

State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

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Concord, New Hampshire 03301
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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 #8003032) with Front Runner Leadership Consulting, LLC (VC# 390626), Wetumpka, AL, 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 #8003032) 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 Front Runner Leadership Consulting, LLC (Contract #8003032) 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.

In addition, maintaining the contract with the incumbent vendor Front Runner Leadership Consulting, LLC (Contract #8003032) provides a cost avoidance of 5% based off the RFI information received.

Based on the foregoing, I am respectfully recommending approval of the **Retroactive** contract amendment with Front Runner Leadership Consulting, LLC.

Respectfully submitted,



Charles M. Arlinghaus
Commissioner



Division of Procurement Support Services
Bureau of Purchase Property

RFI Summary

Gary S. Lanetta
Director
(603) 271-2201

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

Item	Type	Product Description	CLASS FORMAT	Current Contract Pricing:		FRONT RUNNER						CCS Learning Academy		Netcost	
				Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Hybrid	Extended Cost Hybrid	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	\$1,300	\$13,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,095.00	\$10,950.00	\$0.00	\$0.00
9	EACH	Dealing With Troubled, Toxic or Negative People	1/2-day live online	\$795.00	\$7,155.00	\$1,300	\$11,700.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,095.00	\$9,855.00	\$0.00	\$0.00
3	EACH	E-mail Etiquette	1/2-day live online	\$795.00	\$2,385.00	\$1,300	\$3,900.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,095.00	\$3,285.00	\$0.00	\$0.00
4	EACH	Managing at a Distance	1/2-day live online	\$795.00	\$3,180.00	\$1,300	\$5,200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,095.00	\$4,380.00	\$0.00	\$0.00
24	EACH	Time Management	1/2-day live online	\$795.00	\$19,080.00	\$1,300	\$31,200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,095.00	\$4,380.00	\$0.00	\$0.00
16	EACH	Delivering Constructive Criticism	1/2-day live on line, plus pre-work	\$795.00	\$12,720.00	\$1,300	\$20,800.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,095.00	\$17,520.00	\$0.00	\$0.00
4	EACH	Business Analysis	2 Days	\$995.00	\$3,980.00	\$5,200	\$20,800.00	\$7,600	\$30,400.00	\$7,600	\$30,400.00	\$0.00	\$0.00	\$0.00	\$0.00
4	EACH	Business Etiquette	Half Day	\$795.00	\$3,180.00	\$1,300	\$5,200.00	\$1,900	\$7,600.00	\$1,900	\$7,600.00	\$0.00	\$0.00	\$0.00	\$0.00
6	EACH	Communication Skills	1 week online with 2-90 min live Teams sessions	\$900.00	\$5,400.00	\$975	\$5,850.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,795.00	\$10,770.00	\$0.00	\$0.00
6	EACH	Conflict Resolution	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$7,200.00	\$1,300	\$7,800.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,095.00	\$6,570.00	\$0.00	\$0.00
12	EACH	Customer Service	2 - 90 Min Live Teams Sessions	\$900.00	\$10,800.00	\$975	\$11,700.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,095.00	\$6,570.00	\$0.00	\$0.00
10	EACH	Dealing with Strong Emotions in the Workplace	1/2 Day Live Online Session (4 Hours)	\$1,200.00	\$12,000.00	\$1,300	\$13,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,095.00	\$10,950.00	\$0.00	\$0.00
5	EACH	Dealing With Troubled, Toxic or Negative People	1/2 Day Live Online Session (4 Hours)	\$1,200.00	\$6,000.00	\$1,300	\$6,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,095.00	\$5,475.00	\$0.00	\$0.00
8	EACH	Difficult Conversations	1/2 Day Live Online Session (4 hours)	\$900.00	\$7,200.00	\$1,300	\$10,400.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,095.00	\$8,760.00	\$0.00	\$0.00
15	EACH	Diversity and Inclusion - Awareness to Action	1 Week Online Course - With 2-90 Min Live TEAMS sessions	\$1,200.00	\$18,000.00	\$975	\$14,625.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,795.00	\$26,925.00	\$1,035.00	\$15,525.00
6	EACH	Effective Meetings	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$7,200.00	\$1,300	\$7,800.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,095.00	\$6,570.00	\$0.00	\$0.00
7	EACH	Leading And Managing Change	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	\$900.00	\$6,300.00	\$975	\$6,825.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,795.00	\$12,565.00	\$1,035.00	\$7,245.00
4	EACH	Managing Difficult Employees	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$4,800.00	\$1,300	\$5,200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,095.00	\$4,380.00	\$0.00	\$0.00
4	EACH	Motivating Employees	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$4,800.00	\$1,300	\$5,200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,095.00	\$4,380.00	\$345.00	\$1,380.00
8	EACH	Presentation: Effective Visuals and Verbal Communication (Introduction)	1.5 Days in person	\$4,100.00	\$32,800.00	\$0.00	\$0.00	\$5,700.00	\$45,600.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,035.00	\$8,280.00
19	EACH	Public Speaking I	5 Days in Person	\$4,100.00	\$77,900.00	\$0.00	\$0.00	\$5,700.00	\$108,300.00	\$0.00	\$0.00	\$0.00	\$0.00	\$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	\$5,700.00	\$57,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$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	\$975.00	\$3,900.00	\$1,425.00	\$5,700.00	\$1,425.00	\$5,700.00	\$1,795.00	\$7,180.00	\$1,035.00	\$4,140.00
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	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,380.00	\$20,700.00
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	\$975.00	\$13,650.00	\$1,425.00	\$19,950.00	\$1,425.00	\$19,950.00	\$1,795.00	\$25,130.00	\$1,035.00	\$14,490.00



Division of Procurement Support Services
Bureau of Purchase Property

RFI Summary

Gary S. Lanetta
Director
(603) 271-2201

New Horizon				OFFICE PRO				Vestec Inc.				VINSYS CORPORATION				KPOCH Learning	
Unit Cost Online	Extended Cost Online	Unit Cost Offline	Extended Cost Offline	Unit Cost Online	Extended Cost Online	Unit Cost Offline	Extended Cost Offline	Unit Cost Online	Extended Cost Online	Unit Cost Offline	Extended Cost Offline	Unit Cost Hybrid	Extended Cost Hybrid	Unit Cost Online	Extended Cost Online	Unit Cost Offline	Extended Cost Offline
\$ 1,625.00	\$16,250.00	\$0.00	\$0.00	###	\$15,000.00	###	\$13,500.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$5,990.00	###	\$3,500.00		
\$ 1,425.00	\$12,825.00	\$0.00	\$0.00	###	\$13,500.00	###	\$11,655.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$5,391.00	###	\$3,150.00		
\$ 1,625.00	\$4,875.00	\$0.00	\$0.00	###	\$4,500.00	###	\$3,750.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$1,797.00	###	\$1,050.00		
\$ 1,625.00	\$6,500.00	\$0.00	\$0.00	###	\$6,000.00	###	\$5,000.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$2,396.00	###	\$1,400.00		
\$ 1,625.00	\$39,000.00	\$0.00	\$0.00	###	\$36,000.00	###	\$31,080.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$14,376.00	###	\$8,400.00		
\$ 1,625.00	\$26,000.00	\$0.00	\$0.00	###	\$40,000.00	###	\$20,720.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$10,384.00	###	\$5,600.00		
\$ 5,600.00	\$22,400.00	\$0.00	\$0.00	###	\$20,800.00	###	\$10,780.00	\$4,995.00	\$19,980.00	\$5,995.00	\$23,980.00	###	\$13,996.00	###	\$1,400.00		
\$ 1,625.00	\$6,500.00	\$0.00	\$0.00	###	\$11,200.00	###	\$5,000.00	\$2,895.00	\$11,580.00	\$2,895.00	\$11,580.00	###	\$7,196.00	###	\$1,400.00		
\$ 1,815.00	\$10,890.00	\$0.00	\$0.00	###	\$18,000.00	###	\$33,900.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$8,994.00	###	\$2,100.00		
\$ 1,625.00	\$9,750.00	\$0.00	\$0.00	###	\$12,000.00	###	\$8,700.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$3,594.00	###	\$2,100.00		
\$ 1,815.00	\$21,780.00	\$0.00	\$0.00	###	\$24,000.00	###	\$15,900.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$7,188.00	###	\$4,200.00		
\$ 2,100.00	\$21,000.00	\$0.00	\$0.00	###	\$20,000.00	###	\$12,950.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$5,990.00	###	\$3,500.00		
\$ 1,425.00	\$7,125.00	\$0.00	\$0.00	###	\$10,000.00	###	\$6,475.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$2,995.00	###	\$1,750.00		
\$ 2,100.00	\$16,800.00	\$0.00	\$0.00	###	\$16,000.00	###	\$10,360.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$4,792.00	###	\$2,800.00		
\$ 3,100.00	\$46,500.00	\$0.00	\$0.00	###	\$45,000.00	###	\$104,250.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$22,485.00	###	\$5,250.00		
\$ 1,625.00	\$9,750.00	\$0.00	\$0.00	###	\$12,000.00	###	\$7,500.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$3,594.00	###	\$2,100.00		
\$ 2,750.00	\$19,250.00	\$0.00	\$0.00	###	\$21,000.00	###	\$48,650.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$10,493.00	###	\$2,450.00		
\$ 1,425.00	\$5,700.00	\$0.00	\$0.00	###	\$8,000.00	###	\$5,800.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$2,396.00	###	\$1,400.00		
\$ 1,425.00	\$5,700.00	\$0.00	\$0.00	###	\$8,000.00	###	\$5,180.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$2,396.00	###	\$1,400.00		
\$0.00	\$0.00	\$ 1,675.00	\$13,400.00	###	\$36,000.00	###	\$0.00	\$0.00	\$4,595.00	\$36,760.00	\$0.00	\$0.00	###	\$27,992.00	###	\$2,800.00	
\$0.00	\$0.00	\$ 4,900.00	\$93,100.00	###	\$85,500.00	###	\$0.00	\$0.00	\$4,695.00	\$89,205.00	\$0.00	\$0.00	###	\$66,481.00	###	\$12,350.00	
\$0.00	\$0.00	\$ 4,900.00	\$49,000.00	###	\$45,000.00	###	\$0.00	\$0.00	\$5,295.00	\$52,950.00	\$0.00	\$0.00	###	\$34,990.00	###	\$6,500.00	
\$ 2,750.00	\$11,000.00	\$0.00	\$0.00	###	\$12,000.00	###	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$5,996.00	###	\$1,400.00	
\$ 2,900.00	\$43,500.00	\$0.00	\$0.00	###	\$67,500.00	###	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$29,985.00	###	\$5,250.00	
\$ 3,100.00	\$43,400.00	\$0.00	\$0.00	###	\$63,000.00	###	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	###	\$20,986.00	###	\$4,900.00	



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

RFI Summary

RFI Description	Educational Training & Professional Development	Agency	BET
RFI#	2023-428	RFI Closing	7/26/24 10:30 AM
Agent Name	Carrie Martin		

Qty	UOM	Product Description	CLASS FORMAT	Current Contract Pricing		FRONT RUNNER					
				Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Hybrid	Extended Cost Hybrid
10	EA	Business Etiquette	1/2 -day live online	\$795.00	\$7,950.00	\$1,300	\$13,000.00	\$0.00	\$0.00	\$0.00	\$0.00
9	EA	Dealing With Troubled, Toxic or Negative People	1/2 -day live online	\$795.00	\$7,155.00	\$1,300	\$11,700.00	\$0.00	\$0.00	\$0.00	\$0.00
3	EA	E-mail Etiquette	1/2 -day live online	\$795.00	\$2,385.00	\$1,300	\$3,900.00	\$0.00	\$0.00	\$0.00	\$0.00
4	EA	Managing at a Distance	1/2 -day live online	\$795.00	\$3,180.00	\$1,300	\$5,200.00	\$0.00	\$0.00	\$0.00	\$0.00
24	EA	Time Management	1/2 -day live online	\$795.00	\$19,080.00	\$1,300	\$31,200.00	\$0.00	\$0.00	\$0.00	\$0.00
16	EA	Delivering Constructive Criticism	1/2 - day live on line, plus pre-work	\$795.00	\$12,720.00	\$1,300	\$20,800.00	\$0.00	\$0.00	\$0.00	\$0.00
4	EA	Business Analysis	2 Days	\$995.00	\$3,980.00	\$5,200	\$20,800.00	\$7,600	\$30,400.00	\$7,600	\$30,400.00
4	EA	Business Etiquette	Half Day	\$795.00	\$3,180.00	\$1,300	\$5,200.00	\$1,900	\$7,600.00	\$1,900	\$7,600.00
6	EA	Communication Skills	1 week online with 2-90 min live Teams sessions	\$900.00	\$5,400.00	\$975	\$5,850.00	\$0.00	\$0.00	\$0.00	\$0.00
6	EA	Conflict Resolution	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$7,200.00	\$1,300	\$7,800.00	\$0.00	\$0.00	\$0.00	\$0.00
12	EA	Customer Service	2 - 90 Min Live Teams Sessions	\$900.00	\$18,000.00	\$975	\$11,700.00	\$0.00	\$0.00	\$0.00	\$0.00
10	EA	Dealing with Strong Emotions in the Workplace	1/2 Day Live Online Session (4 Hours)	\$1,200.00	\$12,000.00	\$1,300	\$13,000.00	\$0.00	\$0.00	\$0.00	\$0.00
5	EA	Dealing With Troubled, Toxic or Negative People	1/2 Day Live Online Session (4 Hours)	\$1,200.00	\$6,000.00	\$1,300	\$6,500.00	\$0.00	\$0.00	\$0.00	\$0.00
8	EA	Difficult Conversations	1/2 Day Live Online Session (4 hours)	\$900.00	\$7,200.00	\$1,300	\$10,400.00	\$0.00	\$0.00	\$0.00	\$0.00
15	EA	Diversity and Inclusion - Awareness to Action	1 Week Online Cours - With 2-90 Min Live TEAMS sessions	\$1,200.00	\$18,000.00	\$975	\$14,625.00	\$0.00	\$0.00	\$0.00	\$0.00
6	EA	Effective Meetings	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$7,200.00	\$1,300	\$7,800.00	\$0.00	\$0.00	\$0.00	\$0.00
7	EA	Leading And Managing Change	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	\$900.00	\$6,300.00	\$975	\$6,825.00	\$0.00	\$0.00	\$0.00	\$0.00
4	EA	Managing Difficult Employees	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$4,800.00	\$1,300	\$5,200.00	\$0.00	\$0.00	\$0.00	\$0.00
4	EA	Motivating Employees	1/2 Day Live Online Session (4 hours)	\$1,200.00	\$4,800.00	\$1,300	\$5,200.00	\$0.00	\$0.00	\$0.00	\$0.00
8	EA	Presentation: Effective Visuals and Verbal Communication (Introduction)	1.5 Days in person	\$4,100.00	\$32,800.00	\$0.00	\$0.00	\$5,700.00	\$45,600.00	\$0.00	\$0.00
19	EA	Public Speaking I	1.5 Days In Person	\$4,100.00	\$77,900.00	\$0.00	\$0.00	\$5,700.00	\$108,300.00	\$0.00	\$0.00
10	EA	Public Speaking II (Advanced)	1.5 Days In Person	\$4,100.00	\$41,000.00	\$0.00	\$0.00	\$5,700.00	\$57,000.00	\$0.00	\$0.00
4	EA	Team Skills: Participating On and Leading Effective Teams	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	\$900.00	\$3,600.00	\$975.00	\$3,900.00	\$1,425.00	\$5,700.00	\$1,425.00	\$5,700.00
15	EA	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	\$0.00	\$0.00	\$0.00	\$0.00
14	EA	Leading and Managing Change	2- 90 min live sessions plus online work; In-person, Online or Hybrid	\$1,035.00	\$14,490.00	\$975.00	\$13,650.00	\$1,425.00	\$19,950.00	\$1,425.00	\$19,950.00



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

RFI Summary

Item	UOM	Product Description	CLASS FORMAT	Current Contract Pricing		FRONT RUNNER					
				Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Onsite	Extended Cost Onsite	Unit Cost Hybrid	Extended Cost Hybrid
18	EA	Managing with Metrics	1-day or 2- 1/2 days, In-person, Online or Hybrid	\$690.00	\$12,420.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
6	EA	Project Management - An Introduction	2- 90 min live sessions plus online work; In-person, Online or Hybrid	\$1,035.00	\$6,210.00	\$975.00	\$5,850.00	\$1,425.00	\$8,550.00	\$1,425.00	\$8,550.00
34	EA	Surveys, Focus Groups and Data Collection	1-day or 2- 1/2 days In-person, Online or Hybrid	\$690.00	\$23,460.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
280	EA	Excel I	1-day or 2-1/2 days In-person, Online or Hybrid	\$690.00	\$193,200.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
307	EA	Excel II	1 Day or 2 - 1/2 Days In Person, online or Hybrid	\$690.00	\$211,830.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
165	EA	Excel III	1 Day or 2 - 1/2 Days In Person, online or Hybrid	\$690.00	\$113,850.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
29	EA	Outlook	1/2 day, In-person or Online	\$345.00	\$10,005.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
32	EA	PowerPoint	1/2 day, In-person or online	\$345.00	\$11,040.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
59	EA	Word Boot Camp	1-day or 2-1/2 days In-person, Online or Hybrid	\$690.00	\$40,710.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
65	EA	Adobe Suite Training	1 Day, Hands- On Training	\$1,200.00	\$78,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
40	EA	Business Writing	1 Day	\$1,815.00	\$72,600.00	\$2,600.00	\$104,000.00	\$0.00	\$0.00	\$0.00	\$0.00

Sub Total		\$83,700.00	\$88,400.00
Estimated annual spend	\$41,850.00	Expiring contract annual	\$41,850.00
Estimated term spend	\$83,700.00	Expiring contract term	\$83,700.00
Add allowance for balance of product line	\$8,370.00	Cost avoidance	\$4,700.00
Estimated contract spend	\$92,070.00	Cost avoidance	5%

Recommendation Summary	
Statewide Contract or Amendment	Statewide Contract
Term of Contract	2 years with two, one year extension
Estimated Contract Spend	\$92,070.00
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(\$/%)	\$4,700.00 5%
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 5% cost avoidance when compared to RFI 2025-428 Submitted pricing.	



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

RFI Summary

CCS Learning Academy		Nemours		New Horizon		OFFICE PROJECT			
Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Onsite	Extended Cost Onsite	Unit Cost Online	Extended Cost Online
\$1,095.00	\$10,950.00	\$0.00	\$0.00	\$1,625.00	\$16,250.00	\$0.00	\$0.00	\$1,500.00	\$15,000.00
\$1,095.00	\$9,855.00	\$0.00	\$0.00	\$1,425.00	\$12,825.00	\$0.00	\$0.00	\$1,500.00	\$13,500.00
\$1,095.00	\$3,285.00	\$0.00	\$0.00	\$1,625.00	\$4,875.00	\$0.00	\$0.00	\$1,500.00	\$4,500.00
\$1,095.00	\$4,380.00	\$0.00	\$0.00	\$1,625.00	\$6,500.00	\$0.00	\$0.00	\$1,500.00	\$6,000.00
\$1,095.00	\$26,280.00	\$0.00	\$0.00	\$1,625.00	\$39,000.00	\$0.00	\$0.00	\$1,500.00	\$36,000.00
\$1,095.00	\$17,520.00	\$0.00	\$0.00	\$1,625.00	\$26,000.00	\$0.00	\$0.00	\$2,500.00	\$40,000.00
\$0.00	\$0.00	\$0.00	\$0.00	\$5,600.00	\$22,400.00	\$0.00	\$0.00	\$5,200.00	\$20,800.00
\$0.00	\$0.00	\$0.00	\$0.00	\$1,625.00	\$6,500.00	\$0.00	\$0.00	\$2,800.00	\$11,200.00
\$1,795.00	\$10,770.00	\$0.00	\$0.00	\$1,815.00	\$10,890.00	\$0.00	\$0.00	\$3,000.00	\$18,000.00
\$1,095.00	\$6,570.00	\$0.00	\$0.00	\$1,625.00	\$9,750.00	\$0.00	\$0.00	\$2,000.00	\$12,000.00
\$1,795.00	\$21,540.00	\$0.00	\$0.00	\$1,815.00	\$21,780.00	\$0.00	\$0.00	\$2,000.00	\$24,000.00
\$1,095.00	\$10,950.00	\$0.00	\$0.00	\$2,100.00	\$21,000.00	\$0.00	\$0.00	\$2,000.00	\$20,000.00
\$1,095.00	\$5,475.00	\$0.00	\$0.00	\$1,425.00	\$7,125.00	\$0.00	\$0.00	\$2,000.00	\$10,000.00
\$1,095.00	\$8,760.00	\$0.00	\$0.00	\$2,100.00	\$16,800.00	\$0.00	\$0.00	\$2,000.00	\$16,000.00
\$1,795.00	\$26,925.00	\$1,035.00	\$15,525.00	\$3,100.00	\$46,500.00	\$0.00	\$0.00	\$3,000.00	\$45,000.00
\$1,095.00	\$6,570.00	\$0.00	\$0.00	\$1,625.00	\$9,750.00	\$0.00	\$0.00	\$2,000.00	\$12,000.00
\$1,795.00	\$12,565.00	\$1,035.00	\$7,245.00	\$2,750.00	\$19,250.00	\$0.00	\$0.00	\$3,000.00	\$21,000.00
\$1,095.00	\$4,380.00	\$0.00	\$0.00	\$1,425.00	\$5,700.00	\$0.00	\$0.00	\$2,000.00	\$8,000.00
\$1,095.00	\$4,380.00	\$345.00	\$1,380.00	\$1,425.00	\$5,700.00	\$0.00	\$0.00	\$2,000.00	\$8,000.00
\$0.00	\$0.00	\$1,035.00	\$8,280.00	\$0.00	\$0.00	\$1,675.00	\$13,400.00	\$4,500.00	\$36,000.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4,900.00	\$93,100.00	\$4,500.00	\$85,500.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$4,900.00	\$49,000.00	\$4,500.00	\$45,000.00
\$1,795.00	\$7,180.00	\$1,035.00	\$4,140.00	\$2,750.00	\$11,000.00	\$0.00	\$0.00	\$3,000.00	\$12,000.00
\$0.00	\$0.00	\$1,380.00	\$20,700.00	\$2,900.00	\$43,500.00	\$0.00	\$0.00	\$4,500.00	\$67,500.00
\$1,795.00	\$25,130.00	\$1,035.00	\$14,490.00	\$3,100.00	\$43,400.00	\$0.00	\$0.00	\$4,500.00	\$63,000.00



Division of Procurement Support Services
Bureau of Purchase Property

Gary S. Lunetta
Director
(603) 271-2201

RFI Summary

CCS Learning Academy		Horizon		OFFICE PRO		U			
Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online	Unit Cost Online	Extended Cost Online		
\$1,995.00	\$35,910.00	\$690.00	\$12,420.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,500.00	\$63,000.00
\$1,795.00	\$10,770.00	\$1,035.00	\$6,210.00	\$ 2,000.00	\$12,000.00	\$0.00	\$0.00	\$3,500.00	\$21,000.00
\$0.00	\$0.00	\$690.00	\$23,460.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,500.00	\$119,000.00
\$995.00	\$278,600.00	\$690.00	\$193,200.00	\$ 1,995.00	\$558,600.00	\$0.00	\$0.00	\$1,225.00	\$343,000.00
\$995.00	\$305,465.00	\$690.00	\$211,830.00	\$ 1,995.00	\$612,465.00	\$0.00	\$0.00	\$1,225.00	\$376,075.00
\$995.00	\$164,175.00	\$690.00	\$113,850.00	\$ 1,995.00	\$329,175.00	\$0.00	\$0.00	\$1,225.00	\$202,125.00
\$595.00	\$17,255.00	\$345.00	\$10,005.00	\$ 1,995.00	\$57,855.00	\$0.00	\$0.00	\$850.00	\$24,650.00
\$595.00	\$19,040.00	\$345.00	\$11,040.00	\$ 1,995.00	\$63,840.00	\$0.00	\$0.00	\$850.00	\$27,200.00
\$995.00	\$38,705.00	\$690.00	\$40,710.00	\$ 1,995.00	\$117,705.00	\$0.00	\$0.00	\$1,225.00	\$72,275.00
\$1,095.00	\$71,175.00	\$0.00	\$0.00	\$ 2,995.00	\$194,675.00	\$0.00	\$0.00	\$1,600.00	\$104,000.00
\$0.00	\$0.00	\$0.00	\$0.00	\$ 1,815.00	\$72,600.00	\$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

Nextec Inc.						VINSYS CORPORATION		EPOCH Learning	
Unit Cost	Extended Cost	Unit Cost	Extended Cost	Unit Cost	Extended Cost	Unit Cost	Extended Cost	Unit Cost	Extended Cost
Online	Online	Onsite	Onsite	Hybrid	Hybrid	Online	Online	Online	Online
\$1,350.00	\$13,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$5,990.00	\$350	\$3,500.00
\$1,295.00	\$11,655.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$5,391.00	\$350	\$3,150.00
\$1,250.00	\$3,750.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$1,797.00	\$350	\$1,050.00
\$1,250.00	\$5,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$2,396.00	\$350	\$1,400.00
\$1,295.00	\$31,080.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$14,376.00	\$350	\$8,400.00
\$1,295.00	\$20,720.00	\$0.00	\$0.00	\$0.00	\$0.00	\$649.00	\$10,384.00	\$350	\$5,600.00
\$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
\$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
\$5,650.00	\$33,900.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,499.00	\$8,994.00	\$350	\$2,100.00
\$1,450.00	\$8,700.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$3,594.00	\$350	\$2,100.00
\$1,325.00	\$15,900.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$7,188.00	\$350	\$4,200.00
\$1,295.00	\$12,950.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$5,990.00	\$350	\$3,500.00
\$1,295.00	\$6,475.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$2,995.00	\$350	\$1,750.00
\$1,295.00	\$10,360.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$4,792.00	\$350	\$2,800.00
\$6,950.00	\$104,250.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,499.00	\$22,485.00	\$350	\$5,250.00
\$1,250.00	\$7,500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$3,594.00	\$350	\$2,100.00
\$6,950.00	\$48,650.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,499.00	\$10,493.00	\$350	\$2,450.00
\$1,450.00	\$5,800.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$2,396.00	\$350	\$1,400.00
\$1,295.00	\$5,180.00	\$0.00	\$0.00	\$0.00	\$0.00	\$599.00	\$2,396.00	\$350	\$1,400.00
\$0.00	\$0.00	\$4,595.00	\$36,760.00	\$0.00	\$0.00	\$3,499.00	\$27,992.00	\$350	\$2,800.00
\$0.00	\$0.00	\$4,695.00	\$89,205.00	\$0.00	\$0.00	\$3,499.00	\$66,481.00	\$650	\$12,350.00
\$0.00	\$0.00	\$5,295.00	\$52,950.00	\$0.00	\$0.00	\$3,499.00	\$34,990.00	\$650	\$6,500.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,499.00	\$5,996.00	\$350	\$1,400.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$29,985.00	\$350	\$5,250.00
\$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
(603) 271-2201

RFI Summary

Nextec Inc.						VINSYS CORPORATION		Unit Cost	Extended Cost
Extended Cost	Unit Cost	Extended Cost	Extended Cost	Unit Cost	Extended Cost	Unit Cost	Extended Cost	Online	Online
onsite	Hybrid	Hybrid	onsite	Online	Online	Online	Online	Online	Online
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,499.00	\$26,982.00	\$350.00	\$6,300.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,499.00	\$8,994.00	\$350.00	\$2,100.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$67,966.00	\$350.00	\$11,900.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$559,720.00	\$295.00	\$82,600.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$613,693.00	\$295.00	\$90,565.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$329,835.00	\$295.00	\$48,675.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$57,971.00	\$295.00	\$8,555.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$63,968.00	\$295.00	\$9,440.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$117,941.00	\$295.00	\$17,405.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$129,935.00	\$525.00	\$34,125.00
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,999.00	\$79,960.00	\$425.00	\$17,000.00



**FIRST AMENDMENT TO THE CONTRACT BETWEEN
FRONT RUNNER LEADERSHIP CONSULTING, LLC
AND
THE STATE OF NEW HAMPSHIRE,
DEPARTMENT OF ADMINISTRATIVE SERVICES,
FOR TRAINING AND PROFESSIONAL DEVELOPMENT
CONTRACT # 8003032**

This First Amendment (hereinafter referred to as the "Amendment"), dated this 31st day of August 2024, is by and between the State of New Hampshire, Department of Administrative Services (hereinafter referred to as "the State") and Front Runner Leadership Consulting, LLC (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.

**FRONT RUNNER LEADERSHIP
CONSULTING, LLC**

By: *Kasha L. Gordon*
Kasha L. Gordon
(Print Name)

Title: CEO/Lead Consultant

Date: August 31, 2024

STATE OF NEW HAMPSHIRE

By: *Charles M. Arlinghaus*
Charles M. Arlinghaus
(Print Name)

Title: Commissioner
Department of Administrative Services

Date: 9-21-24

OFFICE OF THE ATTORNEY GENERAL

By: *Duncan A. Edgar*
Duncan A. Edgar
(Print Name)

Title: Assistant Attorney General

Date: October 9, 2024

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

Signed: _____

(Print Name)

Title: _____

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 FRONT RUNNER LEADERSHIP CONSULTING, LLC is a Alabama Limited Liability Company registered to transact business in New Hampshire on January 13, 2022. 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: 890591

Certificate Number: 0006758327



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 27th day of August A.D. 2024.

A handwritten signature in black ink, appearing to read "D. Scanlan", is written over a faint circular stamp.

David M. Scanlan
Secretary of State

Sole Proprietor Certification of Authority

I, **Kasha L. Gordon**, hereby certify that I am the Sole Proprietor
(Printed First and Last Name)

Of Front Runner Leadership Consulting, LLC, which is a tradename registered with the Secretary of State
(Name of Business)

under RSA 349. I certify that I am the sole owner of my business and of the tradename.

I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person listed above currently occupies the position indicated and that they have full authority to bind the business. This authority **shall remain valid for ninety (90) days** from the date of this Corporate Resolution.

DATED: 8/27/24

ATTEST: Kasha L. Gordon
(Signature)



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
08/27/2024

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

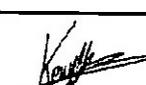
PRODUCER Hiscox Inc. 5 Concourse Parkway Suite 2150 Atlanta GA, 30328	CONTACT NAME: PHONE (A/C, No, Ext): (888) 202-3007 FAX (A/C, No): E-MAIL ADDRESS: contact@hiscox.com	
	INSURER(S) AFFORDING COVERAGE	
INSURED FRONT RUNNER LEADERSHIP CONSULTING, LLC 120 Valleys Edge Dr Wetumpka, AL 36093	INSURER A: Hiscox Insurance Company Inc NAIC # 10200	
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:	Y		P100.868.297.3	01/26/2024	01/26/2025	EACH OCCURRENCE, DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000
	<input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ S/T Gen. Agg. \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Professional Liability	Y		P100.868.104.3	01/26/2024	01/26/2025	Each Claim: \$ 250,000 Aggregate: \$ 250,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER The State of New Hampshire, Department of Administrative Services ATTN: Carrie L Martin 25 Capitol St. Room 102 Concord, NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
--	---

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

DATE: February 1, 2022

CONTRACT FOR: Training and Professional Development Services

CONTRACT #: 8003032

COMMODITY/NIGP CODE: 918 3800

CONTRACTOR: Front Runner Leadership Consulting VENDOR CODE #: 390626

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: 2022.02.01 15:31:42 -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 09:11:41 -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 10:11:11 -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

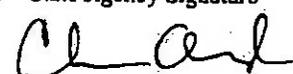
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

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 Front Runner Leadership Consulting, LLC		1.4 Contractor Address 106 Compass Hill Cir. Toney, AL 35773	
1.5 Contractor Phone Number 754 - 235 - 6317	1.6 Account Number Various	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: 1/24/22		1.12 Name and Title of Contractor Signatory Dr. Kasha L. Gordon, CEO	
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.

**EXHIBIT B
SCOPE OF SERVICES**

1. INTRODUCTION

Front Runner Leadership Consulting, LLC. (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.

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.

Organizational Development Professional Services: The Contractor shall provide a variety of organizational development professional services to augment existing state staff resources as necessary.

Individual work assignment bid requests will be issued to all qualified Contractors for such services specifying the specifics of each assignment. Interested Contractors shall provide a proposed number of hours and total cost to complete the work assignment at their contracted rate per hour. A final work assignment will be prepared with the selected Contractor outlining the exact tasks to be performed, the timeline, deliverables, the agreed to number of hours, and the total cost to complete the work.

- Instructional Design Support: Upon request of the State and under the direction of BET staff, the Contractor would develop new online or in-person training to be offered by the State, by an eligible entity or by an approved contractor. Contractor shall employ ADDIE techniques in approaching course development and working with subject matter experts. All course materials prepared under contract with the State shall be the property of the State.

- Leadership Coaching Services: Upon request of the State and under the direction of BET staff, the Contractor would provide coaching to one or more public leaders to help them improve their leadership skills and/or develop a plan to implement a strategic plan or change.
- Strategic Planning Facilitation and/or Coaching: Upon request of the State, the Contractor would provide facilitation and/or coaching services to guide an entity or group through a strategic planning process.
- General Meeting Facilitation: Upon request of the State, the Contractor would provide staff skilled in meeting facilitation, such as facilitation of public meetings, focus groups, community input gathering, and informational sessions.
- Team Building/Group Dynamics/Other Organizational Development Work: Upon request of the State, the Contractor would provide staff skilled in improving group dynamics, group communications, group culture, team building or other organizational development topics.
- Project Management Coaching and Support: Upon request of the State, the Contractor would provide direct assistance to a client in developing or implementing a project plan or project component, or provide coaching to an existing project manager to further develop and hone their skills.

Staff Requirements:

All staff serving as instructors or providing professional services 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/working. 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\(a0fzcv55ahaeas45jpya5i45\)\)/welcome.aspx](https://das.nh.gov/purchasing/vendorregistration/(S(a0fzcv55ahaeas45jpya5i45))/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

NON-SOFTWARE/PROFESSIONAL DEVELOPMENT CLASSES					
CLASS	CLASS FORMAT	CLASS INSTRUCTORS	2/01/2022 – 09/30/2022 (PRICE PER CLASS)	10/1/2022- 9/30/2023 (PRICE PER CLASS)	10/1/2023- 9/30/2024 (PRICE PER CLASS)
Coaching: How Leaders Develop The Next Leaders	½ Day Live Online Session (4 hours)	Dr. Kasha L. Gordon	\$1,200.00	\$1,200.00	\$1,200.00
Communication Skills	1 Week Online Course – With 2- 90 Min Live Teams Sessions	Dr. Kasha L. Gordon	\$900.00	\$900.00	\$900.00
Conflict Resolution	½ Day Live Online Session (4 hours)	Dr. Kasha L. Gordon	\$1,200.00	\$1,200.00	\$1,200.00
Customer Service	2 - 90 Min Live Teams Sessions	Dr. Kasha L. Gordon	\$900.00	\$900.00	\$900.00
Dealing With Strong Emotions In The Workplace	1/2 Day Live Online Session (4 HOURS)	Dr. Kasha L. Gordon	\$1,200.00	\$1,200.00	\$1,200.00
Dealing With Troubled, Toxic, Or Negative People	1/2 Day Live Online Session (4 HOURS)	Dr. Kasha L. Gordon	\$1,200.00	\$1,200.00	\$1,200.00
Difficult Conversations	1/2 Day Live Online Session (4 HOURS)	Dr. Kasha L. Gordon	\$1,200.00	\$1,200.00	\$1,200.00
Diversity And Inclusion – Awareness To Action	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	Dr. Kasha L. Gordon	\$900.00	\$900.00	\$900.00
Effective Meetings	1/2 Day Live Online Session (4 HOURS)	Dr. Kasha L. Gordon	\$1,200.00	\$1,200.00	\$1,200.00
Effective Problem Solving And Decision – Making Methods	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	Dr. Kasha L. Gordon	\$900.00	\$900.00	\$900.00

NON-SOFTWARE/PROFESSIONAL DEVELOPMENT CLASSES					
CLASS	CLASS FORMAT	CLASS INSTRUCTORS	2/01/2022 - 09/30/2022 (PRICE PER CLASS)	10/1/2022- 9/30/2023 (PRICE PER CLASS)	10/1/2023- 9/30/2024 (PRICE PER CLASS)
Employee Performance Evaluation	1/2 Day Live Online Session (4 HOURS)	Dr. Kasha L. Gordon	\$1,200.00	\$1,200.00	\$1,200.00
Facilitation Skills	2 - 1/2 Day In-Person Or Live Teams Sessions	Dr. Kasha L. Gordon	\$3,600.00 (8 Hours) In-Person	\$3,600.00 (8 Hours) In-Person	\$3,600.00 (8 Hours) In-Person
			\$2,400.00 Teams (8 hours)	\$2,400.00 Teams (8 hours)	\$2,400.00 Teams (8 hours)
Leading And Managing Change	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	Dr. Kasha L. Gordon	\$900.00	\$900.00	\$900.00
Managing Difficult Employees	1/2 Day Live Online Session (4 HOURS)	Dr. Kasha L. Gordon	\$1,200.00	\$1,200.00	\$1,200.00
Motivating Employees	1/2 Day Live Online Session (4 HOURS)	Dr. Kasha L. Gordon	\$1,200.00	\$1,200.00	\$1,200.00
Presentations: Effective Visuals And Verbal Communication (Introduction)	1.5 Days In Person Or 1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	Dr. Kasha L. Gordon	\$4,100.00 (12 Hours) In-Person	\$4,100.00 (12 Hours) In-Person	\$4,100.00 (12 Hours) In-Person
			\$900.00 Online & Teams (3 hours)	\$900.00 Online & Teams (3 hours)	\$900.00 Online & Teams (3 hours)
Proactive Leadership	1/2 Day Live Online Session (4 HOURS)	Dr. Kasha L. Gordon	\$1,200.00	\$1,200.00	\$1,200.00
Public Speaking II (Advanced)	1.5 Days In Person Or 1 Week Online Course - With 2 - 90 Min Live Teams Sessions; Or Spread Over Several Weeks	Dr. Kasha L. Gordon	\$4,100.00 (12 Hours) In-Person	\$4,100.00 (12 Hours) In-Person	\$4,100.00 (12 Hours) In-Person
			\$900.00 Online & Teams (3 hours)	\$900.00 Online & Teams (3 hours)	\$900.00 Online & Teams (3 hours)
Team Skills: Participating On And Leading Effective Teams	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	Dr. Kasha L. Gordon	\$900.00	\$900.00	\$900.00

Organizational Development Services: IN-PERSON OR ONLINE (HOURLY RATE)				
Service Activity	Staff	Feb. 2022- Sept. 2022	Oct. 2022- Sept. 2023	Oct. 2023- Sept. 2024
Instructional Design Support Services (using ADDIE) for new Online and/or In-Person Classes	Dr. Kasha L. Gordon	\$250.00 per hour	\$250.00 per hour	\$250.00 per hour
Leadership Coaching Services	Dr. Kasha L. Gordon	\$250.00 per hour	\$250.00 per hour	\$250.00 per hour
Strategic Planning Facilitation/Coaching	Dr. Kasha L. Gordon	\$250.00 per hour	\$250.00 per hour	\$250.00 per hour
Meeting Facilitation	Dr. Kasha L. Gordon	\$250.00 per hour	\$250.00 per hour	\$250.00 per hour
Org. Dev. – General (e.g. group dynamics/communications, team building)	Dr. Kasha L. Gordon	\$250.00 per hour	\$250.00 per hour	\$250.00 per hour
Project Management Coaching and Support Services	Dr. Kasha L. Gordon	\$250.00 per hour	\$250.00 per hour	\$250.00 per hour
Change Management Consulting	Dr. Kasha L. Gordon	\$250.00 per hour	\$250.00 per hour	\$250.00 per hour

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.

EXHIBIT E
APPENDIX – CLASSES

COACHING: HOW LEADERS DEVELOP THE NEXT LEADERS
COURSE SYLLABUS

Part 1: Course Information

Course Description

This course is designed to model leadership coaching to the leaders attending this course, and relay coaching strategy in order to enable you to develop the next level of potential leaders within your organization.

Textbook & Course Materials

Becoming a Coaching Leader: The Proven System for Building Your Own Team of Champions
Paperback – June 28, 2010

by Daniel S. Harkavy
(Author)

- Publisher : HarperCollins Leadership (June 28, 2010)
- Language : English
- Paperback : 224 pages
- ISBN-10 : 1595559752
- ISBN-13 : 978-1595559753

Coaching for Leadership: The Practice of Leadership Coaching from the World's Greatest Coaches 2nd Edition,

by Marshall Goldsmith (Editor), Laurence S. Lyons (Editor)

- Publisher : Pfeiffer; 2nd edition (October 19, 2005)
- Language : English
- Hardcover : 288 pages
- ISBN-10 : 0787977632
- ISBN-13 : 978-0787977634

Recommended Texts & Other Readings

- *The Leader as Coach: How to unleash innovation, energy, and commitment by*
Herminia Ibarra and Anne Scoular
<https://hbr.org/2019/11/the-leader-as-coach>

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the components of effective leadership coaching
- Identify critical leadership competencies, and their connection to effective coaching.
- Develop a plan to develop leaders in your work environment and sphere of influence

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepared to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed

- Participate in the online discussion with those in the class to discuss relevant examples, best practices and lessons learned

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	
2	Components of effective leadership coaching	Lecture/group discussion
3	Critical leadership competencies	Discussion
4	Connecting competencies to effective coaching	Lessons learned round-table
5	Developing next-level leaders	Action-planning

COMMUNICATION SKILLS COURSE SYLLABUS

Part 1: Course Information

Course Description

This course is designed to teach methods to develop communication skills. During this

course, students will evaluate their current means of communication, and determine what can be communicated more effectively.

Textbook & Course Materials

Communication Skills: A Practical Guide to Improving Your Social Intelligence, Presentation,

Persuasion and Public Speaking (Positive Psychology Coaching Series Book) (Volume 9) Paperback – July 11, 2015

by Ian Tuhovsky (Author), Wendell Wadsworth (Editor)

- Publisher : CreateSpace Independent Publishing Platform; 1st edition (July 11, 2015)
- Language : English
- Paperback : 280 pages
- ISBN-10 : 1515031918
- ISBN-13 : 978-1515031918

The Communication Skills Workbook - Reproducible Self-Assessments, Exercises & Educational Handouts (Mental Health & Life Skills Workbook Series) Spiral-bound – January 1, 2008 by John J Liptak (Author), Ester Leutenberg (Author), Carlene Sippola (Editor), Amy L

Brodsky (Illustrator)

- Publisher : Whole Person Associates, Inc; Spi edition (January 1, 2008)
- Language : English
- Spiral-bound : 122 pages
- ISBN-10 : 1570252262
- ISBN-13 : 978-1570252266

Recommended Texts & Other Readings

- *Why Communication is So Important for Leaders*
<https://www.ccl.org/articles/leading-effectively-articles/communication-1-idea-3facts-5-tips/>

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the components of effective communication
- Identify critical communication competencies, and their connection to effective personal and professional development, as well as leadership and team-building
- Develop a strategy to improve your communication skills, and begin to immediately implement the tools to increase clarity and effectiveness in your communication

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepared to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	
2	Components of effective communication	Lecture/group discussion
3	Critical communication competencies, and their connection to effective personal and professional development, as well as leadership and team-building	Lecture/group practice
4	Putting effective communication into practice	Lessons learned round-table; interactive group practice
5	Developing a communication strategy	Action-planning

CONFLICT RESOLUTION COURSE SYLLABUS

Part 1: Course Information

Course Description

This course is designed to teach methods for effective conflict resolution. The students will understand the basis of conflict, the types of conflict, and how to appropriately work through situations involving conflict.

Textbook & Course Materials

Conflict Resolution Playbook: Practical Communication Skills for Preventing, Managing, and

Resolving Conflict Paperback – December 8, 2020 by Jeremy Pollack (Author)

- Publisher : Rockridge Press (December 8, 2020)
- Language : English
- Paperback : 168 pages
- ISBN-10 : 1647399521
- ISBN-13 : 978-1647399528

Crucial Conversations Tools for Talking When Stakes Are High, Second Edition Paperback – Animated, September 9, 2011

by Kerry Patterson (Author), Joseph Grenny (Author), Ron McMillan (Author), Al Switzler (Author)

- Publisher : McGraw-Hill Education; 2nd edition (September 9, 2011)
- Language : English
- Paperback : 272 pages
- ISBN-10 : 0071771328
- ISBN-13 : 978-0071771320

7 Winning Conflict Resolution Techniques: Master Nonviolent and Effective Communication Skills to Resolve Everyday Conflicts in the Workplace, Relationships, Marriage and Crucial Conversations Paperback – February 7, 2020

by Gerard Shaw (Author)

- Publisher : Communication Excellence (February 7, 2020)
- Language : English
- Paperback : 150 pages
- ISBN-10 : 1647800471
- ISBN-13 : 978-1647800475

Recommended Texts & Other Readings

- The 5 'Cs' Approach to Conflict Resolution in the Workplace
<https://www.entrepreneur.com/article/350374>
- How to Manage Conflict
<https://hbr.org/2007/11/how-to-manage-conflict>

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor.

Course Structure

Course will be delivered online in the format of a lecture and discussion, coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the components of effective conflict resolution
- Identify critical competencies embedded in effective conflict resolution, and their connection to personal and professional development
- Develop a strategy to improve your conflict resolution skills, and begin to immediately implement the tools to increase your ability to proactively address conflict personally and professionally

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepared to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	
2	Components of effective conflict resolution	Lecture/group discussion
3	Critical competencies embedded in effective conflict resolution, and their connection to personal and professional development	Discussion/group practice
4	Putting effective conflict resolution into practice	Lessons learned round-table; interactive group practice
5	Conflict resolution analysis	Case study/ leadership review
6	Developing a conflict resolution strategy	Action-planning

CUSTOMER SERVICE COURSE SYLLABUS

Part 1: Course Information

Course Description

This course is designed to teach methods for effective delivery of excellent customer service and experience. In these course you will learn how to meet and exceed customer expectations through strategy, empathy and delivery.

Textbook & Course Materials

What Customers Really Want :How to Bridge the Gap Between What Your Organization Offers and What Your Clients Crave Hardcover – July 19, 2005

by Scott McKain (Author)

- Publisher : Thomas Nelson Inc (July 19, 2005)
- Language : English
- Hardcover : 195 pages
- ISBN-10 : 0785211985
- ISBN-13 : 978-0785211983

Be Our Guest (Revised and Updated Edition): Perfecting the Art of Customer Service (A Disney Institute Book) Hardcover – Illustrated; November 8, 2011

by The Disney Institute (Author), Theodore Kinni (Author)

- Publisher : Disney Editions; Revised, Updated ed. edition (November 8, 2011)
- Language : English
- Hardcover : 224 pages
- ISBN-10 : 1423145844
- ISBN-13 : 978-1423145844

Recommended Texts & Other Readings

- What Customers Want...and Don't Want- A special Article fro Customer Service Week
<https://www.forbes.com/sites/shephyken/2020/09/27/what-customers-want--anddont-want--a-special-article-for-customer-service-week/?sh=51b4070b1dda>
- Stop Trying to Delight Your Customers
<https://hbr.org/2010/07/stop-trying-to-delight-your-customers>

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the expectations for excellent customer service/experience
- Identify what customers expect compared to what your company offers
- Develop a strategy to improve your customer service, and begin to immediately implement the tools to increase customer satisfaction and loyalty

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepare to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed

- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	
2	Understand the expectations for excellent customer service/experience.	Lecture/group discussion
3	Identify what customers expect compared to what your company offers	Discussion/group practice; lessons learned
4	Put customer service excellence into practice; develop a strategy to improve your customer service, and begin to immediately implement the tools to increase customer satisfaction and loyalty	Action-planning

DEALING WITH STRONG EMOTIONS IN THE WORKPLACE COURSE SYLLABUS

Part 1: Course Information

Course Description

This course is designed to teach methods for dealing with strong emotions that may arise in the flow of work. The students will understand the basis of emotional intelligence, empathy and strong emotions, as well as how to appropriately work through situations involving conflict/strong emotions.

Textbook & Course Materials

Master Your Emotions: A Practical Guide to Overcome Negativity and Better Manage Your Feelings. (Mastery Series) Paperback – May 16, 2018

by Thibaut Meurisse (Author)

- Publisher : Independently published (May 16, 2018)
- Language : English
- Paperback : 254 pages
- ISBN-10 : 1981089152
- ISBN-13 : 978-1981089154

Recommended Texts & Other Readings

- Managing Your Emotions at Work

https://www.mindtools.com/pages/article/newCDV_41.htm

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the origin and development of strong emotions in the workplace
- Identify critical communication competencies when strong emotions develop, and their connection to effective personal and professional development
- Develop a strategy to improve your communication and management skills related to strong workplace emotions and begin to immediately implement the tools to increase your ability to manage negative emotions and work with productively

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepared to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	
2	Understand the origin and development of strong emotions in the workplace	Discussion/group practice
3	Necessary critical communication competencies when strong emotions develop, and their connection to effective personal and professional development	Lecture/group practice
4	Putting effective communication into practice	Lessons learned round-table; interactive group practice
5	Developing a strategy for maintaining productivity while working through strong emotions	Action-planning

DEALING WITH TROUBLED, TOXIC OR NEGATIVE PEOPLE COURSE SYLLABUS

Part 1: Course Information

Course Description

This course is designed to teach methods for dealing with troubled, toxic, or negative people. Students will learn some of the fundamentals of behavioral psychology & mental health, and how it presents in people around them, including in the workplace.

Textbook & Course Materials

Coping with Difficult People: The Proven-Effective Battle Plan That Has Helped Millions Deal with the Troublemakers in Their Lives at Home and at Work Mass Market Paperback – September 1, 1988

by Robert M. Bramson (Author)

- Publisher : Dell; Reissue edition (September 1, 1988)
- Language : English
- Mass Market Paperback : 240 pages
- ISBN-10 : 0440202019
- ISBN-13 : 978-0440202011

Recommended Texts & Other Readings

- 9 Useful Strategies to Dealing With Difficult People at Work. <https://www.businessinsider.com/9-useful-strategies-to-dealing-with-difficult-people-atwork-2011-6>
- How to Deal With Difficult People in the Workplace. <https://www.forbes.com/sites/forbescoachescouncil/2019/05/09/how-to-deal-with-difficult-people-in-the-workplace/?sh=59d6ec9e5781>

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the components of dealing with troubled, toxic, or negative people
- Identify emotional, mental or other barriers that might cause a person to behave in a negative, or potentially toxic, manner
- Develop a personal strategy to improve your ability to thrive at work in an environment where the influence of negative, or potentially toxic people, are present

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepared to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	
2	Understand the components of dealing with troubled, toxic, or negative people	Lecture/group discussion
3	Emotional, mental (or other) barriers that might cause a person to behave in a negative, or potentially toxic, manner	Lecture/group analysis/research review
4	Putting positivity, empathy and proactivity into practice	Lessons learned round-table; interactive group practice
5	Developing a proactive strategy for thriving despite a negative environment	Action-planning

DIFFICULT CONVERSATIONS COURSE SYLLABUS

Part 1: Course Information

Course Description

This course is designed to teach methods for leading and managing difficult conversations. The students will understand the basis of communicating with the topic or response might be challenging, and how to appropriately work through the conversations for mutual beneficial outcomes when possible.

Textbook & Course Materials

Crucial Conversations Tools for Talking When Stakes Are High, Second Edition Paperback – Animated, September 9, 2011

by Kerry Patterson (Author), Joseph Grenny (Author), Ron McMillan (Author), Al Switzler (Author)

- Publisher : McGraw-Hill Education; 2nd edition (September 9, 2011)
- Language : English
- Paperback : 272 pages
- ISBN-10 : 0071771328
- ISBN-13 : 978-0071771320

Difficult Conversations: How to Discuss What Matters Most Paperback – Illustrated, November 2, 2010 by Douglas Stone (Author), Bruce Patton (Author), Sheila Heen (Author), Roger Fisher (Foreword)

- ASIN : 0143118447
- Publisher : Penguin Books; Illustrated edition (November 2, 2010)
- Language : English
- Paperback : 352 pages
- ISBN-10 : 9780143118442
- ISBN-13 : 978-0143118442

Recommended Texts & Other Readings

- Taking the Stress out of Stressful Conversations
<https://hbr.org/2001/07/taking-the-stress-out-of-stressful-conversations>

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand what creates stressful communication and difficult conversations
- Identify critical communication competencies, and their connection to effective personal and professional development, as well as leadership and team-building
- Develop a strategy to improve your communication skills as it relates to difficult conversations, and gain tools to decrease the stress levels in stressful/potentially stressful or difficult conversations

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepared to engage the teacher and fellow participants

- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	
2	Components of stressful/difficult conversations	Lecture/group discussion
3	Identify critical communication competencies, and their connection to effective personal and professional development, as well as leadership and team-building	Lecture/group practice
4	Develop a strategy to improve your communication skills as it relates to difficult conversations, and gain tools to decrease the stress levels in stressful/potentially stressful or difficult conversations	Lessons learned round-table; interactive group practice; action-planning

**DIVERSITY & INCLUSION: AWARENESS TO ACTION
COURSE SYLLABUS**

Part 1: Course Information

Course Description

This course is designed to teach guidance on diversity and inclusion in the workplace. Participants in the course will understand how to identify policies and practices that are not inclusive and diverse, as well as proactively strategize for creating more inclusive and diverse work environments.

Textbook & Course Materials

The Inclusion Dividend: Why Investing in Diversity & Inclusion Pays Off Paperback- July 11, 2019

by Mason Donovan (Author), Mark Kaplan (Author)

- Publisher : DG Press (July 11, 2019)
- Language : English
- Paperback : 262 pages
- ISBN-10 : 1732726205
- ISBN-13 : 978-1732726208

Demanding More: Why Diversity and Inclusion Don't Happen and What You Can Do About It Paperback – April 27, 2021 by Sheree Atcheson (Author)

- Publisher : Kogan Page; 1st edition (April 27, 2021)
- Language : English
- Paperback : 240 pages
- ISBN-10 : 139860044X
- ISBN-13 : 978-1398600447

Recommended Texts & Other Readings

Uncomfortable Conversations with a Black Man Hardcover – November 10, 2020 by Emmanuel Acho (Author)

- Publisher : Flatiron Books: An Oprah Book; First Edition (November 10, 2020)
- Language : English
- Hardcover : 256 pages
- ISBN-10 : 1250800463
- ISBN-13 : 978-1250800466

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the critical components of diversity and inclusion and their significance in the workplace
- Identify the importance of diversity and inclusion in team-building, leadership, decision-making and other aspects of the workplace
- Develop an awareness of practices and policies that are not diverse or inclusive
- Develop a strategy to improve your anti-racist practices, policies and procedures, and how to take immediate action to correct them

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepared to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	
2	Critical components of diversity and inclusion and their significance in the workplace	Lecture/group discussion
3	Importance of diversity and inclusion in teambuilding, leadership, decision-making and other aspects of the workplace	Lecture/group practice
4	Developing an awareness of practices and policies that are not diverse or inclusive	Lessons learned round-table; interactive group practice
5	Strategizing to improve your practices, policies and procedures, and how to take immediate action to correct them	Action-planning

EFFECTIVE MEETINGS COURSE SYLLABUS

Part 1: Course Information

Course Description

This course is designed to teach methods for conducting effective, succinct and productive meetings. The students will receive the components for conducting effective meetings, as well as identify the items that detract from meeting flow and productivity.

Textbook & Course Materials

The 4 Disciplines of Execution: Achieving Your Wildly Important Goals Paperback – April 1, 2016

by Sean Covey (Author), Chris McChesney (Author), Jim Huling (Author)

- Publisher : Free Press; 1st edition (April 1, 2016)
- Language : English
- Paperback : 352 pages
- ISBN-10 : 1451627068
- ISBN-13 : 978-1451627060

Recommended Texts & Other Readings

Death by Meeting: A Leadership Fable...About Solving the Most Painful Problem in Business Hardcover – March 4, 2004

by Patrick Lencioni (Author)

- Publisher : Jossey-Bass; 1st edition (March 4, 2004)
- Language : English
- Hardcover : 260 pages
- ISBN-10 : 0787968056
- ISBN-13 : 978-0787968052

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the components of hosting and participating in effective meetings
- Identify the elements that detract from meeting flow and overall productivity, and ways to avoid them
- Develop a strategy to improve your ability to host and participate in effective meetings; learn the basis of the 4 Disciplines of Execution model and the model of hosting WIG meetings/sessions

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepared to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed

- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	
2	Components of hosting and participating in effective meetings	Lecture/group discussion
3	Elements that detract from meeting flow and overall productivity, and ways to avoid them	Lecture/group practice
4	Putting effective communication into practice	Lessons learned round-table; interactive group practice
5	Developing a strategy to improve your ability to host and participate in effective meetings; learn the basis of the 4 Disciplines of Execution model and the model of hosting WIG meetings/sessions	Action-planning

**EFFECTIVE PROBLEM-SOLVING & DECISION-MAKING
COURSE SYLLABUS**

Part 1: Course Information

Course Description

This course is designed to teach methods for effective problem-solving and decisionmaking. The students will understand the basis of conflict, the types of conflict, and how to appropriately work through situations involving conflict.

Textbook & Course Materials

Think Smarter: Critical Thinking to Improve Problem-Solving and Decision-Making Skills
Hardcover – April 7, 2014

by Michael Kallet (Author)

- Publisher : Wiley; 1st edition (April 7, 2014)
- Language : English
- Hardcover : 240 pages
- ISBN-10 : 1118729838
- ISBN-13 : 978-1118729830

Recommended Texts & Other Readings

Change Your Questions, Change Your Life: 12 Powerful Tools for Leadership, Coaching, and Life Paperback – January 11, 2016

by Marilee Adams Ph.D. (Author), Marshall Goldsmith (Foreword)

- Publisher : Berrett-Koehler Publishers; 3rd edition (January 11, 2016)
- Language : English
- Paperback : 256 pages
- ISBN-10 : 162656633X
- ISBN-13 : 978-1626566330

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the components of effective decision-making and problem-solving
- Identify the questions that develop effective decision-making processes and problem-solving abilities
- Develop a strategy to improve your problem-solving and decision-making abilities through practice and implementation of tools and proven models

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepared to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	
2	Components of effective decision-making and problem-solving	Lecture/group discussion
3	Critical questions that develop effective decision-making processes and problemsolving abilities	Discussion/group practice
5	Developing a strategy to improve your problem-solving and decision-making abilities through practice and implementation of tools and proven models	Action-planning

FACILITATION SKILLS COURSE SYLLABUS

Part 1: Course Information

Course Description

This course is designed to teach the basics of facilitation skills. In this course, participants will build confidence and learn fundamentals of facilitation skills for various situations.

Textbook & Course Materials

Talk Like TED: The 9 Public-Speaking Secrets of the World's Top Minds Paperback-
March 10, 2015

by Carmin Gallo (Author)

- Publisher : St. Martin's Griffin; Reprint edition (March 10, 2015)
- Language : English
- Paperback : 288 pages
- ISBN-10 : 1250061539
- ISBN-13 : 978-1250061539

Recommended Texts & Other Readings

- Key Elements to Successful Facilitation
<https://d22bblmj4tqv8.cloudfront.net/e9/3c/ee0b546e4274849cfd7c280ac1cb/facilitation-ebook-final.pdf>

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the components of effective facilitators and their roles
- Identify critical facilitation knowledge competencies, and their connection to effective professional development experiences
- Review the differences between facilitators, trainers and presenters
- Review the 9 public speaking strategies from the TED Talk experts
- Develop a strategy to improve your facilitation skills, and begin to immediately implement the tools to increase clarity and effectiveness in your communication

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepared to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	
2	Components of effective facilitators and their roles	Lecture/group discussion
3	Critical facilitation knowledge competencies, and their connection to effective professional development experiences	Discussion/group practice
4	Differences between facilitators, trainers and presenters	Discussion
5	Review the 9 public speaking strategies from the TED Talk experts	Lecture/group discussion
6	Developing a strategy to improve your facilitation skills, and begin to immediately implement the tools to increase clarity and effectiveness in your communication	Action-planning

LEADING & MANAGING CHANGE COURSE SYLLABUS

Part 1: Course Information

Course Description

This course is designed to teach methods for effective conflict resolution. The students will understand the basis of conflict, the types of conflict, and how to appropriately work through situations involving conflict.

Textbook & Course Materials

ADKAR: A Model for Change in Business, Government and our Community 1st Edition by Jeffrey M. Hiatt (Author)

- Publisher : Prosci Learning Center Publications; 1st edition (August 1, 2006)
- Language : English
- Paperback : 146 pages
- ISBN-10 : 1930885504
- ISBN-13 : 978-1930885509

Recommended Texts & Other Readings

- The Hard Side of Change Management
<https://hbr.org/2005/10/the-hard-side-of-change-management>

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the components of effective change management
- Identify critical competencies for addressing both the people and process components of change management in organizations
- Learn the ADKAR model in the Prosci Change Management process
- Develop a change management strategy, and begin to immediately implement the tools to increase common language around managing change management and assessing the readiness of the persons in the change process

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepared to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	
2	Components of effective change management	Lecture/group discussion
3	Critical critical competencies for addressing both the people and process components of change management in organizations	Discussion/group practice
4	ADKAR model in the Prosci Change Management process	Discussion/interactive group practice
5	Developing a change management strategy, including tools to increase in the change process	Action-planning

**MANAGING DIFFICULT EMPLOYEES
COURSE SYLLABUS**

Part 1: Course Information

Course Description

This course is designed to teach methods for managing difficult employees. The participants will learn to identify the characteristics that can create challenges between managers and employees, and how to effectively manage them.

Textbook & Course Materials

Managing Difficult People: A Survival Guide for Handling Any Employee

Paperback – November 1, 2004 by Marilyn Pincus (Author)

- Publisher : Adams Media Corporation; 1st edition (November 1, 2004)
- Language : English
- Paperback : 224 pages
- ISBN-10 : 1593371861
- ISBN-13 : 978-1593371869

Recommended Texts & Other Readings

- Managing Difficult Employees and Disruptive Behaviors
<https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/managingdifficultheemployees.aspx>

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the components of managing difficult employees
- Identify critical communication, coaching and motivation competencies that impact leadership and team-building
- Develop a strategy to improve your ability to manage employees whose work style is challenging to manage

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepared to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	

2	Components of managing difficult employees	Lecture/group discussion
3	Critical communication, coaching and motivation competencies that impact leadership and team-building	Lecture/group practice
4	Developing a strategy to improve your ability to manage employees whose work style is challenging to manage	Action-planning

**MOTIVATING EMPLOYEES
COURSE SYLLABUS**

Part 1: Course Information

Course Description

This course is designed to teach methods for motivating employees. The participants will learn to identify the characteristics that can encourage employees to become motivated and engage more deeply in their work.

Textbook & Course Materials

Lift: Five Practices Great Managers Do Consistently: Raise Performance and Morale - See Your Employees Thrive Paperback – September 9, 2020 by Raymond Wheeler (Author) Product details

- ASIN : B08HSB4MJW
- Publisher : Independently published (September 9, 2020)
- Language : English
- Paperback : 193 pages
- ISBN-13 : 979-8655917125

Recommended Texts & Other Readings

How Managers Can Motivate Employees

<https://www.shrm.org/hr-today/news/hr-magazine/summer2020/pages/how-managers-can-motivate-employees.aspx>

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the components of effective employee motivation
- Identify how to encourage employee's internal motivation
- Learn how to review with employees' barriers, strengths and areas of growth opportunity
- Develop a strategy to improve your motivation skills

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepare to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	

2	Components of effective employee motivation	Lecture/group discussion
3	Identify how to encourage employee's internal motivation	Discussion/group practice
4	Learn how to review employees' barriers, strengths and areas of growth opportunity	Lessons learned round-table; interactive group practice
5	Developing a motivation strategy	Action-planning

**PRESENTATIONS: EFFECTIVE VISUALS AND VERBAL
COMMUNICATION (INTRODUCTION)
COURSE SYLLABUS**

Part 1: Course Information

Course Description

This course is designed to teach methods for designing effective presentations. The participants will learn to create effective visuals and increase clarity in their verbal communication.

Textbook & Course Materials

Presentation Skills 201: How to Take It to the Next Level as a Confident, Engaging Presenter
Paperback – April 11, 2016

by William R. Steele (Author) Recommended Texts & Other

Readings • Publisher : Erie Publishing; 2nd ed. edition (April 11, 2016)

- Language : English
- Paperback : 224 pages
- ISBN-10 : 099733262X
- ISBN-13 : 978-0997332629

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the components of effective presentation development
- Identify the keys to creating captivating visual aids for presentations
- Learn to increase the clarity of verbal communication during presentations
- Develop a strategy to improve your presentations skills, in order to ensure that the intended message reached the intended audience

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepared to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	

2	Components of effective presentation development	Lecture/group discussion
3	Identify the keys to creating captivating visual aids for presentations	Discussion/group practice
4	Learn to increase the clarity of verbal communication during presentations	Lessons learned round-table; interactive group practice
5	Developing a strategy to improve your presentations skills, in order to ensure that the intended message reached the intended audience	Action-planning

**PROACTIVE LEADERSHIP
COURSE SYLLABUS**

Part 1: Course Information

Course Description

This course is designed to teach methods for proactive leadership. The participants will learn the competencies needed to lead self and others effectively.

Textbook & Course Materials

5 Levels of Leadership: Proven Steps to Maximize Your Potential Paperback – September 1, 2013

by John C. Maxwell (Author)

- Publisher : Center Street; 1st edition (September 1, 2013)
- Language : English
- Paperback : 304 pages
- ISBN-10 : 1599953633
- ISBN-13 : 978-1599953632

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the components of effective, proactive leadership
- Identify critical leadership competencies, and their connection to effective personal development and team-building
- Learn the 5 levels of leadership based on the John Maxwell model
- Assess your position in the 5 levels of leadership model, and plan a strategy for reversing reactive leadership practices and replacing them with proactive methods

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepared to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	
2	Components of effective, proactive leadership	Lecture/group discussion

3	Critical leadership competencies, and their connection to effective personal development and team-building	Discussion/group practice
4	Learn the 5 levels of leadership based on the John Maxwell model	Lessons learned round-table; interactive group practice
5	Assessing your leadership position; and planning a strategy for reversing reactive leadership practices and replacing them with proactive methods	Action-planning

**PUBLIC SPEAKING II
COURSE SYLLABUS**

Part 1: Course Information

Course Description

This course is an advanced session designed to teach the mastery of public speaking techniques. The participants will learn to identify the appropriate connection with their audience, the art of storytelling, brevity and clarity in the use of visual aids and confidence speaking techniques.

Textbook & Course Materials

How to Develop Self-Confidence and Influence People by Public Speaking Paperback – July 4, 2017 by Dale Carnegie (Author) Recommended Texts & Other

Readings • Publisher : Gallery Books; Reissue edition (July 4, 2017)

- Language : English
- Paperback : 256 pages
- ISBN-10 : 1501171984
- ISBN-13 : 978-1501171987

How Highly Effective People Speak: How High Performers Use Psychology to Influence With Ease (Speak for Success) Paperback – May 29, 2020

by Peter Andrej (Author)

- Publisher : Independently published (May 29, 2020)
- Language : English
- Paperback : 244 pages
- ISBN-13 : 979-8649598507

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the components of solid public speaking and presentation skills
- Identify critical communication flaws to be avoided
- Develop tools to become confident, connect with your audience and deliver a clear, engaging presentation

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepare to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: Topic Outline/Schedule

	Topic	Activities
1	Introduction	

2	Components of solid public speaking and presentation skills	Lecture/group discussion
3	Identify critical communication flaws to be avoided	Discuss/group practice
4	Develop tools to become confident, connect with your audience and deliver a clear, engaging presentation	Interactive group practice

**LEADING EFFECTIVE TEAMS
COURSE SYLLABUS**

Part 1: Course Information

Course Description

This course is designed to teach concepts for developing thriving, strong teams. The participants will learn to identify the characteristics of healthy teams, and how to effectively manage and participate on them.

Textbook & Course Materials

You Are The Team: 6 Simple Ways Teammates Can Go From Good To Great Paperback – June 15, 2017

by Michael G. Rogers (Author)

- Publisher : CreateSpace Independent Publishing Platform; 1st edition (June 15, 2017)
- Language : English
- Paperback : 129 pages
- ISBN-10 : 1546770852
- ISBN-13 : 978-1546770855

Course Requirements

- Internet connection
- Access to the online learning platform to be used by the instructor

Course Structure

Course will be delivered online in the format of a lecture and discussion coupled with activities to engage you and reinforce learning.

Part 2: Student Learning Outcomes

- Understand the components of thriving, strong teams
- Review the stages of team development
- Develop a strategy to improve your team dynamics and promote collaboration

You will meet the objectives listed above through a combination of the following activities in this course:

- Attend the online course and be prepare to engage the teacher and fellow participants
- Complete your action plan for subsequent review and implementation as needed
- Participate in the online discussion and practice activities with those in the class to discuss relevant examples of effective communication, as well as best practices

Part 3: TOPIC OUTLINE/SCHEDULE

	Topic	Activities
1	Introduction	
2	Understand the components of thriving, strong teams	Lecture/group discussion
3	Review the stages of team development	Discussion/group practice

4	Putting effective team-building strategies into place to improve your team dynamics and promote collaboration	Lessons learned round-table; interactive group practice; action planning
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Certificate of Authority # 5

(Sole Proprietor)

Sole Proprietor Certification of Authority

KASHA L. GORDON hereby certify that I am the Sole Proprietor
(Name)
of FRONT RUNNER which is a tradename registered with the Secretary of State
(Name of Business) LEADERSHIP CONSULTING, LLC

under RSA 349. I certify that I am the sole owner of my business and of the tradename.

I further certify that it is understood that the State of New Hampshire will rely on this certificate as evidence that the person listed above currently occupies the position indicated and that they have full authority to bind the business. This authority shall remain valid for thirty (30) days from the date of this Corporate Resolution.

DATED: 1/24/22

ATTEST: Kashya Gordon, CEO
(Name & Title)

State of: <u>Alabama</u>	County of: <u>Madison</u>
On this <u>27</u> Day of <u>January</u> , 20 <u>22</u> before me, the undersigned Notary Public, personally appeared <u>Kasha Gordon</u>	
proved through satisfactory evidence of identification, which were <u>AKDL</u> , to be the person whose name is signed on the preceding or attached document and acknowledged <u>Chris North</u>	
Name	Notary Public
My commission expires:	



MY COMMISSION EXPIRES FEBRUARY 10, 2025



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

01/26/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Hiscox Inc. 5 Concourse Parkway Suite 2150 Atlanta GA, 30328	CONTACT NAME: PHONE (A/C, No, Ext): (888) 202-3007 FAX (A/C, No): E-MAIL ADDRESS: contact@hiscox.com	
	INSURER(S) AFFORDING COVERAGE	
INSURED FRONT RUNNER LEADERSHIP CONSULTING, LLC 106 COMPASS HILL CIR TONEY AL 35773	INSURER A: Hiscox Insurance Company Inc	NAIC # 10200
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:	N		UDC-5068370-CGL-22	01/26/2022	01/26/2023	EACH OCCURRENCE \$ 1,000,000
	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPIOP AGG \$ S/T Gen. Agg. \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ EACH OCCURRENCE \$ AGGREGATE \$ \$
	<input type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER State of New Hampshire Department of Administrative Services Bureau of Purchases & Property 25 Capitol St Room 102 Concord, NH 03301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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State of New Hampshire

Department of State



Accepted Date: 01/14/2022
Business Name: FRONT RUNNER LEADERSHIP CONSULTING, LLC
Principal Office Address: 106 Compass Hill Cir., Toney, AL, 35773, USA

RE: Acceptance of Business Formation

This letter is to confirm the acceptance of the following business formation:

Business ID: 890591
Filing #: 5631265
Effective Date: 01/13/2022
Payment Transaction #: 20229980542525001

To maintain your business registration in good standing you must maintain a Registered Agent at all times.

You must also file an annual report no later than April 1st of each year. To file your annual report please go to <https://quickstart.sos.nh.gov/online/Account>.

It is incumbent upon you to keep this office informed of address or email changes to ensure that all communications from our office reaches you.

Please visit our website for helpful information regarding all your business needs. If you require assistance or should you have any questions, you may contact the Corporation Division using the information provided below.

Please reference your Business ID in your communication.

Thank you,

New Hampshire Department of State
Corporation Division



State of New Hampshire

Department of State

Filed
 Date Filed : 01/13/2022 05:28:00 PM
 Effective Date : 01/13/2022 05:28:00 PM
 Filing # : 5631265 Pages : 2
 Business ID : 890591
 William M. Gardner
 Secretary of State
 State of New Hampshire

Form FLLC-1
 RSA 304-C:175

APPLICATION FOR REGISTRATION AS A FOREIGN LIMITED LIABILITY COMPANY

PURSUANT TO THE PROVISIONS of the New Hampshire Limited Liability Company laws, the undersigned hereby applies for registration to transact business in New Hampshire and for that purpose submits the following statement:

FIRST: The name of the limited liability company is:

FRONT RUNNER LEADERSHIP CONSULTING, LLC

SECOND: The name which it proposes to register and do business in New Hampshire is:

FRONT RUNNER LEADERSHIP CONSULTING, LLC

Principal Business Information:

Principal Office Address:

106 Compass Hill Cir.	Toney	AL	35773
(no. & street)	(city/town)	(state)	(zip code)

Principal Mailing Address(if different):

106 Compass Hill Cir.	Toney	AL	35773
(no. & street)	(city/town)	(state)	(zip code)

Business Phone: 754-235-6317

Business Email: kasha@fronrunnerleadership.com

Please check if you would prefer to receive the Annual Report Reminder Notice by email.

THIRD: It is formed under the laws of Alabama

FOURTH: The date of its formation is 07/27/2021

FIFTH: Describe the nature of the business or purposes to be conducted or promoted in New Hampshire (and if known, list the NAICS Code and Sub Code):

61-Educational Services - 430-Professional and Management Development Training

SIXTH: The name of its registered agent in New Hampshire is:

Northwest Registered Agent LLC (711539)

Mailing Address - Corporation Division, NH Department of State, 107 North Main Street, Room 204, Concord, NH 03301-4989
 Physical Location - State House Annex, 3rd Floor, Room 317, 25 Capitol Street, Concord, NH
 Phone: (603)271-3246 | Fax: (603)271-3247 | Email: corporate@sos.nh.gov | Website: sos.nh.gov

The complete address of its registered office IN NEW HAMPSHIRE (agent's business address) is:

<u>159 Main Street 5100</u>	<u>Nashua</u>	<u>NH</u>	<u>03060</u>
(no. & street)	(city/town)	(state)	(zip code)

Manager/Member Information:

<u>Name</u>	<u>Title</u>	<u>Address</u>
<u>Kasha L. Gordon</u>	<u>Chief Executive Officer</u>	<u>106 Compass Hill Cir., Toney, AL, 35773, USA</u>

The period of its duration is: Perpetual

Title: Chief Executive Officer

Signature: Kasha L. Gordon

Name of Signer: Kasha L. Gordon

Date signed: 01/13/2022

Effective Date: 01/13/2022 05:28:00 PM

Complete address of person signing: 106 Compass Hill Cir., Toney, AL, 35773, USA

Note: The sale or offer for sale of membership interests of the limited liability company will comply with the requirements of the New Hampshire Uniform Securities Act (RSA 421-B). The membership interests of the limited liability company: 1) have been registered or when offered will be registered under RSA 421-B; 2) are exempted or when offered will be exempted under RSA 421-B; 3) are or will be offered in a transaction exempted from registration under RSA 421-B; 4) are not securities under RSA 421-B; OR 5) are federal covered securities under RSA 421-B. The statement above shall not by itself constitute a registration or a notice of exemption from registration of securities within the meaning of sections 448 and 461(i)(3) of the United States Internal Revenue Code and the regulation promulgated thereunder.

*Shall be executed on behalf of the foreign limited liability company by a person with authority to do so under the laws of the state or other jurisdiction of its formation, or, if the foreign limited liability company is in the hands of a receiver, executor, or other court appointed fiduciary, trustee, or other fiduciary, it must be signed by that fiduciary.

DISCLAIMER: All documents filed with the Corporation Division become public records and will be available for public inspection in either tangible or electronic form.

State of New Hampshire
Department of State

CERTIFICATE OF EXISTENCE
OF
FRONT RUNNER LEADERSHIP CONSULTING, LLC

This is to certify that FRONT RUNNER LEADERSHIP CONSULTING, LLC is registered in this office as a **Alabama Limited Liability Company** to transact business in New Hampshire on 1/13/2022 5:28:00 PM.

Business ID: 890591



IN TESTIMONY WHEREOF,
I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 13th day of January A.D. 2022

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

William M. Gardner
Secretary of State



**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) Front Runner Leadership Consulting, LLC

AUTHORIZED SIGNER'S SIGNATURE *Kasha L. Gordon*

AUTHORIZED SIGNER'S TITLE CEO/Lead Consultant

PRINTED NAME Kasha L. Gordon

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

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.

Kasha L. Gordon

(754) 235-6317

Contact Person

Telephone Number

kasha@frontrunnerleadership.com

Front Runner Leadership Consulting, LLC

E-mail Address

Vendor Company Name

120 Valleys Edge, Wetumpka, AL 36093

Vendor Address

FRONT RUNNER LEADERSHIP CONSULTING™

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).

Front Runner Leadership Consulting, LLC
120 Valleys Edge
Wetumpka, AL 36093
POC: Dr. Kasha L. Gordon, CEO/Lead Consultant
(754) 235-6317
kasha@frontrunnerleadership.com

- Summary of the respondent's business and its experience as it related to the services outlined in the RFI.

EXECUTIVE SUMMARY

Front Runner Leadership Consulting is pleased to offer training and professional development services/organizational development services in response to the State of New Hampshire's Request for Information 2025-428.

Front Runner Leadership Consulting (FRLC) provides quality, effective staff, managerial and executive leadership consulting, as well as organizational development consulting. Dr. Kasha L. Gordon, CEO/Lead Consultant, holds degrees in both organizational leadership and communication, as well as education leadership.

FRONT RUNNER LEADERSHIP CONSULTING KEY SERVICES

- Leadership development trainings & executive coaching sessions
- Instructional design; leadership academy development
- Team-building & team conflict resolution
- Organizational development; staff professional development workshops (including: diversity & inclusion, leadership, customer service excellence training, conflict management, change management, facilitation skills, professional branding, stress management)
- Business & human resource management process consulting

COMPANY DIFFERENTIATORS

Front Runner Leadership Consulting holds a competitive edge in consulting, as we are specialists in designing and developing grass roots training workshops and programs, as well as enhancing and reviving existing learning and development programs in small companies, large companies, state governments, educational institutions and non-profits.

FRONT RUNNER LEADERSHIP CONSULTING™

Our additional areas of expertise are: instructional design, engaging workshop facilitation, technology integration, and learning program design, and relationship-building with our clients.

We look forward to the continued opportunity to partner with the State of New Hampshire employees and develop them in their areas of expertise and professional commitment.

PAST PERFORMANCE

Front Runner Leadership Consulting, LLC (FRLC) has trained and consulted in both public and private sectors for 17 years, including providing professional development courses for the State NH for 2 years. Our company services include: developing trainings, designing and facilitating professional & technical development opportunities and designing and facilitating leadership academies for two state governments (State of Texas & State of Tennessee). Our expertise includes training at every level of the organizations we serve, including training and coaching for every level of state government (to include: individual contributors, frontline staff, managers, directors, executive directors, as well as executives and state commissioners).

Subject matter experts at Front Runner Leadership Consulting have developed and delivered customized sessions in some of the following core competencies: leadership development, customer experience excellence, team-building, conflict resolution, stress management, organizational planning and development, staff professional development, business etiquette & writing, public speaking, professional presence and branding, and business and human resource management consulting.

Since 2007, FRLC has provided services for a variety of organizations including school districts, universities and professional organizations in the public and private sector. Among our clients, we have provided services for: Sam Houston State University, LaSierra University, Southern Adventist University, Oakwood University, the Texas Department of Adult Protective Services, and Harris County METRO Transit. Services for these organizations included: keynote presentations, training and professional development sessions for staff, as well as conference workshop seminars.

Front Runner Leadership Consulting conducts numerous trainings both in-person and online. For online learning sessions, software and platforms, we have used (but not limited to) the following: StreamIt, YouTube, Zoom, Skype for Business, Microsoft Teams, GoToMeeting, Articulate 360, PowerPoint, Keynote, Halogen LMS, Cornerstone LMS, Atlas Learning LMS, iMovie and others.

FRONT RUNNER LEADERSHIP CONSULTING™

- 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.

Front Runner Leadership Consulting, LLC will continue to serve the State of NH through the hybrid offerings that we currently provide- both online and in-person open enrollment courses, as well as responses to individual State agency requests.

We are equipped to respond to the classes listed on the pricing sheet, utilizing interactive activities and engaging content both online and in-person. Front Runner will assist the Department in providing a wide range of courses/competencies to grow and enrich the personal and professional development of the NH State employees.

Known barriers include the marketing of the course to the participants across the State to increase enrollment. Front Runner will work with BET to update course descriptions, recommend new courses as requested, and assist in the marketing of courses across the State as needed.

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.

Prices for online training are \$325/hourly for online courses and \$475 for in-person courses.

2. Describe any other market concerns affecting educational training.

An additional potential concern is the rising of materials and services cost. Front Runner Leadership Consulting, LLC will partner to keep bid reasonable, and serve the State of NH with frugality and consistency.

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?

N/A

3. See attachment 1 Offer sheet.

(ATTACHED)



**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.

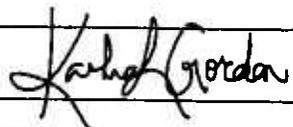
**PURCHASING AGENT: CARRIE MARTIN
Email: NH.Purchasing@das.nh.gov**

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: Front Runner Leadership Consulting, LLC

ADDRESS: 120 Valleys Edge, Wetumpka, AL 36093

PRINT NAME: Kasha L. Gordon

SIGNATURE: 

TEL. NO. (754) 235-6317

EMAIL ADDRESS: kasha@frontrunnerleadership.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: Front Runner Leadership Consulting, LLC

ADDRESS: 120 Valleys Edge, Wetumpka, AL 36093

PRINT NAME: Kasha L. Gordon

SIGNATURE: *Kasha L. Gordon*

TEL. NO. (754) 235-6317

EMAIL ADDRESS: kasha@frontrunnerleadership.com

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

NON-SOFTWARE TRAINING Online Format						
QTY	CLASS	Class Format	COST PER CLASS Online	COST PER CLASS In Person	COST PER CLASS Hybrid	Extended Cost
20	Business Etiquette	1/2 -day live online	\$1,300	X	X	\$26,000.00
18	Dealing With Troubled, Toxic or Negative People	1/2 -day live online	\$1,300	X	X	\$23,400.00
8	E-mail Etiquette	1/2 -day live online	\$1,300	X	X	\$7,800.00
4	Managing at a Distance	1/2 -day live online	\$1,300	X	X	\$5,200.00
44	Time Management	1/2 -day live online	\$1,300	X	X	\$57,200.00
34	Delivering Constructive Criticism	1/2 - day live on line, plus pro-work	\$1,300	X	X	\$44,200.00
NON-SOFTWARE TRAINING- Onsite, Online or Hybrid						
QTY	CLASS	Class Format	COST PER CLASS			Extended Cost
4	Business Analysis	2 Days	\$5,200			\$20,800.00
4	Business Etiquette	Half Day	\$1,300	\$1,900	\$1,900	\$5,200.00
14	Communication Skills	1 week online with 2-90 min live Teams sessions	\$975	X	X	\$13,650.00
8	Conflict Resolution	1/2 Day Live Online Session (4 hours)	\$1,300	X	X	\$10,400.00
30	Customer Service	2 - 90 Min Live Teams Sessions	\$975	X	X	\$29,250.00
21	Dealing with Strong Emotions in the Workplace	1/2 Day Live Online Session (4 Hours)	\$1,300	X	X	\$27,300.00
5	Dealing With Troubled, Toxic or Negative People	1/2 Day Live Online Session (4 Hours)	\$1,300	X	X	\$6,500.00
16	Difficult Conversations	1/2 Day Live Online Session (4 hours)	\$1,300	X	X	\$20,800.00
30	Diversity and Inclusion - Awareness to Action	1 Week Online Cours - With 2-90 Min Live TEAMS sessions	\$975	X	X	\$38,025.00
8	Effective Meetings	1/2 Day Live Online Session (4 hours)	\$1,300	X	X	\$10,400.00
7	Leading And Managing Change	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	\$975	X	X	\$6,825.00
12	Managing Difficult Employees	1/2 Day Live Online Session (4 hours)	\$1,300	X	X	\$15,600.00
5	Motivating Employees	1/2 Day Live Online Session (4 hours)	\$1,300	X	X	\$6,500.00
8	Presentation: Effective Visuals and Verbal Communication (Introduction)	1.5 Days in person	X	\$5,700	X	\$45,600.00
19	Public Speaking I	1.5 Days In Person	X	\$5,700	X	\$108,300.00
10	Public Speaking II (Advanced)	1.5 Days In Person	X	\$5,700	X	\$57,000.00
4	Team Skills: Participating On and Leading Effective Teams	1 Week Online Course - With 2 - 90 Min Live TEAMS Sessions	\$975	\$1,425	\$1,425	\$3,900.00
15	Developing Program Metrics & Dashboards	4- 1/2 days over 2 weeks, In-person, Online or Hybrid				\$0.00
14	Leading and Managing Change	2- 90 min live sessions plus online work; In-person, Online or Hybrid	\$975	\$1,425	\$1,425	\$13,650.00
18	Managing with Metrics	1-day or 2- 1/2 days, In-person, Online or Hybrid				\$0.00
6	Project Management - An Introduction	2- 90 min live sessions plus online work; In-person, Online or Hybrid	\$975	\$1,425	\$1,425	\$5,850.00
34	Surveys, Focus Groups and Data Collection	1-day or 2- 1/2 days In-person, Online or Hybrid				\$0.00
SOFTWARE TRAINING CLASSES - In Person, Online or Hybrid						
QTY	CLASS	Class Format	COST PER CLASS			Extended Cost
280	Excel I	1-day or 2-1/2 days In-person, Online or Hybrid				\$0.00
307	Excel II	1 Day or 2 - 1/2 Days In Person, online or Hybrid				\$0.00
165	Excel III	1 Day or 2 - 1/2 Days In Person, online or Hybrid				\$0.00
29	Outlook	1/2 day, In-person or Online				\$0.00
32	PowerPoint	1/2 day, In-person or online				\$0.00
50	Word Boot Camp	1-day or 2-1/2 days In-person, Online or Hybrid				\$0.00
65	Adobe Suite Training	1 Day, Hands- On Training				\$0.00
NON-SOFTWARE TRAINING- Onsite, In person						
QTY	CLASS	Class Format	COST PER CLASS			Extended Cost
40	Business Writing	1 Day	\$2,600		X	\$104,000.00