRE
 DIVISION OF PROCUREMENT AND SUPPORT SERVICES
 BUREAU OF PURCHASE AND PROPERTY
 STATE HOUSE ANNEX
 25 CAPITOL STREET
 CONCORD, NEW HAMPSHIRE 03301-6398**

Date of Change: July 15, 2024

ADDENDUM # 01 TO RFI INVITATION 2025-428

**DATE AND TIME OF BID CLOSING: 7/25/2023 10:30 AM
 FOR: EDUCATIONAL TRAINING**

Question 1: The attachment has almost exclusively remote formats. It that what the State of NH is seeking.
State Response: There are two (2) sections for Non-Software that states: On-site and In-Person.

Question 2: Would a strictly online platform be considered?
State Response: There are two (2) sections for online platform Non-Software and Software training that states: Online format or Hybrid.

Question 3: What is the anticipated contract value for this service?
State Response: There are currently 7 contracts and value would be based on number of participants per class.

Question 4: Is there a timeline for the release of the solicitation for the project?
State Response: See RFI 2025-428, Page 1; Due Date: July 25, 2024

Question 5: Can you confirm which contracts are the incumbent?
State Response: All contracts on the offer sheet are from the incumbent contractors.

**PURCHASING AGENT: CARRIE MARTIN
 Email: NH.Purchasing@das.nh.gov**

NOTE: ALL CHANGES TO BID SOLICITATION NOTED IN ADDENDUMS WILL SUPERSEDE PREVIOUSLY SUBMITTED DOCUMENTS AND MUST BE SUBMITTED WITH THE BID. ALL OTHER SPECIFICATIONS REMAIN UNCHANGED AND VALID.

RESPONDENT BUSINESS NAME: CCS Learning Academy

ADDRESS: 13475 Danielson Street, Suite 230, Poway, CA 92064

PRINT NAME: Anand Dandapani – Director Global Education **SIGNATURE:** Anand Dandapani

TEL. NO. (858) 788-3836 **EMAIL ADDRESS:** govsales@ccslearningacademy.com

Please visit: <https://das.nh.gov/purchasing/vendorresources.aspx> (click on “Bid and Proposals”) for complete bid and addendums.



**STATE OF NEW HAMPSHIRE
 DIVISION OF PROCUREMENT AND SUPPORT SERVICES
 BUREAU OF PURCHASE AND PROPERTY
 STATE HOUSE ANNEX
 25 CAPITOL STREET
 CONCORD, NEW HAMPSHIRE 03301-6398**

Date of Change: July 23, 2024

ADDENDUM # 02 TO RFI INVITATION 2025-428

DATE AND TIME OF BID CLOSING: 7/25/2023 10:30 AM

FOR: EDUCATIONAL TRAINING

Question 1: Are you looking for Online or onsite pricing?

State Response: Section 2 Non-SOFTWARE TRAINING ONSITE, IN PERSON, change to read:
ONSITE, ONLINE or HYBRID Each class specifically states how the state would like the class to be conducted.

See attached OFFER SHEET 2

Question #2: Are you able to extend the due date?

State Response: date and time of bid closing 7/26/2024 10:30 AM

PURCHASING AGENT: CARRIE MARTIN

Email: NH.Purchasing@das.nh.gov

NOTE: ALL CHANGES TO BID SOLICITATION NOTED IN ADDENDUMS WILL SUPERSEDE PREVIOUSLY SUBMITTED DOCUMENTS AND MUST BE SUBMITTED WITH THE BID. ALL OTHER SPECIFICATIONS REMAIN UNCHANGED AND VALID.

RESPONDENT BUSINESS NAME: CCS Learning Academy

ADDRESS: 13475 Danielson Street, Suite 230, Poway, CA 92064

PRINT NAME: Anand Dandapani – Director Global Education

SIGNATURE: Anand Dandapani

TEL. NO. (858) 788-3836

EMAIL ADDRESS: govsales@ccslearningacademy.com

Please visit: <https://das.nh.gov/purchasing/vendorresources.aspx> (click on “Bid and Proposals”) for complete bid and addendums.