



STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING

NOTIFICATION OF STATEWIDE CONTRACT

Date: September 28, 2016

CONTRACT TITLE: SOFTWARE TRAINING

CURRENT CONTRACT PERIOD: July 26, 2016 through July 25, 2017

BUYER INFORMATION: Name: Earl Pettit
Phone: 573-751-5430
Email address: Earl.Pettit@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
		July 26, 2012 through July 25, 2013

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS **PREFERRED** FOR ALL STATE AGENCIES.
Local Purchase Authority should not be used to purchase supplies/services included in this contract unless MOTEC is unable to schedule training with the primary or secondary contractor for the category for which training is required. State Agencies may utilize this contract to procure training in a specific established Category if the contractor provides the training at the prices quoted for other courses in the same category.

The entire contract document may be viewed and printed from the Division of Purchasing & Materials Management's **Awarded Bid & Contract Document Search** located on the Internet at <http://www.oa.mo.gov/purch>.

~ Instructions for use of the contract, specifications, requirements, and pricing are attached ~

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C212030001	2018859760 1	Premier Knowledge Solutions (PKS) Contact: Richard Losciale Address: One Campbell Plaza, Ste. 2B St. Louis, MO 63139-1780 Phone: 314-450-4710 Fax: 314-644-3670 e-mail: rlosciale@premier-ks.com	N/A	YES
C212030002	2039189150 1	New Horizons Computer Learning Center of St. Louis Contact: Timothy Slater Address: 2122 Kratky Rd., Ste. 200 St. Louis, MO 63114 Phone: 314-429-3311 x248 Fax: 314-429-3790 e-mail: tim.slater@newhorizonsstl.com	N/A	NO
C212030003	2516891780 0	ProTech Professional Technical Training, Inc. Contact: Barbara Brooks Address: 610 Beatty Road Monroeville, PA 15146 Phone: 800-480-1535 Fax: 816-505-2031 e-mail: bbrooks@protechtraining.com	YES	YES
C212030004	2004585730	Centriq Training Contact: John Cox Address: 8700 State Line Road, Suite 200 Leawood, KS 66206 Phone: 913-322-7027 Fax: 913-322-7070 e-mail: jcox@centriq.com	N/A	YES
C212030005	2004585730 0	Webucator, Inc. Contact: David Dunn Address: 4933 Jamesville Rd. Jamesville, NY 13078 Phone: 315-849-2724 x238 Fax: 315-849-2723 e-mail: ddunn@webucator.com	N/A	YES
C212030006	2015265320 2	TXK Technology Center Contact: Pam Duncan or Ronda Hein Address: 1304 East Kingsley Springfield, MO 65804 Phone: 417-879-0070 Fax: 417-879-0069 e-mail: pam@txktraining.com	N/A	YES

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
7/26/16 – 7/25/17	9/22/16	C212030006 renewed.
7/26/15 – 7/25/16	08/05/15	C212030003 renewed. C212030002 and C212030004 will be renewed soon.
7/26/15 – 7/25/16	08/05/15	C212030001, C212030005, and C212030006 renewed. C212030002-C212030004 will be renewed soon.
7/26/14 – 7/25/15	10/23/14	Corrected price for Primary Contractor’s Category 1 training.
7/26/14 – 7/25/15	7/29/14	Contracts renewed. Current pricing in tables below.
7/26/12 - 7/25/13	9/12/13	Contracts renewed. Current pricing in tables below.
7/26/12 - 7/25/13	8/2/12	Initial issuance of new statewide contract.

SAM II INFORMATION (refer to PCTX table in SAM II)

CONTRACT NUMBER	LINE ITEM	C/S CODE	DESCRIPTION
C212030001	001	20899	Premier Knowledge Solutions Software Training NOTE: Primary Contractor for Categories 2, 3, 4, 6, and 8. Secondary Contractor for Category 1.
C212030002	001	20899	New Horizons Computer Learning Center of St. Louis Software Training NOTE: Primary Contractor for Category 1. Secondary Contractor for Categories 2 and 8.
C212030003	001	20899	ProTech Professional Technical Services, Inc. Software Training NOTE: Primary Contractor for Categories 5 and 7. Secondary Contractor for Categories 3 and 6.
C212030004	001	20899	Centriq Training Software Training NOTE: Secondary Contractor for Category 4.
C212030005	001	20899	Webucator, Inc. Software Training NOTE: Secondary Contractor for Category 5.
C212030006	001	20899	TXK Technology Center Software Training NOTE: Secondary Contractor for Category 7.

GENERAL CONTRACT INFORMATION

1. **PURPOSE:** Statewide Software Training
2. **CONTRACT PERIOD:** 07/26/12 through 07/25/13
3. **RENEWAL OPTIONS:** There are (5) five renewal periods. All renewal periods are as follows; however, since there are 6 contractors each of the maximum % increase/decrease will differ. This Notice of Award will be updated with the pricing for each renewal period.

1st Renewal 07/26/13 through 07/25/14
2nd Renewal 07/26/14 through 07/25/15
3rd Renewal 07/26/15 through 07/25/16
4th Renewal 07/26/16 through 07/25/17
5th Renewal 07/26/17 through 07/25/18

4. **TECHNICAL SPECIFICATIONS:**

The contractor shall provide face-to-face instructor-led training courses and virtual remote training, which fulfill the various requirements outlined in this RFP.

The contractor shall provide all services on an as needed, if needed basis.

The State of Missouri shall not guarantee any minimum or maximum amount of the contractor's services that may be required under the resulting contract(s).

The state agency shall reserve the right to reject/request substitution of any of the contractor's instructor(s).

The class size shall be a minimum of 6 students and shall not exceed 20 students except in extenuating circumstances. Class sizes must meet with the approval of the Missouri Technical Training and Education Center (MOTEC).

The contractor should limit the size of contractor-site classes to no more than twenty (20) students.

The contractor must provide training for the latest, or most recent, version of software available.

The contractor should provide training for older versions of software as requested by the state agencies.

As new software training becomes available, the State of Missouri reserves the right to add such training courses to this contract in accordance with the requirements and provisions stated herein.

The contractor should provide three (3) skill levels for each course offered.

Introductory: This level of course should provide the student with an introduction to the software product. The typical student would have little or no experience with the product.

Intermediate: This level of course should provide the student with a refresher of the introductory course work and expand the student's knowledge and skills to use some of the more advanced features of the product. The typical student would have limited experience with the use of the product

Advanced: This level of course should provide the student with the most advanced features of the product. The typical student would have significant experience with the use of the product.

5. COURSE DURATION:

A half (1/2) day training course duration shall consist of a three (3) to five (5)-hour day, which includes at least one (1) fifteen (15)-minute break. A course lasting 5 hours should also include a thirty (30) minute lunch break.

A full training day shall consist of a six (6) to eight (8)-hour day, which includes an hour lunch and at least two (2) fifteen (15)-minute breaks, preferably one in the morning and one in the afternoon.

6. SUPPORT SERVICES:

The contractor shall provide technical assistance to the state agency as needed for the duration of the contract including renewals. The contractor must be available for contact for an 8 hour period anytime between 7:00 a.m. through 6:00 p.m., Central Time, Monday through Friday.

The contractor should provide post-training technical support for students, via a toll-free number or email, for a minimum of 30 days following a completed training course

The contractor must provide all student training materials at no additional cost to the state.

Each enrolled student must receive their own specific course materials.

All student training materials shall be retained by students for future reference.

All student training materials should be in bound booklet form.

All student training materials must be neatly typed and clearly printed. Electronic copy of the student materials is not acceptable to meet this requirement when training is provided at a state agency provided facility or a contractor provided facility.

The contractor must provide all materials, which are required to conduct training classes at a training facility. If requested by the State, the contractor should provide software licenses needed for the applicable training course.

Each course must include an effective mix of training techniques including lecture(s), question and answer session(s), and hands-on practical application activities.

Training programs should be tailored to the agency's specific needs and requirements.

Unless previously approved, in writing, by all ordering agencies who have students enrolled in a particular course, instructors must not require students to accomplish any course assignments outside of the scheduled classroom time.

7. VIRTUAL TRAINING:

For each training category awarded to the contractor, the contractor must provide via virtual instructor led training via a virtual classroom environment with real-time interactions between instructor and students. Communications should be mainly comprised of synchronous communications (i.e., communications should take place in real-time, i.e. during a class session.).

The virtual / remote training option shall allow attendees to participate in the training session from any PC with internet access.

The contractor must ensure that all courses meet the requirements of Instructor-Led training as defined herein. Such requirements include, but are not limited to: lecture, labs, interactive discussions, quizzes and questions.

When available, the contractor shall send electronic copies of student course manuals to the students via email or provide a web site location where the student course manuals may be downloaded from. In such instances, the

contractor shall not be required to provide hard copy manuals for students. When electronic copies of manuals are not available, the contractor shall ship all manuals to MOTEC for distribution to students. The contractor shall be responsible for shipping charges necessary to deliver the manuals to MOTEC.

The contractor shall contact students at least ten (10) business days prior to the scheduled virtual / remote training session to confirm the student's PC and internet connection are able to connect to the contractor's course site. During this contact, the contractor shall inform the student of the recommended microphone and headset combination for use during the course. State agencies shall be responsible for all costs related to microphone / headsets for use by students.

The contractor's instructor must be able to view each student's monitor from the instructor's location in order to assist with any problems or questions encountered.

The contractor's instructor must be able to answer student questions, demonstrate functionality for students, provide presentations and provide labs during the course of the virtual / remote training session. Trainees must be able to see, hear and speak to the instructor via the trainee's monitor and headset/microphone. Trainees shall be able to send/receive instant messages to and from the instructor.

The contractor must provide a means for students to submit a course evaluation at the end of each training course. The course evaluation form / questions must be approved by the state prior to use.

8. SCHEDULING AND CANCELLATION OF COURSES:

Training courses shall be scheduled on a day and at a time mutually agreeable to both the state agency and the contractor.

The contractor must notify the scheduling agency in writing of class cancellations at least ten (10) working days prior to the date of the scheduled class.

The contractor must allow the scheduling agency to cancel their class registration by mailing, emailing, or faxing written notice to the contractor any time up to and including ten (10) working days prior to the date of the scheduled class, at no cost to the state.

State agencies shall be required to utilize the primary contractor unless:

- The primary contractor cannot provide the services in the time frame requested by the state agency (in such event, the agency shall utilize the secondary contractor unless the secondary contractor cannot provide the services in the time frame requested by the state agency); or
- The primary contractor cannot provide the requested training course due to it not being part of their training curriculum (in such event, the agency shall utilize the secondary contractor); or
- The state agency has documented receiving unsatisfactory services applicable to the primary contractor's work performance (in such event, the agency shall utilize the secondary contractor unless the state agency has also documented receiving unsatisfactory services applicable to the secondary contractor's work performance)

9. COURSE EVALUATION:

The contractor must provide students a course evaluation form at the end of each training course.

The course evaluation form must be approved by the state, prior to its use.

The contractor must provide unaltered copies of the completed course evaluation forms to the training coordinator or department contact within five (5) working days of the completion of the training course. The state and the contractor shall work together to determine the best remedy for any substandard instruction.

10. RECORD KEEPING AND REPORTING:

The contractor shall maintain records and upon request of a state agency provide such reports to the agency. Records to be kept include, but not limited to the following:

- Class Information by department, agency, political subdivision, state employee, etc. Class information pertains to titles/dates/& costs of classes scheduled; and requesting agency.
- Student attendance – sign in sheets.
- Student class evaluation information (post-training questions)

11. CERTIFICATE PROGRAM:

The contractor must provide a certificate program in which after successful completion of each training course, a certificate shall be given to each student within two (2) working days after completion of the class indicating successful completion of the course. The certificate shall reflect that the student has the core skills equivalent to those outlined in the training course objectives. At a minimum, the certificate must contain the following information:

- a. Name of student
- b. Title of course
- c. Date of completion
- d. Number of training hours
- e. Signature of trainer, or other authorized individual, certifying the student successfully completed the courses.

PRICING THROUGH 7/25/14

TRAINING CATEGORY	CONTRACTOR CLASSIFICATION	CONTRACTOR	COST/PER DAY FOR UP TO 20 STUDENTS	CONTRACT #
CATEGORY 1: FOR PC APPLICATION TRAINING FOR END USERS (e.g., Suite Classes, Internet 101, Using OS)	PRIMARY:	NEW HORIZONS	\$753.15	C212030002
	SECONDARY:	PKS	\$1,151.46	C212030001
CATEGORY 2: FOR LAN SERVER APPLICATIONS AND ADMINISTRATION TRAINING (e.g., SQL Server, NT Server, Oracle Server, LINUX)	PRIMARY:	PKS	\$1,472.57	C212030001
	SECONDARY:	NEW HORIZONS	\$1,471.98	C212030002

TRAINING CATEGORY	CONTRACTOR CLASSIFICATION	CONTRACTOR	COST/PER DAY FOR UP TO 20 STUDENTS	CONTRACT #
CATEGORY 3: FOR PC APPLICATION DEVELOPMENT TRAINING (e.g., Visual Basic, PowerBuilder, MS C++)	PRIMARY:	PKS	\$1,669.57	C212030001
	SECONDARY:	PROTECH	\$2,575.00	C212030003
CATEGORY 4: FOR WEB APPLICATIONS/DEVELOPMENT TRAINING (e.g., HTML, Java)	PRIMARY:	PKS	\$1,669.57	C212030001
	SECONDARY:	CENTRIQ	\$1,499.00	C212030004
CATEGORY 5: FOR MID-RANGE COMPUTER ADMINISTRATION TRAINING (e.g., AIX/UNIX, ORACLE ON UNIX, RS6000/OS)	PRIMARY:	PROTECH	\$2,575.00	C212030003
	SECONDARY:	WEBUCATOR	\$2,750.00	C212030005
CATEGORY 6: FOR MID-RANGE APPLICATION DEVELOPMENT TRAINING (e.g., ORACLE, ORACLE SQL/PL)	PRIMARY:	PKS	\$1,870.51	C212030001
	SECONDARY:	PROTECH	\$2,575.00	C212030003
CATEGORY 7: FOR MAINFRAME APPLICATION PROGRAMMING TRAINING (e.g., COBOL, JCL, TSO,CICS, Assembler)	PRIMARY:	PROTECH	\$2,475.00	C212030003
	SECONDARY:	TXK TECHNOLOGY	\$2,495.00	C212030006
CATEGORY 8: CERTIFIED TRAINING (e.g., a Microsoft certified class)	PRIMARY:	PKS	\$1,870.51	C212030001
	SECONDARY:	NEW HORIZONS	\$1,471.98	C212030003

CATEGORY 1

FOR PC APPLICATION TRAINING FOR END USERS

No.	COURSE TITLE	SKILL LEVEL (i.e. Introductory, Intermediate, Advanced)	DURATION (1/2 day, 1 Day, 2 Days, etc.)
1.	Adobe Acrobat		
2.	HTML		
3.	CSS (Cascading Style Sheets)		
4.	Crystal Reports		
5.	Contribute		
6.	PhotoShop		
7.	InDesign		
8.	MS Project		
9.	Visio		
10.	Dreamweaver		

CATEGORY 2

FOR LAN SERVER APPLICATIONS AND ADMINISTRATION TRAINING

No.	COURSE TITLE	SKILL LEVEL (i.e. Introductory, Intermediate, Advanced)	DURATION (1/2 day, 1 Day, 2 Days, etc.)
1.	SQL Server/Exchange		
2.	Create & Manage a Web Server Using MS II Server 4.0		
3.	Visual Basic/Visual Studio/Visual Interdev Classes		
4.	Web/Internet Information Server/Site Server Classes		
5.	A+ Certification Hardware & Software		

CATEGORY 3

FOR PC APPLICATION DEVELOPMENT TRAINING

No.	COURSE TITLE	SKILL LEVEL (i.e. Introductory, Intermediate, Advanced)	DURATION (1/2 day, 1 Day, 2 Days, etc.)
1.	Intro to Oracle Reports		
2.	SQL Programming		
3.	Visual Basic.Net		
4.	Introduction to Data Mining & Data Warehousing		

No.	COURSE TITLE	SKILL LEVEL (i.e. Introductory, Intermediate, Advanced)	DURATION (1/2 day, 1 Day, 2 Days, etc.)
5.	Learning to Program Using Visual C# 2008		
6.	Developing Applications Using Visual C# 2008		

CATEGORY 4

FOR WEB APPLICATIONS/DEVELOPMENT TRAINING

No.	COURSE TITLE	SKILL LEVEL (i.e. Introductory, Intermediate, Advanced)	DURATION (1/2 day, 1 Day, 2 Days, etc.)
1.	VB.Net		
2.	Advanced HTML Interactive Web Pages		
3.	Internet/Visual InterDev Classes		
4.	Java for Structured Programmers		
5.	DreamWeaver		
6.	ASP.Net		
7.	Java/JavaScript Classes		
8.	XML Classes		
9.	Web Development with Struts II		
10.	SharePoint		

CATEGORY 5

FOR MID-RANGE COMPUTER ADMINISTRATION TRAINING

No.	COURSE TITLE	SKILL LEVEL (i.e. Introductory, Intermediate, Advanced)	DURATION (1/2 day, 1 Day, 2 Days, etc.)
1.	AS/400 Security and Administration Workshop		
2.	DB2 Database Design & Administration Workshop		
3.	TCP/IP		
4.	MS SQL Server Admin		
5.	CICS Systems Administration		
6.	Oracle Database Administration		

CATEGORY 6

FOR MID-RANGE APPLICATION DEVELOPMENT TRAINING

	COURSE TITLE	SKILL LEVEL (i.e. Introductory, Intermediate, Advanced)	DURATION (1/2 day, 1 Day, 2 Days, etc.)
1.	Oracle SQL * Plus		
2.	Programming Classes including class titles: 1) Learning to Program using Visual C# 2) ASP.Net using Visual C# 3) Developing Apps using C#		
3.	Oracle Classes including 1) Database Administration 2) Intro to Oracle 11g SQL Plus & PL/SQL 3) Intro to PL/SQL Programming		
4.	Oracle Data Modeling with Introduction to SQL		

CATEGORY 7

FOR MAINFRAME APPLICATION PROGRAMMING TRAINING

	COURSE TITLE	SKILL LEVEL (i.e. Introductory, Intermediate, Advanced)	DURATION (1/2 day, 1 Day, 2 Days, etc.)
1.	CICS Command Level Programming		
2.	DB2 Classes including class titles: 1) DB2 for OS/390 Application Development 2) Advanced DB2 for OS/390 Application Development 3) DB2 SQL Programming 4) DB2 Performance & Tuning		
3.	JCL/Utilities		
4.	MQ Series Classes including class titles: 1) MQ Series Application Programming Bootcamp 2) MQSeries OS/390 System Administration 3) MQSeries Technical Intro		
5.	ADS/Online Programming		
6.	Focus Mainframe		
7.	Advanced Function Printing		
8.	CA-7 Basic Operations & Administration		
9.	CICS Advanced Topics		
10.	Focus - Basic Reporting		

	COURSE TITLE	SKILL LEVEL (i.e. Introductory, Intermediate, Advanced)	DURATION (1/2 day, 1 Day, 2 Days, etc.)
11.	Intro to JCL		
12.	MVS Job Control Language		
13.	OS/390 UNIX System Services		
14.	SAS Fundamentals		

CATEGORY 8
CERTIFIED TRAINING

	COURSE TITLE	SKILL LEVEL (i.e. Introductory, Intermediate, Advanced)	DURATION (1/2 day, 1 Day, 2 Days, etc.)
1.	MS 6427: Configuring and Troubleshooting Internet Information Services in Windows Server 2008		
2.	6231B: Maintaining a Microsoft SQL Server 2008 R2 Database		
3.	MS 2609: Introduction To C# Programming With Microsoft .Net		
4.	MS 5118: Maintaining & Troubleshooting Windows Vista Computers		
5.	MS 6419: Configuring, Managing and Maintaining Windows Server 2008 Servers		
6.	MS 6427: Configuring and Troubleshooting Internet Information Services in Windows Server 2008		
7.	Programming SQL Server Database (MS 2073)		
8.	MS 6231: Maintaining a Microsoft SQL Server 2008 Database		
9.	MS 6232: Implementing a Microsoft SQL Server 2008 Database		