STATE OF MICHIGAN
CENTRAL PROCUREMENT SERVICES

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913

P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **14**

to

Contract Number **071B9200308**

<table>
<tr><td rowspan="7">CONTRACTOR</td><td colspan="2">PROFESSIONAL TECHNICAL DEVELOPMENT INC</td><td rowspan="4">STATE</td><td>Program Manager</td><td>Jessica Anderson</td><td>MULTI</td></tr>
<tr><td colspan="2">3001 Coolidge Rd., Suite 403</td><td colspan="2">(517) 335-8347</td><td></td></tr>
<tr><td colspan="2">East Lansing, MI 48823</td><td colspan="2">Andersonj55@michigan.gov</td><td></td></tr>
<tr><td colspan="2">Karl Meier</td><td>Contract Administrator</td><td>Garrick Paraskevin</td><td>DTMB</td></tr>
<tr><td colspan="2">(517) 333-9363 xt118</td><td></td><td colspan="2">(517) 284-6993</td></tr>
<tr><td colspan="2">karl.meier@ptdtechnology.com</td><td></td><td colspan="2">paraskeving@michigan.gov</td></tr>
<tr><td colspan="2">CV0026020</td><td></td><td colspan="2"></td></tr>
</table>

CONTRACT SUMMARY

INFORMATION TECHNOLOGY TRAINING SERVICES

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE
September 1, 2009	August 31, 2012	3 - 2 Year	August 31, 2018

PAYMENT TERMS	DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
☐ P-Card	☐ Direct Voucher (DV)	☐ Other	☒ Yes	☐ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
☐		☒	0.5	March 3, 2019

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
$3,951,800.00	$175,000.00	$4,126,800.00

DESCRIPTION

Effective 8/30/2018, this Contract is extended six (6) months, and is increased by $175,000.00. The revised contract expiration date is 3/3/2019.

A revision to the agreement's pricing model is agreed upon and attached. All other terms, conditions, specifications, and pricing remain the same. Per contractor and agency agreement, DTMB Procurement approval, and State Administrative Board approval on 8/28/2018.

PTD Technology
3001 Coolidge, Suite 403
East Lansing, Michigan 48823
Phone: (517) 333-9363
Fax: (517) 332-3024
Web: www.PTDtechnology.com

Solving Your Technology Puzzle

July 24, 2018

Garrick Paraskevin
DTMB
Category Analyst, IT
Central Procurement
State of Michigan

Dear Mr. Paraskevin:

The Information Technology Training Services – Statewide contract, number 071B9200308, expires on August 31, 2018. The Michigan Department of Technology Management & Budget has indicated that they would like to extend the contract for a period of six months, extending the contract through February 28, 2019.

PTD Technology and its training partners would be pleased to continue to provide IT training services to the State through February 28, 2019. For this extension, PTD requests that the State of Michigan remove the graduated discount Pricing Amendment on desktop training that discounts pricing, at an accelerating percentage, when class size reaches 6, 7, 8 or 9 students. PTD obligingly added this after we received an email from the Buyer in March, 2009, asking for additional discounting due to the State's financial constraints at the time.

PTD requests removing these additional discounts from the desktop training pricing for these major reasons:

1. The Pricing Amendment was requested during a time when the State of Michigan was experiencing severe financial constraints, due to the ongoing recession that began in 2008. PTD cooperated in further pricing discounts in order to be a good partner with the State and the taxpayers of Michigan.

2. Since the Pricing Amendment discounts are applied based upon the final count of class attendees, and discounts are different between 6, 7, 8 and 9 students, there is no way to accurately price each seat. Since we do not know final class size at the time of registration, most students must request a DO from SIGMA for the non-discounted pricing (i.e. $130.00 for most desktop classes). As a result, larger classes frequently result in extra administration for both PTD and the State of Michigan personnel; as pricing is rectified, DOs are adjusted in SIGMA, or small refund checks are processed.

3. Pricing for the majority of PTD's desktop training classes still reflect 2009 pricing, which was aggressive nine years ago, even without the Pricing Amendment discounts. PTD believes that the removal of the Pricing Amendment graduated discounts will assist PTD, over the next six months, in ensuring that we may continue providing the high quality training services to the State of Michigan that PTD Technology is known for.

PTD requests, in moving forward with an extension, to return our original price proposal from our response to the RFP in February 2009, and to remove the Pricing Amendment graduated discounts. With that exception noted, PTD and all approved subcontractors agree to extend under the existing pricing, terms and conditions.

PTD will retain the pricing discounts from the original price proposal for desktop training which include a 15% discount for desktop training classes held onsite at State of Michigan facilities, as well as a 25% discount for what the State and PTD referred to as "Block Classes", in which an agency would book all seats to run a full class of students.

PTD Technology appreciates the opportunity to continue to be of service to the State of Michigan and the Department of Technology Management & Budget. Please let me know if you need anything else to complete this process.

Sincerely,

Jennifer L. Hogan, CEO
PTD Technology

STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **13**

to

Contract Number **071B9200308**

CONTRACTOR		STATE		
PROFESSIONAL TECHNICAL DEVELOPMENT INC		Program Manager	Jessica Anderson	DTMB
3001 Coolidge Rd., Suite 403			517-335-8347	
East Lansing, MI 48823			Andersonj55@michigan.gov	
Karl Meier		Contract Administrator	Malu Natarajan	DTMB
(517) 333-9363 xt118			(517) 284-7030	
karl.meier@ptdtechnology.com			natarajanm@michigan.gov	
*******2345				

CONTRACT SUMMARY			
MDIT INFORMATION TECHNOLOGY TRAINING SERVICES STATEWIDE			
INITIAL EFFECTIVE DATE	**INITIAL EXPIRATION DATE**	**INITIAL AVAILABLE OPTIONS**	**EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW**
September 1, 2009	August 31, 2012	3 - 2 Year	August 31, 2017
PAYMENT TERMS		**DELIVERY TIMEFRAME**	
		N/A	
ALTERNATE PAYMENT OPTIONS		**EXTENDED PURCHASING**	
☐ P-Card ☐ Direct Voucher (DV) ☐ Other		☒ Yes ☐ No	
MINIMUM DELIVERY REQUIREMENTS			
N/A			

DESCRIPTION OF CHANGE NOTICE				
OPTION	**LENGTH OF OPTION**	**EXTENSION**	**LENGTH OF EXTENSION**	**REVISED EXP. DATE**
☒	1 year	☐		August 31, 2018
CURRENT VALUE	**VALUE OF CHANGE NOTICE**	**ESTIMATED AGGREGATE CONTRACT VALUE**		
$3,496,800.00	$455,000.00	$3,951,800.00		
DESCRIPTION				
Effective September 1, 2017, this contract is exercising the last one year option year and is increased by $455,000.00. The revised contract expiration date is August 31, 2018. All other terms, conditions, specifications and pricing remain the same. Per Contractor request and agency agreement, and DTMB Procurement approval.				

STATE OF MICHIGAN
ENTERPRISE PROCUREMENT
Department of Technology, Management, and Budget
525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE

Change Notice Number **12**

to

Contract Number **071B9200308**

<table>
<tr>
<td rowspan="7">CONTRACTOR</td>
<td>PROFESSIONAL TECHNICAL DEVELOPMENT INC</td>
<td rowspan="4">STATE</td>
<td>Leigh Scherzer</td>
<td>DTMB</td>
</tr>
<tr>
<td>3001 Coolidge Rd., Suite 403</td>
<td>517-636-6613</td>
<td></td>
</tr>
<tr>
<td>East Lansing, MI 48823</td>
<td>scherzerl@michigan.gov</td>
<td></td>
</tr>
<tr>
<td>Karl Meier</td>
<td>Terry Mead</td>
<td>DTMB</td>
</tr>
<tr>
<td>(517) 333-9363 xt118</td>
<td colspan="2">(517) 284-7035</td>
</tr>
<tr>
<td>karl.meier@ptdtechnology.com</td>
<td colspan="2">meadt@michigan.gov</td>
</tr>
<tr>
<td>*******2345</td>
<td colspan="2"></td>
</tr>
</table>

CONTRACT SUMMARY

MDIT INFORMATION TECHNOLOGY TRAINING SERVICES STATEWIDE

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 1, 2009	August 31, 2012	3 - 2 Year	August 31, 2017

PAYMENT TERMS	DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
☐ P-Card	☐ Direct Voucher (DV)	☐ Other	☒ Yes	☐ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
☐		☐		August 31, 2017

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
$3,496,800.00	$0.00	$3,496,800.00

DESCRIPTION

Effective 12/16/2016, requesting the addition of a 2-day Building Requirements Capability Workshop training class. (see attached proposal) This training will be provided by Broadsword through PTD. Broadsword is a State-approved subcontractor through PTD for training. All other terms, conditions, specifications and pricing remain the same. Per (DTMB) contractor (request/proposal) and agency (request) agreement, and DTMB Procurement approval.

PTD Technology
3001 Coolidge, Suite 403
East Lansing, Michigan 48823
Phone: (517) 333-9363
Fax: (517) 332-3024
Web: www.PTDtechnology.com

Solving Your Technology Puzzle

PTD
Technology

December 20, 2016

Terry Mead
DTMB – Procurement
Buyer, IT Division
Constitution Hall, 1st Floor
525 W. Allegan
Lansing, MI 48913

Terry,

DTMB has requested that the below course be added to our training contract, #071B9200308. This course has been customized by Jeff Dalton of Broadsword Solutions, an approved sub-contractor, in order to meet the specific training requirements of DTMB staff.

TR121: Building Requirements Capability Workshop

The Building Requirements Capability Workshop is a 2-day, experiential hands-on course where attendees will learn to elicit, compose, and document requirements for use with vendor partners. For this workshop, attendees can expect to:

- Learn about a summary of requirements development best practices
- Learn how to elicit requirements using JAD sessions, workshops, and reverse engineering
- Learn to use a Requirements Architecture to reduce defects and increase project success
- Learn how to apply criteria to develop and identify a "good" requirement
- Learn about multiple estimation techniques for different types of requirements
- Learn about traditional systems requirements and well as Agile User Story development
- Learn about the difference between needs, customer requirements, technical requirements, and tasks
- Learn about Epics, User Stories, Child Stories, and Tasks
- Learn what the best estimation method is for each level of requirements
- Learn about requirements validation using prototypes, wireframes, and simulation
- Learn why Traceability matters and how to simplify its implementation

The Building Requirements Capability Workshop will be team based, with 4-5 person teams working together to produce requirements, build products, and validate the effectiveness of the requirements that were developed.

Each workshop will take place in two consecutive eight-hour days, and has a minimum of 12 attendees, with a maximum of 20.

The workshop includes:
- Broadsword's unique two-day Building Requirements Capability Workshop
- Class binder, handouts, and other training materials
- Hands-on games and training exercises
- Simulated JAD workshops, development of User Stories, and team-based product development
- Videos, references, and articles for self-study
- A copy of "User Stories Applied" by Mike Cohen

Duration:	2 days
Cost:	$860/attendee
Broadsword Attendees:	Certified Instructor

STATE OF MICHIGAN
ENTERPRISE PROCUREMENT

Department of Technology, Management, and Budget

525 W. ALLEGAN ST., LANSING, MICHIGAN 48913
P.O. BOX 30026 LANSING, MICHIGAN 48909

CONTRACT CHANGE NOTICE
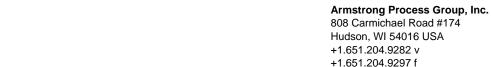
Change Notice Number 11
to
Contract Number **071B9200308**

<table>
<tr><td rowspan="7">CONTRACTOR</td><td>PROFESSIONAL TECHNICAL DEVELOPMENT INC</td><td rowspan="7">STATE</td><td rowspan="3">Program Manager</td><td>Leigh Scherzer</td><td>DTMB</td></tr>
<tr><td>3001 Coolidge Rd., Suite 403</td><td>517-636-6613</td><td></td></tr>
<tr><td>East Lansing, MI 48823</td><td>scherzerl@michigan.gov</td><td></td></tr>
<tr><td>Karl Meier</td><td rowspan="3">Contract Administrator</td><td>Terry Mead</td><td>DTMB</td></tr>
<tr><td>(517) 333-9363 xt118</td><td>(517) 284-7035</td><td></td></tr>
<tr><td>karl.meier@ptdtechnology.com</td><td>meadt@michigan.gov</td><td></td></tr>
<tr><td>*******2345</td><td colspan="2"></td></tr>
</table>

CONTRACT SUMMARY

DESCRIPTION: DTMB Information Technology Training Services Statewide

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 1, 2009	August 31, 2012	3 - 2 Year	August 31, 2016

PAYMENT TERMS	DELIVERY TIMEFRAME

ALTERNATE PAYMENT OPTIONS			EXTENDED PURCHASING	
☐ P-card	☐ Direct Voucher (DV)	☐ Other	☒ Yes	☐ No

MINIMUM DELIVERY REQUIREMENTS

DESCRIPTION OF CHANGE NOTICE

OPTION	LENGTH OF OPTION	EXTENSION	LENGTH OF EXTENSION	REVISED EXP. DATE
☒	1 year	☐		August 31, 2017

CURRENT VALUE	VALUE OF CHANGE NOTICE	ESTIMATED AGGREGATE CONTRACT VALUE
$3,001,800.00	$ 495,000.00	$3,496,800.00

DESCRIPTION: Effective 8/30/2016, this Contract is exercising a 12 month option and is hereby increased by $495,000.00. The new Contract end date is 8/31/2017. This Contract is also amended to include Armstrong Process Group, Inc. (APG) as an approved subcontractor. See attached Sparx Proposal and rate structure for proposed Sparx EA training. Please note that Leigh Scherzer is the DTMB Training Administrator. All other terms, conditions, specifications, and pricing remain the same. Per (DTMB) contractor (request/proposal) and agency agreement, DTMB Procurement approval, and State Administrative Board approval on August 30, 2016.

FOR THE CONTRACTOR:

PROFESSIONAL TECHNICAL DEVELOPMENT INC

_____
Company Name

_____
Authorized Agent Signature

_____
Authorized Agent (Print or Type)

_____
Date

FOR THE STATE:

_____
Signature

William Pemble, IT Division Director
_____
Name & Title

DTMB Procurement
_____
Agency

_____
Date

Revised 4/7/2016

Armstrong Process Group, Inc.
808 Carmichael Road #174
Hudson, WI 54016 USA
+1.651.204.9282 v
+1.651.204.9297 f

-

-

- **St of MI**

- **Sparx Training Proposal**

Presented To: Mahesh Thatavarthi
Application Development Manager
DTMB - Agency Services supporting Treasury
+1.517.636.5059 (Work)
+1.517.282-8970 (Cell)
thatavarthim1@michigan.gov

Prepared By: Wally McLaughlin
Armstrong Process Group, Inc.
+1.651.204.9282 x203
wally.mclaughlin@aprocessgroup.com

Date: 28 June, 2016

Proven ▶ ▶ ▶ ▶ ▶ ▶ Practical ▶ ▶ ▶ ▶ ▶ ▶ Process™

- ## **Table of Contents**

Proven ▸ ▸ ▸ ▸ ▸ ▸ Practical ▸ ▸ ▸ ▸ ▸ ▸ Process™

Executive Summary

This deployment engagement is focused on providing skills for the State of Michigan (MI). The MI group plans on using UML modeling techniques using Sparx Enterprise Architect (EA) to support the analysis of legacy enterprise applications. The group is focused on initially modeling the processes and documenting the architecture of the systems. These capabilities will assist in developing future design specifications which will promote reuse of diagrams, provide an enterprise wide collaboration means for the designs and provide better control over processes during the design cycle.

Objectives

Understand and apply use of Sparx EA for requirements management and system development

Understand and apply BPMN for process modeling using Sparx EA

Activities

APG has proposed the following training courses to be delivered onsite (ILT). The courses will be delivered for two (2) different roles, Business Analysts (BAs) and Developers (Devs). One course typically requires two (2) days to deliver full content but will have a modified format in order to cover the required content in one (1) day. See attached modified content document.

Training

Courses:

#01-0100: Object Oriented Analysis and Design (3 days Onsite ILT)

#01-0626: Sparx EA Requirements Management (1 day Onsite ILT)

#01-0615: Sparx EA System Development (1 day Onsite ILT)

#01-0310: Business Process Modeling using BPMN (1 day – condensed from 2 days Onsite ILT)

#01-0614: Sparx EA Business Process Modeling (1 day Onsite ILT)

Course	Role days for BAs	Role days for Devs
OOAD	0	3
Sparx EA for RM	1	0
Sparx EA for Sys Dev	0	1
Process Modeling with BPMN	1	0
Sparx EA Process Modeling	1	0
Total training days by role	3	4

Schedule

- MI wishes to begin this engagement on August, 2016.

- Total engagement time is 7 days. Initial scheduling:

  - 1 day for both roles to attend web session for UML training required prior to onsite training

- 1st week – 3 days of training with BAs

- 2nd week – 4 days of training with Devs

- Onsite ILT will cover 7 days

- MI may decide to continue the engagement with APG to deliver advanced capabilities which may not be within the scope of the initial engagement.

Deliverables

- Certificates of completion for each student completing training sessions

Assumptions

Training session will be delivered to MI employees at times and dates mutually agreed upon by MI and APG.

Training sessions and materials for Sparx Enterprise Architect will be delivered to Enterprise Architect Version 11, unless otherwise specified by MI prior the course delivery.

Training sessions for courses using BPMN shall use BPMN 2.0 unless otherwise specified by MI prior to the course.

Training sessions for courses using UML shall use UML 2.5 unless otherwise specified by MI prior to the course.

APG recommends each training session will be delivered for a minimum of 5 students and a maximum of 15 students.

APG will provide each student with individual copies the course materials (a spiral bound book for each course with the lecture slides space to take notes).

Pricing

Training – Business Analysts

Item	Unit Price	Qty	Unit	Ext Price
Instructor – Daily Rate #01-0626: Sparx EA Requirements Management (1 day) #01-0310: Business Process Modeling using BPMN (1 day – condensed from 2 days) #01-0614: Sparx EA Business Process Modeling (1 day)	$2,500	3	days	$7,500
Preferred Government Customer Discount – 20% - Trainer				($1,500)
Student – Daily Rate, $200/day/student – 3 days	$600	10	students	$6,000
Preferred Customer Discount – 50% - Student				($3,000)
BA Training Total				**$9,000**

Training – Developers

Item	Unit Price	Qty	Unit	Ext Price
Instructor – Daily Rate #01-0100: Object Oriented Analysis and Design (3 days Onsite ILT) #01-0615: Sparx EA System Development (1 day)	$2,500	4	days	$10,000
Preferred Government Customer Discount – 20% - Trainer				($2,000)
Student – Daily Rate, $200/day/student – 4 days. 5 students with 2 students attending for no cost	$800	5+2	students	$4,000
Preferred Customer Discount – 50% - Student				($2,000)
Dev Training Total				**$10,000**

Estimated Travel Expenses (as of 6/15/2016)

2 visits

Hotel	$150	7	Days	$1,050
Airfare	$700	2	Visits	$1,400
Ground Transportation / Gas	$70	7	Days	$490
Meals	$50	7	Days	$350
Parking	$20	7	Days	$140
Shipping of courseware **	$50	5	Courses	$250
Total Est. Expenses				**$3,680**
Total for Training and Est. Expenses				**$22,680**

** Shipping of course materials for the remote course will be a fixed amount shipped to one MI location and delivery to MI students will be handled by MI unless APG is requested to handle individual shipments to each student and costs will need to be addressed for that scenario

This price schedule is valid for 60 days.
This price schedule excludes any and all taxes.
Prices quoted in US dollars.

Attachments

#01-0805: UML Fundamentals
#01-0101: Object Oriented Analysis
#01-0100: Object Oriented Analysis and Design
#01-0626: Sparx EA Requirements Management
#01-0615: Sparx EA System Development
#01-0310: Business Process Modeling using BPMN (see attached modified content
    document)
#01-0614: Sparx EA Business Process Modeling

About Armstrong Process Group

Armstrong Process Group (APG) is committed to providing proven and practical process guidance for aligning information technology and systems engineering capabilities with business strategy. Our unique combination of integrated strategic process improvement consulting, customized classroom training, professional development products, and project coaching ensures its clients can practice a sustainable development process.

APG has a comprehensive offering of professional services to provide a complete, integrated program that can be tailored to each organization's unique needs. Our broad and extensive experience in many different business domains and organizational environments allows APG to provide its clients with the knowledge of the critical success factors and typical challenges most organizations face.

Training

APG has a comprehensive classroom training curriculum of over 30 courses that cover all aspects of the software development lifecycle. APG has designed most courses as one- and two-day classes to allow a timely, focused education experience. These shorter courses can be more effectively combined with other APG courseware to deliver a custom training program that specifically targets the education objectives of the organization.

Popular Courses

TOGAF™ 9 and ArchiMate Certification Program
The IT4IT Standard Certification Program
BIZBOK Certified Business Architect Program
UML® Certification Fundamentals
Iterative Development Fundamentals
Use Case Modeling Fundamentals
Requirements Management Fundamentals
Object-Oriented Analysis and Design with UML®
Rational Unified Process® (RUP®) Fundamentals

Please visit our website for a complete listing of all APG courses:
http://www.aprocessgroup.com/training/course-catalog/

Courseware Tracks

Enterprise Architecture	Analysis and Design
Service-Oriented Architecture	Process Improvement
Model Driven Architecture	Project Management
Business Modeling	Testing
Requirements	Software Development Fundamentals
Systems and Software Architecture	Tools (Sparx)

Integration with APG Professional Services

APG clients find that coupling formal classroom training with APG Professional Services ensures consistent alignment of the process improvement program with business objectives. By engaging APG Professional Services to assist your organization with process improvement and organizational development strategic consulting, APG ensures that the right messages are delivered about organizational change through the classroom experience. This also allows for effective training program design and customization of training content to more closely meet the unique needs of your organization.

APG clients that supplement formal classroom training with project coaching see dramatic increases in the practicality and sustainability of applying new development skills and tools. Shortly after the delivery of a one- or two-day course, APG can provide a mentor (usually the same person who was the instructor) to work with the team to apply the classroom concepts to real-world project activities. By putting the new process skills into the context of the team's real organizational and development environment and business domain, the team can immediately embrace the new skills in a way that delivers real value to the project.

Professional Services

APG has a comprehensive offering of professional services to provide a complete, integrated program that can be tailored to each organization's unique needs. Our broad and extensive experience in many different business domains and organizational environments allows APG to provide its clients with the knowledge of the critical success factors and typical challenges most organizations face.

Strategic Process Improvement

APG provides consulting services to help organizations plan and rollout their process improvement initiatives.

Organizational/professional development and skills assessment
Process definition and process modeling
Business-IT alignment
Enterprise architecture
Portfolio/program management
Systems engineering
Software development
Industry frameworks (TOGAF™, RUP®, MDA®, DoDAF®,CMMI®)

Project Coaching

APG provides project coaching services to help organizations practically apply new process and tool skills on real projects. APG clients find that coupling formal classroom training with APG

Professional Services ensures consistent alignment of the process improvement program with business objectives.

Project management	User interaction design
Business process modeling	Quality assurance and testing
Requirements and analysis	Development
Architecture	Configuration management
Software design	

Tool Deployment

APG provides tool deployment services to help organizations plan and rollout their tool implementation initiatives.

Organization licensing assessment
Deployment planning and execution
Tool installation, configuration, and integration
Import existing project assets

Products

APG provides a set of products to the IT and software development community for supporting organizational and professional development. For more information, please visit our website at www.aprocessgroup.com or contact us at info@aprocessgroup.com.

APG TOGAF Process Library (ATPL)
APG "RUP® Prep" certification practice exams
APG Professional Development Plug-In
APG ModelFlow

Courseware

If you are a training provider or an organization interested in delivering your own training, APG courseware is available for licensed purchases. Your candidate instructors will go through an instructor certification process to ensure that the candidate is capable and has the experience to effectively deliver specific courses. This process also allows APG to explain particular aspects of the courseware and allows the candidate instructor to ask questions about the courseware, both of which lead to the most successful curriculum delivery experience possible.

Partners

APG has partnership relationships with leading vendors and industry standards organizations. These partnerships enable APG to contribute feedback and provide leadership based on our real-world practice with customers.

Industry Standards

APG is an Influencing Member of the Object Management Group and contributes to Model Driven Architecture (MDA), the Unified Modeling Language (UML), the Software and Systems Process Engineering Metamodel (SPEM), and other formal modeling specifications.

APG is a member of the Architecture and IT4IT Forums at The Open Group and contributes to the ongoing evolution of The Open Group Architecture Framework (TOGAF). APG also provides certified TOGAF, ArchiMate and IT4IT Training curriculum, TOGAF Professional Services, and the APG TOGAF Process Library (which is certified for TOGAF Tool Support).

APG is a Committer to the Eclipse Process Framework (EPF) project and contributes to the Open Unified Process (OpenUP). APG provides services to organizations that wish to adopt agile development practices and the EPF Composer tool.

APG is a Knowledge Partner, Mentoring Partner and Tools Partner with the Association of Enterprise Architects (AEA).

APG is a member of the Corporate Advisory Board for the Center for Enterprise Architecture at the College of Information Sciences and Technology at Penn State University.

APG is a member of the International Institute of Business Analysis Enhanced Education Provider Program.

APG is a provider of the Guild Authorized Training Program (GATP) for Business Architect Certification.

Vendors

APG is a Sparx Systems Valued Added Reseller (VAR) and training partner. APG provides services to organizations that wish to adopt the Enterprise Architect modeling tool.

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
525 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 10
to
CONTRACT NO. 071B9200308
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
PTD Technology	Karl Meier	Karl.meier@ptdtechnology.com
3001 Coolidge Road, Suite 403	**PHONE**	**VENDOR TAX ID # (LAST FOUR DIGITS ONLY)**
East Lansing, MI 48823	(517) 333-9363 Ext.118	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER / CCI	DTMB	Sandi Thorne	517-335-4070	thornes@michigan.gov
CONTRACT ADMINISTRATOR	DTMB	Terry Mead	517-284-7035	meadt@michigan.gov

CONTRACT SUMMARY			
DESCRIPTION: Information Technology Training Services - Statewide			
INITIAL EFFECTIVE DATE	**INITIAL EXPIRATION DATE**	**INITIAL AVAILABLE OPTIONS**	**EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW**
Sept 1, 2009	August 31, 2012	3, two year	September 30, 2015
PAYMENT TERMS	**F.O.B.**	**SHIPPED TO**	
N/A	N/A	N/A	
ALTERNATE PAYMENT OPTIONS			**EXTENDED PURCHASING**
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ Yes ☐ No
MINIMUM DELIVERY REQUIREMENTS			

DESCRIPTION OF CHANGE NOTICE				
EXTEND CONTRACT EXPIRATION DATE	**EXERCISE CONTRACT OPTION YEAR(S)**	**EXTENSION BEYOND CONTRACT OPTION YEARS**	**LENGTH OF EXTENSION/OPTION**	**EXPIRATION DATE AFTER CHANGE**
☐ No ☒ Yes	☒	☐	1 year	August 31, 2016
CURRENT VALUE		**VALUE/COST OF CHANGE NOTICE**	**ESTIMATED REVISED AGGREGATE CONTRACT VALUE**	
$2,551,800.00		$450,000.00	$3,001,800.00	

DESCRIPTION:
Effective 5/29/2015, this contract is exercising the other 12-month portion of the second 2-year option and is increased by $450,000.00. This change notice will also correct an error on Change Notice 4, dated August 14, 2012, which revised the expiration date to read 9/30/14, when it should have read 8/31/14. The revised contract end date is 8/31/2016. All other terms, conditions, specifications, and pricing remain the same. Per vendor and agency agreement, DTMB Procurement approval, and State Administrative Board approval on July 7, 2015.

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
525 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 9
to
CONTRACT NO. 071B9200308
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR	PRIMARY CONTACT	EMAIL
PTD Technology	Karl Meier	Karl.meier@ptdtechnology.com
3001 Coolidge Road, Suite 403	**PHONE**	**VENDOR TAX ID #** **(LAST FOUR DIGITS ONLY)**
East Lansing, MI 48823	(517) 333-9363 Ext.118	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
PROGRAM MANAGER / CCI	DTMB	Sandi Thorne	517-335-4070	thornes@michigan.gov
CONTRACT ADMINISTRATOR	DTMB	Terry Mead	517-284-7035	meadt@michigan.gov

CONTRACT SUMMARY			
DESCRIPTION: Information Technology Training Services - Statewide			
INITIAL EFFECTIVE DATE	**INITIAL EXPIRATION DATE**	**INITIAL AVAILABLE OPTIONS**	**EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW**
Sept 1, 2009	August 31, 2012	3, two year	September 30, 2015
PAYMENT TERMS	**F.O.B.**	**SHIPPED TO**	
N/A	N/A	N/A	
ALTERNATE PAYMENT OPTIONS			**EXTENDED PURCHASING**
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ Yes ☐ No
MINIMUM DELIVERY REQUIREMENTS			

DESCRIPTION OF CHANGE NOTICE				
EXTEND CONTRACT EXPIRATION DATE	**EXERCISE CONTRACT OPTION YEAR(S)**	**EXTENSION BEYOND CONTRACT OPTION YEARS**	**LENGTH OF EXTENSION/OPTION**	**EXPIRATION DATE AFTER CHANGE**
☒ No ☐ Yes	☐	☐		Sept. 30, 2015
CURRENT VALUE	**VALUE/COST OF CHANGE NOTICE**		**ESTIMATED REVISED AGGREGATE CONTRACT VALUE**	
$2,500,000.00	$51,800.00		$2,551,800.00	
DESCRIPTION: Effective May 13, 2015 this contract is increased by $51,800 for additional Statewide training services. All other terms, conditions, pricing, and specifications remain unchanged. Per vendor and agency agreement and DTMB Procurement approval.				

Computer Data
Technical Training & Services
1-800-755-0142

STATEMENT OF WORK for ICND part 1 Cisco training:
State of Michigan - MPSCS
Toney Casey

INTRODUCTION

This is ICND part 1 Cisco network training to be delivered on May 11-15 and June 1-5, 2015 for up to 20 students/class.

SCOPE OF WORK

Computer Data, Inc. to provide:

- Class delivery by an authorized Cisco instructor
- Authorized Cisco courseware for each participant
- Cisco Learning Lab for each participant

State of Michigan MPSCS to provide:

- Purchase Order
- Attendee names and email addresses for class confirmation letters

DELIVERY

May 11-15 and June 1-5, 2015 training courses to be delivered at Computer Data's East Lansing training center.

Computer Data
3001 Coolidge Road, Suite 403
East Lansing, MI 48823

Interconnecting Cisco Network Devices 1 v2.0 – May 11 – 15 $25,900 (up to 20 students)

Interconnecting Cisco Network Devices 1 v2.0 – June 1 - 5 $25,900 (up to 20 students)

Total price   Delivery of the Cisco ICND part 1 courses = $51,800

Purchase Order information:
     Computer Data, Inc.
     Contact: Liana Marr – lmarr@computerdata.com
     Phone: 517-881-1318

     This Statement of Work is valid for 90 days.

Reviewed by: klm

www.computerdata.com

ICND CLASS May 11 - May 15			
LN	**FN**	**WORKTX**	**EMAIL**
Aprill	Brian	(517) 336-6212	aprillb@michigan.gov
Dawley	David	(517) 333-5050	DawleyD1@michigan.gov
Dawson	Norman	(517) 333-5050	DawsonN@michigan.gov
Farrer	Gregory	(517) 336-2014	FarrerG@michigan.gov
Johnston	Lawrence	(517) 333-5050	JohnstonL@michigan.gov
Shinew	**Theron**	(517) 336-6188	ShinewT@michigan.gov
Goodman	Steve	(517) 636-4306	GoodmanS@michigan.gov
McCoy	Brad	(517) 636-4307	McCoyB@michigan.gov
Warner	**John**	(517) 322-5160	WarnerJ@michigan.gov
Page	**Gray**	(989) 667-9343	PAGEG1@michigan.gov
Self	Gregory	(989) 667-9343	SelfG@michigan.gov
Benjamin	Curtis	(616) 866-2548	BenjaminC@michigan.gov
Fountain	**Dennis**	(616) 866-2548	FountainD@michigan.gov
Essenmacher	T.J. (Tim)	(517) 243-6918	EssenmacherT@michigan.gov
Melbow	**Richard**	(269) 207-8009	MelbowR@michigan.gov
McKinnon	David	(989) 732-0781	McKinnonD@michigan.gov
Wassa	Joe	(906) 293-9350	WassaJ@michigan.gov
Iho	Alan	(906) 227-7553	IhoA@michigan.gov
Ylitalo	Jerry	(906) 227-7554	ylitaloj@michigan.gov
Rajala	Del	(906) 337-1095	RajalaD@michigan.gov
ICND CLASS June 1 - June 5			
LN	**FN**	**WORKTX**	**EMAIL**
Casey	**Toney**	(517) 336-6618	CaseyT1@michigan.gov
Hayhurst	**David**	(517) 333-5002	HayhurstD@michigan.gov
Henning	Catherine	(517) 333-5020	HenningC@michigan.gov
Holmer	Eric	(517) 333-4639	HolmerE@michigan.gov
Kelley	Jeff	(517) 333-5050	KelleyJ@michigan.gov
Kenealy	**Pat**	(517) 333-5006	KenealyP@michigan.gov
Liddle	**Ralph**	(517) 336-2009	LiddleR@michigan.gov
Ogbonna	Tobechi	(517) 336-2607	OgbonnaT@michigan.gov
Starrak	Joel	(517) 333-5050	StarrakJ@michigan.gov
Bertram	Joe	(517) 636-4308	BertramJ@michigan.gov
Hamilton	Russell	(517) 322-1224	HamiltonR5@michigan.gov
Davis	Kevin	(989) 667-9343	DavisK31@michigan.gov
Smith	Charles	(989) 667-9343	SMITHC3@michigan.gov
Watson	Klay	(616) 866-2548	WATSONK@michigan.gov
Sovjak	Brent	(517) 290-0013	SovjakB@michigan.gov
Campbell	Keith	(989) 732-0781	CampbellK7@michigan.gov
Olson	**Bob**	(989) 732-0781	OlsonR4@michigan.gov
Mileski	**James**	(906) 227-7552	MileskiJ@michigan.gov
Zinski	Jeff	(906) 227-7558	ZinskiJ@michigan.gov
Lewis	Richard	(906) 265-0191	lewisr11@michigan.gov

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 8

to

CONTRACT NO. 071B9200308

between

THE STATE OF MICHIGAN

and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
PTD Technology	Karl Meier	karl.meier@ptdtechnology.com
3001 Coolidge Rd., Suite 403	**TELEPHONE**	**CONTRACTOR #, MAIL CODE**
East Lansing, MI 48823	(517) 333-9363 Ext. 118	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR	DTMB	Sandi Thorne	(517) 335-4070	thornes@michigan.gov
BUYER	DTMB	David Hatch	(517) 284-	hatch@michigan.gov

CONTRACT SUMMARY:

DESCRIPTION: Information Technology Training Services - Statewide

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
9/1/2009	8/31/2012	Three, Two-Year	9/30/2014

PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	N/A	N/A	N/A

ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS	
☐ P-card	☐ Direct Voucher (DV)	☐ Other	☒ Yes	☐ No

MINIMUM DELIVERY REQUIREMENTS:

N/A

DESCRIPTION OF CHANGE NOTICE:				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF OPTION/EXTENSION	EXPIRATION DATE AFTER CHANGE
☒ No ☐ Yes	☐	☐	N/A	09/31/2015

VALUE/COST OF CHANGE NOTICE:	ESTIMATED REVISED AGGREGATE CONTRACT VALUE:
$0.00	$2,500,000.00

Effective 8/11/2014 a 12-month portion of an option is exercised for this contract in accordance with the attached class list incorporated into a Statement of Work (SOW) with no increase in value. Per DTMB and Vendor approval. All other terms, conditions, specifications and pricing remain unchanged.

MICHIGAN DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
IT SERVICES
STATEMENT OF WORK

Project Title: **Desktop Computer Software Training**	**Period of Coverage:** **9/30/2014 through 3/31/2015**
Requesting Department: **DTMB**	**Date:** **6/30/2014**
Agency Project Manager: **Lori Edwards**	**Phone:** **(517) 241-3387**
DTMB Project Manager: **Lori Edwards**	**Phone:** **(517) 241-3387**

Brief Description of Services to be provided:

BACKGROUND:
Contract 071B9200308 with Professional Technical Development for IT Desktop training is up for the second of a three Two-Year extension.

PROJECT OBJECTIVE:
To extend the contract for another 6 months while we place new bids for computer desktop software training. No Additional funds are being requested.

SCOPE OF WORK:
To provide Computer desktop software training and IT Technical training for State of Michigan employees. The method for training may consist of formal classroom training, self-paced e-Learning, and instructor-led e-Learning. Including but not limited to the following:

- **Microsoft Office applications**

Word	PowerPoint	Publisher	Visio
Excel	Access	InfoPath	SharePoint Workspace
Outlook	OneNote	Project	Lync

- **IT Technical Training**
  - Windows Server
  - Microsoft Server
  - Microsoft Exchange Server
  - Microsoft SQL Server
  - SharePoint Server
  - Microsoft Developer
  - Microsoft.NET
  - Visual Studio
  - Microsoft Visual Basic
  - Microsoft ADO.NET
  - Microsoft ASP.NET
  - Implementing and Supporting Windows 7 and above

TASKS:
No Technical support is required.

DELIVERABLES:
Deliverables for this project include conducting the training on contract and providing monthly training reports.

ACCEPTANCE CRITERIA:
Course Pricing is fair and reasonable.

PROJECT CONTROL AND REPORTS:
A monthly training report report must be submitted to the DTMB Project Manager throughout the life of this project. This report may be submitted via email.

Include in the report:
1. **Hours**: Indicate the number of training hours expended during the month, and the cumulative total to date for the project.

2. **Accomplishments**: Indicate what was worked on and what was completed during the current reporting period.

3. **Funds**: Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:
Agency standards, if any, in addition to DTMB standards.

PAYMENT SCHEDULE:
DTMB will pay CONTRACTOR upon receipt of properly completed invoice(s) which shall be submitted to the billing address on the State issued purchase order not more often than monthly. DTMB Accounts Payable area will coordinate obtaining Agency and DTMB Project Manager approvals. All invoices should reflect actual work completed by payment date, and must be approved by the Agency and DTMB Project Manager prior to payment. The invoices shall describe and document to the State's satisfaction a description of the work performed, the progress of the project, and fees. When expenses are invoiced, receipts will need to be provided along with a detailed breakdown of each type of expense.

Payment shall be considered timely if made by the DTMB within forty-five (45) days after receipt of properly completed invoices.

EXPENSES:
The State will NOT pay for any travel expenses, including hotel, mileage, meals, parking, etc.

The designated **Agency Project Manager** and **DTMB Project Manager** is:

> Lori Edwards
> Department of Technology, Management and Budget
> OPM
> Lewis Cass Building, 1st Floor
> 320 S. Walnut
> Lansing, MI 48933
> (517) 241-3387
> edwardsl@michigan.gov

AGENCY RESPONSIBILITIES:

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:
At LCC's training site in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:
Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing.
No overtime will be permitted.

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 7
to

CONTRACT NO. 071B9200308
between

THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
PTD Technology	Karl Meier	karl.meier@ptdtechnology.com
3001 Coolidge Rd., Suite 403	**TELEPHONE**	**CONTRACTOR #, MAIL CODE**
East Lansing, MI 48823	(517) 333-9363 Ext. 118	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR	DTMB	Sandi Thorne	(517) 335-4070	thornes@michigan.gov
BUYER	DTMB	Steve Motz	(517) 241-3215	MotzS@michigan.gov

CONTRACT SUMMARY:			
DESCRIPTION: Information Technology Training Services - Statewide			
INITIAL EFFECTIVE DATE	**INITIAL EXPIRATION DATE**	**INITIAL AVAILABLE OPTIONS**	**EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW**
9/1/2009	8/31/2012	Three, Two-Year	9/30/2014
PAYMENT TERMS	**F.O.B**	**SHIPPED**	**SHIPPED FROM**
N/A	N/A	N/A	N/A
ALTERNATE PAYMENT OPTIONS:			**AVAILABLE TO MiDEAL PARTICIPANTS**
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ Yes ☐ No
MINIMUM DELIVERY REQUIREMENTS:			
N/A			

DESCRIPTION OF CHANGE NOTICE:				
EXTEND CONTRACT EXPIRATION DATE	**EXERCISE CONTRACT OPTION YEAR(S)**	**EXTENSION BEYOND CONTRACT OPTION YEARS**	**LENGTH OF OPTION/EXTENSION**	**EXPIRATION DATE AFTER CHANGE**
☒ No ☐ Yes	☐	☐	N/A	9/30/2014
VALUE/COST OF CHANGE NOTICE:		**ESTIMATED REVISED AGGREGATE CONTRACT VALUE:**		
$650,000.00		$2,500,000.00		
Effective immediately this contract is INCREASED by $650,000.00. Per Administrative Board approval on 7/23/2013. All other terms, conditions, specifications and pricing remain unchanged.				

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET   June 20, 2013
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 6
to
CONTRACT NO. 071B9200308
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
PTD Technology	**Karl Meier**	karl.meier@ptdtechnology.com
3001 Coolidge Rd., Suite 403	**TELEPHONE**	**CONTRACTOR #, MAIL CODE**
East Lansing, MI 48823	**(517) 333-9363 Ext. 118**	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR	**DTMB**	**Sandi Thorne**	**(517) 335-4070**	**thornes@michigan.gov**
BUYER	**DTMB**	**Steve Motz**	**(517) 241-3215**	**motzs@michigan.gov**

CONTRACT SUMMARY:

DESCRIPTION:

Information Technology Training Services - Statewide

INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL AVAILABLE OPTIONS	EXPIRATION DATE BEFORE CHANGE(S) NOTED BELOW
September 1, 2009	**August 31, 2012**	**Three, Two-Year**	**September 30, 2014**
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	**N/A**	**N/A**	**N/A**

ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS	
☐ P-card	☐ Direct Voucher (DV)	☐ Other	☒ Yes	☐ No

MINIMUM DELIVERY REQUIREMENTS:

N/A

DESCRIPTION OF CHANGE NOTICE:				
EXTEND CONTRACT EXPIRATION DATE	EXERCISE CONTRACT OPTION YEAR(S)	EXTENSION BEYOND CONTRACT OPTION YEARS	LENGTH OF OPTION/EXTENSION	EXPIRATION DATE AFTER CHANGE
☒ No ☐ Yes	☐	☐		**September 30, 2014**
VALUE/COST OF CHANGE NOTICE:		ESTIMATED REVISED AGGREGATE CONTRACT VALUE:		
$50,000.00		**$1,850,000.00**		
Effective immediately this Contract increased by $50,000.00 for additional Statewide training services. All other terms, conditions, pricing and specifications remain unchanged.				

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET   April 10, 2013
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 5
to
CONTRACT NO. 071B9200308
between
THE STATE OF MICHIGAN

and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
PTD Technology	**Karl Meier**	karl.meier@ptdtechnology.com
3001 Coolidge Rd., Suite 403	TELEPHONE	CONTRACTOR #, MAIL CODE
East Lansing, MI 48823	**(517) 333-9363 Ext. 118**	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR:	**DTMB**	**Lori Edwards**	**(517) 241-3387**	**edwardsl@michigan.gov**
BUYER:	**DTMB**	**Steve Motz**	**(517) 241-3215**	**motzs@michigan.gov**

CONTRACT SUMMARY:			
DESCRIPTION: **Information Technology Training Services - Statewide**			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL OPTIONS INCLUDED	CURRENT EXPIRATION DATE
September 1, 2009	**August 31, 2012**	**3, two year**	**September 30, 2014**
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	**N/A**	**N/A**	**N/A**
ALTERNATE PAYMENT OPTIONS:		AVAILABLE TO MiDEAL PARTICIPANTS	
☐ P-card ☐ Direct Voucher (DV) ☐ Other		☒ YES ☐ NO	
MINIMUM DELIVERY REQUIREMENTS:			
N/A			

DESCRIPTION OF CHANGE NOTICE:		
OPTION EXERCISED: ☒ NO ☐ YES	IF YES, EFFECTIVE DATE OF CHANGE:	NEW EXPIRATION DATE:
Effective immediately, this Contract is amended to include Broadsword Solutions Corporation (Broadsword) as a State-approved Subcontractor. See Attached rate structure for INTRODUCTION TO CMMI-DEV V1.3. All other pricing, terms and conditions remain the same.		
VALUE/COST OF CHANGE NOTICE:	$0.00	
ESTIMATED AGGREGATE CONTRACT VALUE:	$1,800,000.00	

Statement of Work for:

INTRODUCTION TO CMMI-DEV V1.3 TRAINING CLASS

Requested by:

Michigan Department of Technology, Management & Budget

Presented by Broadsword Solutions Corporation

March 25, 2013

Version 1.3

Broadsword Solutions Corporation (Broadsword) takes great pleasure in presenting this document to Michigan Department of Technology, Management, and Budget (DTMB). Please note that this is a Broadsword Confidential Document and should not be disclosed in whole or in part to any third party without Broadsword's express prior written consent. This proposal is valid for thirty days from the date of delivery, March 25, 2013. All stated terms are subject to contract. The costs detailed in this document are current.

Business Contact: **Patricia Dalton**
Broadsword Solutions Corporation
3795 Dorothy Lane
Waterford, Michigan 48329
(248) 341-3367

Technical Contact: **Jeff Dalton**
Broadsword Solutions Corporation
3795 Dorothy Lane
Waterford, Michigan 48329
(248) 709-4775

About Broadsword Solutions

Broadsword Solutions is a consulting firm with only one focus: We help our clients improve software and systems development processes using the CMMI as our framework. Our solution offerings are unique in the market for several reasons. Most notable is our approach to implementing processes for the CMMI; we call it *Agile*CMMI. *Agile*CMMI offers an accelerated framework based on our in-depth knowledge of the model coupled with our deep understanding of software and systems development. Formed in 2004 with this unique focus, Broadsword has grown dramatically and now serves clients throughout North America.

More information is available at www.broadswordsolutions.com.

BROADSWORD

Table of Contents

Section I.   Executive Summary

A.   Introduction

Broadsword Solutions Corporation is pleased to present its solution to DTMB to assist with their program to achieve CMMI Maturity Level Three. Broadsword is a leading SEI Partner and Process Innovation firm with a broad, diverse client base, and we are proud of our 100% success rate. Our President and Lead Appraiser is Chair of the SEI Partner Board and is a recognized thought leader, author, and conference speaker. He participates in all engagements directly regardless of size.

Our solution revolves around our innovative "*Agile*SCAMPI" methodology, an alternative to the traditional method used to collect and analyze information used to conduct the CMMI appraisals. This method was presented and enthusiastically received by the SEI and SEPG 2011 conference attendees. *Agile*SCAMPI is an iterative and incremental method for performing SCAMPI Appraisals that simplifies the data collection and analysis process and ensures that the data collected is useful to the organization for process improvement efforts. *Agile*SCAMPI allows your appraisal team members to focus on what is important (serving your clients) and not on collecting data for appraisals.

Our success record with our clients is one hundred percent. This is due to several factors:

- We choose to work with clients who are serious about the CMMI and process improvement.
- Our focus is on making your company even stronger than it is today – not on awarding you a certificate as quickly as possible. Any certification is easily achieved from a position of strength.
- We take the time to ensure that sponsors and practitioners understand the depth and breadth of the CMMI model, and what their roles and responsibilities are for implementation.
- We do the complete job, and we do not cut corners. CMMI is about changing your company to radically improve performance. We know how difficult this is, and we are committed to doing it right, so that you receive the best ROI possible. Just see what our customers have to say. There are several companies selling CMMI services for very low cost who only focus on "checking the boxes." We are not one of them.
- We take meticulous care in documenting and submitting your formal appraisal documentation and have never had an appraisal rejected. "Passing" an appraisal is up to you, but adhering to the regulations that pave the way to acceptance is up to us – and we know our business.
- We use a step-by-step process, *AgileCMMI*, that incrementally decreases risk and ensures your success.
- We are experts at software development, consulting services, engineering, project management, and the CMMI. We understand what "ready" looks like and how to get you there. Just ask any of our clients.

B.   Scope

The scope of this Statement of Work includes the following solutions:

        1.)   TR101: Introduction to CMMI-DEV v1.3 (30 attendees)

Section II.   Approach

TR101: Introduction to CMMI-DEV v1.3

The Introduction to CMMI v1.3 training class is a requirement for appraisal team members, and is strongly recommended for the key participants in any Software Process Improvement initiative, such as project managers, process engineers, and SEPG or SIG members.

The CMMI Institute requires that in order to participate on a SCAMPI Appraisal Team, the formal Introduction to CMMI Training class must be completed successfully. The CMMI is currently at v1.3, and therefore, all Appraisal Team members must complete the v1.3 Training Class or have had an earlier v1.2 course offering in the last two years.

The course will be taught onsite at DTMB. The client will provide a suitable training facility; suitable tables for teams of four, chairs, a projector, a screen, and a whiteboard or flip charts will be required. There is a maximum of thirty-five attendees; a minimum of thirty attendees is required for this onsite session.

The course includes:

- The CMMI Institute-authorized 2 day course for 30 DTMB Attendees
- CMMI Institute-authorized training materials
- Broadsword bonus content: "*The Secrets of SCAMPI Appraisals*"
- CMMI Institute Course completion certificate
- Copies of "CMMI: Guidelines for Process Integration and Product Improvement (a $69.00 value) for each class participant
- Carnegie-Mellon University Continuing Education Units (converts to 21 PDU's) if requested
- CMMI v1.3 quick-reference cards
- CMMI v1.3 Reference Posters

Duration:	2 days
Broadsword Attendees:	Certified CMMI Instructor/Lead Appraiser
Deliverables:	CMMI Institute-authorized training materials
	Textbooks and workbook
	Certificate of completion

Section III.   Price

Pricing is current as of March 25, 2013 and is valid for thirty days.

Training	Price
TR101: Introduction to CMMI-DEV v1.3 (30 attendees)	**$32,100**

Section IV.   Signature Page

Michigan Department of Technology, Management, and Budget (DTMB)

Broadsword Solutions Corporation

By:

By:

Name:

Name: Jeffrey Dalton

Title:

Title: President and CEO

Date:

Date: March 25, 2013

Section V. Appendix A: Accolades and Successes

Accolades

We are proud of our prestigious client-base and the success of all of our clients. But that is only the beginning.

Based on our in-depth knowledge of the CMMI and our unique approach and insight, the SEI has requested Broadsword's assistance in authoring the CMMI Lead Appraiser Body of Knowledge (BOK). Our unique approach also draws a great deal of attention from other organizations who have requested Broadsword be a featured speaker at software development process improvement conferences. Some examples are listed below:

- Keynote Speaker at the CMMI International Conference in Lima, Peru in 2010
- Chairman of the SEI Partner Advisory Board, 2012-2013
- Awarded SEI's Outstanding Representative Award in 2009 for agileCMMI and agileSCAMPI
- Co-authored a white paper "Agile or CMMI, Why Not Both?" with SEI Senior Staff
- Member of the "SCAMPI Lead Appraiser Body of Knowledge" Certification Team
- Track Chair SEPG 2012
- A SCAMPI Appraiser Candidate Observer
- A featured speaker at SEI's SEPG Conference 2006, 2008, 2009, 2010, 2011, 2012
- Voted the "#1 Presenter" by attendees of the SEI's annual conference, SEPG 2008, 2009
- Awarded "Michigan Leader and Innovator" by Lawrence Technological University and State of Michigan
- Lead Appraiser Certifications
    - Certified SCAMPI Lead Appraiser for CMMI
    - Certified SCAMPI Candidate Lead Appraiser Observer (approves candidates for certification)
    - Certified CMMI Instructor
    - Certified CMMI ML2/ML3 for Practitioners Instructor
    - SCAMPI B/C Team Leader

Client Success Stories

For a detailed set of client testimonials, go to http://www.broadswordsolutions.com/customer-quotes.

BROADSWORD

INSITU (Bingen, WA)

Insitu is a high-tech autonomous systems company that develops Unmanned Aircraft Systems. These UASs provide a no-runway launch, stabilize day and night video for ISR, robotic flight control, and a no-nets capture. As part of their vetting process, Insitu contacted several CMMI companies to assist with their CMMI program. Based on customer demands, Insitu had a very aggressive timeline to reach CMMI ML 3. After many conversations with vendors, Insitu selected Broadsword based on our accelerated approach called *Agile*CMMI.

Point of contact:	Judith Schwader Judith.Schwader@insitu.com Prefers email contact first
Contract purpose:	*Agile*CMMI Methodology, Consulting Services, Mini-Appraisals, Readiness Review, Private Introduction to CMMI Training, SCAMPI Appraisal Team Training, SCAMPI-B ML3 Appraisals, SCAMPI-A Maturity Level Three Appraisals
Performance Period:	May 2008 – Present
Organizational Unit:	200
Problem Statement:	During the early days of Insitu's CMMI process improvement program, it became evident that the Software Engineers did not perceive the process design work to carry the same level of importance and sense of urgency as their product development work. To realize its goal of attaining CMMI Maturity Level 3 within 10 months, Insitu needed its workforce to be dedicated to process improvement and committed to the timely achievement of each program milestone.
Problem Resolution:	Broadsword worked with the VP and CMMI Program Manager to address the commitment and dedication of its process improvement resources. Broadsword's strategy to resolve this issue included the following tactics:

- Development of a clear business case and vision for the CMMI process improvement program
- Creation of an organizational process improvement goal that was included on the Performance Evaluation of each Software Engineering employee
- Identification and communication of specific commitments from the VP to assist his employees to achieve their performance goal
- Identification and communication of the VP expectations for his employees with regard to the CMMI process improvement program
- Development of a Communication Plan to keep employees updated on the status and milestones of the CMMI program
- Development of an Organizational Training Plan to address key gaps in knowledge and skills
- Development of a rewards and recognition program

As a result of the above actions, Insitu has a team of that is fiercely dedicated to its process improvement goals. Employees are consistently recognized for the extra time and effort they devote to process design and deployment activities.   The VP has followed through on all the commitments made to his team's success. Insitu is currently on schedule and under budget to achieve CMMI Maturity Level 3 by February 2009.

Client Testimonials

"Our initiative to achieve CMMI Maturity Level 3 compliance for Software Engineering has been very successful to date, and we attribute much of that success to the AgileCMMI methodology developed by Broadsword Solutions. Their method provides a clear path to the goal and on a predictable, achievable schedule. In fact, thanks to the method, we have achieved every milestone of the program as planned. I can't imagine how we would have come so far so quickly without the help of Broadsword. We started the initiative in May, and now in September we have managed to design processes that satisfy 15 of the 18 CMMI Maturity Level 3 Process Areas!

The experience, professionalism, and dedication of the Broadsword team in helping us to achieve our goals have been above and beyond what was promised. The consultant, Julie Calfin, who comes to us on-site for regular visits, is insightful, thorough, and instrumental to our success. I honestly can't say enough about her incredible ability to get to know our organization and customize the approach to moving us forward. She's terrific. Our appraiser, Jeff Dalton, has been consistently accurate, knowledgeable, and best of all, practical. He understands the realities of applying the model to a real business with many priorities to fulfill. Both Jeff and Julie communicate clearly and effectively with us at every step of the way. They are not only experts, but also pleasure to work with. We are so grateful to have them on the team working toward our CMMI compliance goals."

Judith Schwader, CMMI Process Manager, Insitu

SCIENCE APPLICATIONS INTERNATIONAL CORPORATION (US Air Force - Beavercreek, OH)

SAIC called on Broadsword Solutions after failing their SCAMPI-A Appraisal performed by another Lead Appraiser. SAIC looked to Broadsword based on our *Agile*CMMI approach and our reputation in the market for providing sound, realistic advice on how to interpret and apply the components of the CMMI. After assessing SAIC's current processes and reviewing the results of the failed SCAMPI-A Appraisal, Broadsword quickly identified the gaps, developed a plan to close the gaps, and helped to lead SAIC to a successful SCAMPI-A Maturity Level 3 Appraisal within three months. Based on our successful track record and sound approach, SAIC's president has asked Broadsword to assist another division with their CMMI program.

Contract purpose:	Readiness Review, multiple SCAMPI-A, B, and C Maturity Level Three Appraisals. Since 2007 we have performed 13 appraisals for this client.
Performance Period:	September 2007 – December 2010
Organizational Unit:	1500
Problem Statement:	This division of SAIC is a scientific research division that produced "Trade Studies" as their engineering product deliverable. Their process therefore is relatively unique. Because the previous Lead Appraiser hired was inflexible in his interpretation of the Model, SAIC ultimately failed their SCAMPI-A Appraisal. This resulted in very high tensions throughout the organization and an Appraisal Team that was no longer collaborative.
Problem Resolution:	Broadsword realized that SAIC's engineering product was non-traditional, and therefore required time and patience to identify how their practices complied with the CMMI. After spending several weeks onsite to understand their business model, culture, and process, we were able to devise a corrective action plan for the team to follow.

Client Testimonial

"Broadsword's approach to CMMI and appraisal leadership was to work with my organization in a collaborative fashion, helping us along the way to interpret the model and apply it in a sensible manner to our research projects. Jeff's extensive knowledge of applying CMMI in agile environments enabled him to quickly grasp our organization's process-related challenges and advise us in applying streamlined and/or alternative practices that were compliant without becoming onerous. Because Broadsword had worked with us prior to the appraisal on-site, the ML3 appraisal itself proceeded relatively smoothly. Having previously been subjected to an appraisal with an adversarial and rigid appraisal team, we appreciated Broadsword's determination to help us find ways to be successful within the Model. Jeff's ever-composed disposition, his excellent understanding of the CMMI, his optimistic attitude and his team-building leadership style all promoted an enjoyable work experience. I highly recommend Broadsword for any organization seeking to implement CMMI in a sensible fashion."
SAIC SETSO Quality Manager

JOHNSON CONTROLS, INC (Holland, MI)

JCI Automotive group engaged Broadsword to assist in preparing and training them for a SCAMPI A Maturity Level 2 Appraisal. Prior to joining the team, JCI had contracted another Appraiser to assist with defining their CMMI compliant processes and conduct their CMMI ML 2 Appraisal. After nearly 15 months of making very little progress with that consulting company and Lead Appraiser, JCI terminated the contract and called Broadsword Solutions to assist. After conducting a SCAMPI-C Appraisal, we were able to clearly identify the gaps in their process, quickly develop a plan, and set a firm roadmap to a SCAMPI-A Appraisal

Points of Contact:	Ross Timmerman, Director, Software Engineering Process Group
	ross.g.timmerman@jci.com
	616-394-8914
Contract Purpose:	*Agile*CMMI Methodology, Consulting Services, Mini-Assessments, Private Introduction to CMMI Training, Readiness Review, SCAMPI Appraisal Team Training, SCAMPI-C, B, & A Appraisals for Maturity Level Two.
Contract Dates:	October 2006 – April 2010
Organizational Unit:	100 / Six Projects 5 – 10 people per project
Problem/Resolution:	*Agile*CMMI Methodology, Consulting Services, Mini-Assessments, Private Introduction to CMMI Training, Readiness Review, SCAMPI Appraisal Team Training, SCAMPI-C, B, & A Appraisals for Maturity Level Two.
Problem Statement:	Because of the unpleasant experience with JCI's prior Lead Appraiser, which resulted in over 15 months of intense effort with little results to show, there was severe tension and lack of trust when Broadsword was asked to help.
Resolution:	The first order of business was to rebuild trust within the organization. Using a series of team-building events, which included time offsite for building relationships and Model training to rebuild confidence, Broadsword was able to successfully repair relationships and build a functional working team. This led to a successful appraisal within six months.

Client Testimonials:

"Having been through a really brutal and misguided appraisal prior to working with Jeff, it's refreshing to see optimism back in our organization, and I give him most of the credit. His agile approach to process development, CMMI, and appraisals is by far the best one out there for a small organization such as ours. I can't recommend him enough because what you see is what you get."
Ross Timmerman, SEPG Manager, Johnson Controls Incorporated (JCI)

"I've worked with SEI models for 15 years. Although senior management sponsorship is the most important factor in the success of process improvement initiatives, next is the Lead Appraiser's willingness and capability to understand the organization and properly apply the model. We are very fortunate to have Jeff show us the way to Level Two in this highly competitive and lean industry. You will commonly hear him say 'show me where the model describes that' or 'how do you know?' Jeff's skills and knowledge of the model are outstanding, but what sets him apart is his talent in winning people over at all levels of the organization, successfully managing conflict, and keeping the effort progressing forward."
David Walker, CMMI Program Manager, Johnson Controls Automotive Group

Change Log

Date	Author	Change
3/06/2013	Pat Dalton	Original; v1.0
3/06/2013	Jeff Dalton	Updates to TR101; v1.1
3/07/2013	Pat Dalton	Proof; final v1.2
3/25/2013	Pat Dalton	Updates to Price and dates; proof; final v1.3

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY, MANAGEMENT AND BUDGET   August 14, 2012
PROCUREMENT
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 4
to
CONTRACT NO. 071B9200308
between
THE STATE OF MICHIGAN

and

NAME & ADDRESS OF CONTRACTOR:	PRIMARY CONTACT	EMAIL
PTD Technology	**Karl Meier**	karl.meier@ptdtechnology.com
3001 Coolidge Rd., Suite 403	TELEPHONE	CONTRACTOR #, MAIL CODE
East Lansing, MI 48823	**(517) 333-9363 Ext. 118**	

STATE CONTACTS	AGENCY	NAME	PHONE	EMAIL
CONTRACT COMPLIANCE INSPECTOR:	**DTMB**	**Lori Edwards**	**(517) 241-3387**	**edwardsl@michigan.gov**
BUYER:	**DTMB**	**Steve Motz**	**(517) 241-3215**	**motzs@michigan.gov**

CONTRACT SUMMARY:			
DESCRIPTION: **Information Technology Training Services - Statewide**			
INITIAL EFFECTIVE DATE	INITIAL EXPIRATION DATE	INITIAL OPTIONS INCLUDED	CURRENT EXPIRATION DATE
September 1, 2009	**August 31, 2012**	**3, two year**	**August 31, 2012**
PAYMENT TERMS	F.O.B	SHIPPED	SHIPPED FROM
N/A	**N/A**	**N/A**	**N/A**
ALTERNATE PAYMENT OPTIONS:			AVAILABLE TO MiDEAL PARTICIPANTS
☐ P-card ☐ Direct Voucher (DV) ☐ Other			☒ YES ☐ NO
MINIMUM DELIVERY REQUIREMENTS:			
N/A			

DESCRIPTION OF CHANGE NOTICE:		
OPTION EXERCISED: ☐ NO ☒ YES	IF YES, EFFECTIVE DATE OF CHANGE: **August 7, 2012**	NEW EXPIRATION DATE: **September 30, 2014**
Effective immediately, the first contract option is exercised and this Contract is hereby EXTENDED two years to August 31, 2014. All other pricing, terms and conditions remain the same.		
VALUE/COST OF CHANGE NOTICE:	$0.00	
ESTIMATED REVISED AGGREGATE CONTRACT VALUE:	$1,800,000.00	

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY MANAGEMENT AND BUDGET   **March 28, 2011**
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 3
OF
CONTRACT NO.   071B9200308
between
THE STATE OF MICHIGAN
And

NAME & ADDRESS OF CONTRACTOR **PTD Technology** **3001 Coolidge Rd., Suite 403** **East Lansing, MI 48823** **Email: karl.meier@ptdtechnology.com**	TELEPHONE Karl Meier **(517) 333-9363 Ext. 118** CONTRACTOR NUMBER/MAIL CODE BUYER/CA (517) 241-3215 **Steve Motz**

Contract Compliance Inspector: Cindy Turben
MDIT Information Technology Training Services - Statewide

CONTRACT PERIOD:	From: **September 1, 2009**	To: **August 31, 2012**

TERMS	SHIPMENT
N/A	**N/A**
F.O.B.	SHIPPED FROM
N/A	**N/A**

MINIMUM DELIVERY REQUIREMENTS
N/A
MISCELLANEOUS INFORMATION:

NATURE OF CHANGE(S):

Effective immediately, this Contract is amended to include HP State and Local Enterprise Services, Inc. (HPSL) as a State-approved Subcontractor. See Attached rate structure for Introduction to CMMI course (version 1.3).

In addition, this contract is amended to include Jack Morton Worldwide as a State-approved Subcontractor. See Attached rate structure for IBM Tivoli Directory Server Version

Please Note: The Contract Compliance Inspector has been changed to Cindy Turben.

All other pricing, specifications, terms and conditions remain unchanged.

AUTHORITY/REASON(S):
Per contractor request and agency agreement.

TOTAL ESTIMATED CONTRACT VALUE REMAINS: $1,800,000.00

Proposal for
DTBM Agency Services/Enterprise Portfolio Management Office

Submitted:
March 16, 2011

By:
PTD Technology

Rev 1.1

Client: DTBM Agency Services/Enterprise Portfolio Management Office (EPMO)
Client Contact: Cindy Turben
PTD Contact: Karl Meier, President, PTD Technology
Project: Introduction to CMMI Training

Project Summary:
Provide a 3-day Introduction to CMMI training course for DTMB staff that are members of permanent SUITE teams (SEPG and PPQA), Program Management Offices (PMO), Enterprise Portfolio Management Office (EPMO), as well as executive sponsors. This introductory course is vital to successful SUITE implementation, which focuses on CMMI compliance and preparation for a CMMI appraisal.

Technical Partners:
HP State and Local Enterprise Services. Inc (HPSL).

Project Timeline:
Three days of training to be delivered at a State of Michigan facility in the April or May 2011 timeframe. The exact days training will take place will be determined by HPSL and DTMB EPMO staff.

Specific Deliverables

1) Delivery of the Introduction to CMMI course (version 1.3) to a class of no more than 30 individuals
2) Training is licensed by the Software Engineering Institute (SEI), delivered by one CMMI instructor who is authorized by the SEI to teach the Introduction to CMMI course.
3) Couse to include –
    1. Printed copies of all slides
    2. CMMI Guidelines for Process Integration and Product Improvement, Third Edition by Mary Beth Chrissis, Mike Konrad, and Sandy Shrum
4) Delivery of expert assistance and commentary related to the State of Michigan's experience with CMMI and SUITE. This assistance will be provided by a CMMI Lead Appraiser authorized by the SEI. Assistance and commentary will include relevance and expansion (as needed) of the generic Introduction to CMMI course material to SUITE processes, implementation, and previous SCAMPI C appraisals conducted for DTMB.

Total Cost: $26,035.00

Jack Morton Worldwide

Course: IBM Tivoli Directory Server Version 6.3 System Administration

Course Number: TW083

Course Duration: 3 Days

Training Rate: $1,650 per person

Class Size: 8-15 students

Class Includes: All material, hardware, and software required to complete the official IBM curriculum.

STATE OF MICHIGAN
DEPARTMENT OF TECHNOLOGY MANAGEMENT AND BUDGET   November 29, 2010
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CHANGE NOTICE NO. 2
OF
CONTRACT NO.   071B9200308
between
THE STATE OF MICHIGAN
And

NAME & ADDRESS OF CONTRACTOR **PTD Technology** **3001 Coolidge Rd., Suite 403** **East Lansing, MI 48823** **Email: karl.meier@ptdtechnology.com**	TELEPHONE Karl Meier **(517) 333-9363 Ext. 118** CONTRACTOR NUMBER/MAIL CODE BUYER/CA (517) 241-3215 **Steve Motz**

Contract Compliance Inspector: Patty Bogard		
MDIT Information Technology Training Services - Statewide		
CONTRACT PERIOD:	From: **September 1, 2009**	To: **August 31, 2012**
TERMS **N/A**		SHIPMENT **N/A**
F.O.B. **N/A**		SHIPPED FROM **N/A**
MINIMUM DELIVERY REQUIREMENTS **N/A**		
MISCELLANEOUS INFORMATION:		

NATURE OF CHANGE(S):

Effective immediately, this contract is amended to include Creative Technology & Training Solutions as a State-approved Subcontractor. See Attached rate structure for Business Objects XI R2 Onsite Training.

All other pricing, specifications, terms and conditions remain unchanged.

AUTHORITY/REASON(S):
Per contractor request and agency agreement.

TOTAL ESTIMATED CONTRACT VALUE REMAINS: $1,800,000.00

071B9200308
Change Notice No. 2
Signature Block

FOR THE CONTRACTOR:

PTD Technology
_____
Firm Name

_____
Authorized Agent Signature

_____
Authorized Agent (Print or Type)

_____
Date

FOR THE STATE:

_____
Signature
Greg Faremouth, IT Director
_____
Name/Title
IT Division
_____
Division

_____
Date

BusinessObjects™ XI R2
Onsite Training

Courses:

WebIntelligence™ XI R2 Basic Reporting	(1 Day)
WebIntelligence™ XI R2 Intermediate Reporting	(1 Day)
WebIntelligence™ XI R2 Advanced Reporting	(1 Day)

Desktop Intelligence™ XI R2 Basic Reporting	(2 Days)
Desktop Intelligence™ XI R2 Intermediate Reporting (1 Day)	

BusinessObjects™ XI R2 Designer	(2 Days)
BusinessObjects™ XI R2 Administration	(2 Days)

Training Rates: $3,200/day All Inclusive

Class Size:
1-15 students

Classes Include:
- Course Book
- Workshop Book
- Tri-Fold Toolbar Tip Quick Reference Cards: Reporting & Designer
- International Conference CD: Presentations
- Supplemental Handouts/Materials/Documentation
- Workshop Installation/De-installation Assistance

Note: Onsite training assumes client will be providing training facility with workstations.

**STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909**
OR
530 W. ALLEGAN, LANSING, MI 48933

April 20, 2010

CHANGE NOTICE NO. 1
OF
CONTRACT NO. ___071B9200308___
between
THE STATE OF MICHIGAN
And

NAME & ADDRESS OF CONTRACTOR **PTD Technology** **3001 Coolidge Rd., Suite 403** **East Lansing, MI 48823** **Email: karl.meier@ptdtechnology.com**	TELEPHONE Karl Meier **(517) 333-9363 Ext. 118**
	CONTRACTOR NUMBER/MAIL CODE
	BUYER/CA (517) 241-3215 **Steve Motz**

Contract Compliance Inspector: Patty Bogard		
MDIT Information Technology Training Services - Statewide		
CONTRACT PERIOD:	From: **September 1, 2009**	To: **August 31, 2012**
TERMS **N/A**	SHIPMENT **N/A**	
F.O.B. **N/A**	SHIPPED FROM **N/A**	
MINIMUM DELIVERY REQUIREMENTS **N/A**		
MISCELLANEOUS INFORMATION:		

NATURE OF CHANGE(S):

> **Effective immediately, this contract is amended to include ESI International as a State-approved Subcontractor.**

> **All other pricing, specifications, terms and conditions remain unchanged.**

AUTHORITY/REASON(S):
> **Per contractor request and agency agreement.**

TOTAL ESTIMATED CONTRACT VALUE REMAINS: $1,800,000.00

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET   September 22, 2009
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

NOTICE
OF
CONTRACT NO.   071B9200308
between
THE STATE OF MICHIGAN
And

NAME & ADDRESS OF CONTRACTOR	TELEPHONE Karl Meier
PTD Technology **3001 Coolidge Rd., Suite 403** **East Lansing, MI 48823** **Email: karl.meier@ptdtechnology.com**	**(517) 333-9363 Ext. 118** CONTRACTOR NUMBER/MAIL CODE BUYER/CA (517) 241-3215 **Steve Motz**

Contract Compliance Inspector: Patty Bogard	
MDIT Information Technology Training Services - Statewide	
CONTRACT PERIOD: From: **September 1, 2009**	To: **August 31, 2012**

TERMS **N/A**	SHIPMENT **N/A**
F.O.B. **N/A**	SHIPPED FROM **N/A**
MINIMUM DELIVERY REQUIREMENTS **N/A**	
MISCELLANEOUS INFORMATION:	

TOTAL ESTIMATED CONTRACT VALUE: **$1,800,000.00**

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
PURCHASING OPERATIONS
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

CONTRACT NO.   071B9200308

between
THE STATE OF MICHIGAN
And

NAME & ADDRESS OF CONTRACTOR	TELEPHONE Karl Meier
PTD Technology	**(517) 333-9363 Ext. 118**
3001 Coolidge Rd., Suite 403	CONTRACTOR NUMBER/MAIL CODE
East Lansing, MI 48823	
	BUYER/CA (517) 241-3215
Email: karl.meier@ptdtechnology.com	**Steve Motz**

Contract Compliance Inspector: Patty Bogard

MDIT Information Technology Training Services - Statewide

CONTRACT PERIOD: From: **September 1, 2009**   To: **August 31, 2012**

TERMS	SHIPMENT
N/A	**N/A**
F.O.B.	SHIPPED FROM
N/A	**N/A**

MINIMUM DELIVERY REQUIREMENTS
N/A

MISCELLANEOUS INFORMATION:
The terms and conditions of this Contract are those of ITB #071I9200086, this Contract Agreement and the vendor's quote. In the event of any conflicts between the specifications, and terms and conditions, indicated by the State and those indicated by the vendor, those of the State take precedence. This contract is part of a split award with 071B9200307.

Estimated Contract Value: $1,800,000.00

All terms and conditions of the invitation to bid are made a part hereof.

FOR THE CONTRACTOR:	FOR THE STATE:
PTD Technology	
Firm Name	Signature
	Greg Faremouth, IT Director
Authorized Agent Signature	Name/Title
	IT Division
Authorized Agent (Print or Type)	Division
Date	Date

STATE OF MICHIGAN
Department of Management and Budget
Purchasing Operations

Contract No. 071B9200308
MDIT Information Technology Training Services - Statewide

Buyer Name: Steve Motz
Telephone Number: 517-241-3215
E-Mail Address: motzs@michigan.gov

Table of Contents

Appendix A - *Security Requirements Standards*
Appendix B - *Statement of Work template (SOW)*
Appendix C - *Counties by Zone*

Attachment A – *Project Plan*
Attachment B – *Project Manager Resume Template*
Attachment C – *Organization Chart, including Key Personnel*
Attachment D – *Cost Tables*
Attachment E – *Technical and Functional Requirements*

DEFINITIONS

Days	Means calendar days unless otherwise specified.
24x7x365	Means 24 hours a day, seven days a week, and 365 days a year (including the 366th day in a leap year).
Additional Service	Means any Services/Deliverables within the scope of the Contract, but not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration.
Application Development	Instructions on the design, development and implementation of applications residing on a desktop or in a shared environment. Requires program language instructions using software such as Microsoft Access, Visual Basic, SQL, HTML and Oracle.
Audit Period	See Section 2.110
Business Day	Whether capitalized or not, shall mean any day other than a Saturday, Sunday or State-recognized legal holiday (as identified in the Collective Bargaining Agreement for State employees) from 8:00am EST through 5:00pm EST unless otherwise stated.
Blanket Purchase Order	An alternate term for Contract as used in the States computer system.
Business Critical	Any function identified in any Statement of Work as Business Critical.
Chronic Failure	Defined in any applicable Service Level Agreements.
Deliverable	Physical goods and/or commodities as required or identified by a Statement of Work
DMB	Michigan Department of Management and Budget
Environmentally preferable products	A product or service that has a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. Such products or services may include, but are not limited to, those that contain recycled content, minimize waste, conserve energy or water, and reduce the amount of toxics either disposed of or consumed.
Excusable Failure	See Section 2.244.
Hazardous material	Any material defined as hazardous under the latest version of federal Emergency Planning and Community Right-to-Know Act of 1986 (including revisions adopted during the term of the Contract).
Incident	Any interruption in Services.
Instructor-Led e-Learning	Courses feature live training over the Internet with real instructors, in real-time.
ITB	A generic term used to describe an Invitation to Bid. The ITB serves as the document for transmitting the RFP to potential bidders
Key Personnel	Any Personnel designated in Article 1 as Key Personnel.
MDIT	Michigan Department of Information Technology
New Work	Any Services/Deliverables outside the scope of the Contract and not specifically provided under any Statement of Work, that once added will result in the need to provide the Contractor with additional consideration.
Ozone-depleting substance	Any substance the Environmental Protection Agency designates in 40 CFR part 82 as: (1) Class I, including, but not limited to, chlorofluorocarbons, halons, carbon tetrachloride, and methyl chloroform; or (2) Class II, including, but not limited to, hydro chlorofluorocarbons
Post-Consumer Waste	Any product generated by a business or consumer which has served its intended end use, and which has been separated or diverted from solid waste for the purpose of recycling into a usable commodity or product, and which does not include post-industrial waste.
Post-Industrial Waste	Industrial by-products that would otherwise go to disposal and wastes generated after completion of a manufacturing process, but do not include internally generated scrap commonly returned to industrial or manufacturing processes.
Recycling	The series of activities by which materials that are no longer useful to the generator are collected, sorted, processed, and converted into raw materials and used in the production of new products. This definition excludes the use of these materials as a

	fuel substitute or for energy production.
Deleted – Not Applicable	Section is not applicable or included in this RFP. This is used as a placeholder to maintain consistent numbering.
Reuse	Using a product or component of municipal solid waste in its original form more than once.
RFP	Request for Proposal designed to solicit proposals for services
Self-Paced e-Learning	Learners are trained at their own pace and comfort level over the internet.
Services	Any function performed for the benefit of the State.
Source reduction	Any practice that reduces the amount of any hazardous substance, pollutant, or contaminant entering any waste stream or otherwise released into the environment prior to recycling, energy recovery, treatment, or disposal.
State Location	Any physical location where the State performs work. State Location may include state-owned, leased, or rented space.
Subcontractor	A company Contractor delegates performance of a portion of the Services to, but does not include independent contractors engaged by Contractor solely in a staff augmentation role.
Tailoring	Requires modification of materials based on discussion with the MDIT client regarding needs and confirmation of the materials prepared by the Vendor are suitable and fulfill the needs to the MDIT client.
Unauthorized Removal	Contractor's removal of Key Personnel without the prior written consent of the State.
Waste prevention	Source reduction and reuse, but not recycling.
Waste reduction and Pollution prevention	The practice of minimizing the generation of waste at the source and, when wastes cannot be prevented, utilizing environmentally sound on-site or off-site reuse and recycling. The term includes equipment or technology modifications, process or procedure modifications, product reformulation or redesign, and raw material substitutions. Waste treatment, control, management, and disposal are not considered pollution prevention, per the definitions under Part 143, Waste Minimization, of the Natural Resources and Environmental Protection Act (NREPA), 1994 PA 451, as amended.
Work in Progress	A Deliverable that has been partially prepared, but has not been presented to the State for Approval.
Work Product	Refers to any data compilations, reports, and other media, materials, or other objects or works of authorship created or produced by the Contractor as a result of an in furtherance of performing the services required by this Contract.

ARTICLE ONE

1.000   Project Identification

1.001   Project Request

The State of Michigan (State), through the Michigan Department of Management & Budget (DMB), and Michigan Department of Information Technology (MDIT), has issued this Contract to provide **Information Technology (IT) Training Services and Materials** necessary to offer an information technology training program to the State of Michigan. The Contractor will provide these services to all State departments and agencies within the Executive Branch, Legislative Branch and Judicial Branch, and to all members of the State's Michigan Delivering Extended Agreements Locally (MiDEAL). The Contractor will provide IT training development plans, a Web catalog of course offerings and high quality, cost effective training courses (including classroom based, instructor led E-learning, student led E-learning), certification programs and progressive curricula on subjects relating to Desktop Software, Server and Network Management Software and Application Development Software in active use by the State over the life of the Contract.

The total quantity of purchase of any individual training course on the contract is not known. The State does not guarantee any total amount. This is an indefinite quantity contract with no minimum guarantee of any business. **The State reserves the right to purchase training outside of the Contract when it determines that an item's pricing is not competitive with the open market, the requested training cannot be provided by the Contractor, or if it is determined by the State to be in the State's best interest**.

1.002   Background

MDIT was created on October 14, 2001, by Executive Order 2001-3, to centralize and improve the management of State information technology investments. Among other enumerated items, MDIT is leading state efforts to re-engineer the state's information technology infrastructure and to coordinate development of a unified executive branch technology plan, with the goal of achieving the use of common technology across the executive branch. As part of its role as general contractor for state information technology resources, MDIT consolidates and coordinates the procurement of information technology services and commodities for State departments and agencies.

The State continues to have training needs and would like to expand the services to include current technology courses as well as future technology courses as the need within the State changes. Past programs have been provided for one individual only or for as many as 466 individuals in various class sizes.

The State anticipates that the curricula and courses covered by this Contract will be driven by the State's IT architecture; therefore, the courses and progressive curricula will periodically change over the life of this Contract. The State anticipates that this Contract will supply the Desktop Application IT Training courses required by MDIT and its clients. The State further anticipates that this Contract will supply the IT technical courses training for MDIT employees on Servers and Network Management Software and for Applications Development Software, unless the State determines that training supplied by another State contract, by a Michigan inter-governmental consortium or by Michigan governmental personnel is a more cost-effective alternative.

The State has the following goals and objectives for this Contract:
- Establish and promote a collaborative relationship with the shared goal of providing superior management of the IT training needs on an enterprise and long-term basis.
- Dynamic pricing that fluctuates with the market trends within State-managed programs.
- Reduce direct and hidden costs associated with information technology training.
- Standardize information technology training throughout the State.
- Measure the value of training, including the effectiveness of available training interventions.
- Quality and consistent training using the latest available technology.
- Training delivered timely, at fair market prices and with professional customer support.
- Update of the data required by the standard Employee Training History and Career Management features of the State's personnel system.

- Evaluate new IT training options available to the State.
- Evaluate client satisfaction

1.100   Scope of Work and Deliverables

1.101 In Scope

The Contractor will provide training development plans, a Web catalog of course offerings and high quality, cost effective training courses, certification programs and progressive curricula on subjects relating to Desktop Software, Server and Network Management Software and Application Development Software in active use by the State over the life of the Contract.

In addition to the above, this Contract consists of the following scope:
- Business Requirements Gathering
  - Facilitated Sessions
  - Validation and verification

- Web-based Services
  - Course/Product Catalog
  - Enrollment
  - Ordering Procedure

- Implementation Plan and Continuous Improvement of the proposed solution
  - Implementation plan
  - Continuous Improvement plan

- IT Training Methods
  - Classroom
  - E-learning
  - Instructor-led e-learning
  - Tailored IT Training – SOW process

- Support Services and Training Facilities
  - Help Desk
  - Training Facilities

- Contractor Performance and Customer Satisfaction
  - Course & Instructor Performance Rating
  - Quality Assurance
  - Process for Handling Dissatisfaction

1.102 Out Of Scope

The following are out of the scope of this Statement of Work:
- Out-of-state training
- Seminars
- Conferences

1.103 Environment

The links below provide information on the State's Enterprise IT policies, standards and procedures which includes security policy and procedures, IT strategic plan, eMichigan Web development and the State Unified Information Technology Environment (SUITE).

Contractors are advised that the State has methods, policies, standards and procedures that have been developed over the years. All services and products provided through this Contract shall comply with all applicable State IT standards, policies and procedures (see links below). The Contractor must request any

exception to State IT policies and standards in accordance with MDIT processes. The State may deny the exception request or seek a policy or standards exception.

Enterprise IT Policies, Standards and Procedures:
http://www.michigan.gov/dit/0,1607,7-139-34305---,00.html

All software and hardware items that may be used by the Contractor must be compatible with the MDIT Standard Information Technology environment. It is recognized that technology changes rapidly. The Contractor may request, in writing, a change in the standard environment, providing justification for the requested change and all costs associated with any change. Any changes must be approved, in writing, by the State's Project Manager, before work may proceed based on the changed environment.

Enterprise IT Security Policy and Procedures:
http://www.michigan.gov/dit/0,1607,7-139-34305-108216--,00.html

IT eMichigan Web Development Standard Tools:
http://www.michigan.gov/documents/Look_and_Feel_Standards_2006_v3_166408_7.pdf

The State Unified Information Technology Environment (SUITE):
Includes standards for project management, systems engineering, and associated forms and templates – must be followed: http://www.michigan.gov/suite

Software – The Contractor solution shall provide web-based services that are integrated effectively into its current technical environment and will continue to do so as this environment evolves.

IT Strategic Plan:
http://www.michigan.gov/dit/0,1607,7-139-30637-135173--,00.html

1.104 Work And Deliverable
I. Services (work) To Be Provided and Deliverables -

The Web-based catalog and training services must be in operation by the Contract start date.

A. Requirements Gathering, Verification and Validation – The requirements validation activities must include, but are not limited to:
- Review and analysis of current business operations
- Data requirements
- User access requirements
- Web catalog requirements
- Reporting and Statistical Requirements
- Security Audit Logging and Reporting
- Training courses and certification programs required

Contractor must ensure the requirements meet federal, state and industry standards. Contractor must clarify any unclear or ambiguous requirements, which could have an impact on the implementation of the equipment and software.
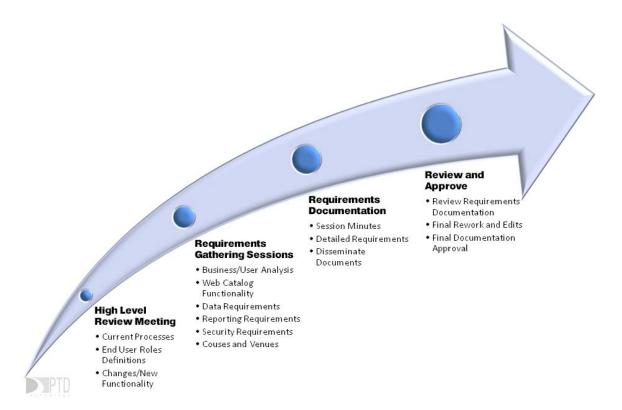
Deliverable(s)
1. Minutes of focus group and agency sessions
2. Business requirements document

The Contractor will conduct Requirements Gathering, Verification and Validation as described below:

The chart below provides a high level overview of the PTD requirements gathering process. This process is subject to change dependent upon the direction of the MDIT Training Administrator and the scheduling constraints. Contractor shall provide a scheduling and monitoring system for training which offers end users easy access and operations, as well as efficient training control and tracking. The system will organize and

provide all venues of the required training courses for instructor-led classes, self-paced online classes, and online instructor-led training.

Requirements Gathering Process

1. <u>High Level Review Meeting</u> –The purpose of this meeting will be to lay out a high level overview of the current processes and functionality, and to determine changes or other functional additions required. This initial meeting will consist of the following:
   1. State Attendees – MDIT Training Administrator and any other State staff required for a high level process and system overview
   2. PTD Technology Team Attendees – PTD Technology Project Manager, CDI Training Liaison, PTD Technical Lead and any other resources deemed necessary for this review
   3. At least one session to clarify current processes and needed business, process and technical changes anticipated in the requirements gathering sessions. This meeting will outline the high level approach to the requirements gathering sessions as well as final requirements gathering sessions schedule

2. <u>Requirements Gathering Sessions</u> – Once the high level changes have been determined, requirements gathering sessions will be conducted to work out the detailed items and areas to be changed, adjusted or developed. These sessions will involve the following:
   1. Current Business Processes – Overview documentation of the current business processes and system functionality (including an overview of the current users and their roles).
   2. Data Requirements
   3. Web Catalog Requirements – This will also include the requirements for user access to the catalog.
   4. Reporting and Statistical Information Requirements – This will describe what is needed for the monthly reports as well as all other categories of information needing to be tracked and made available.
   5. Security Requirements
   6. Web Catalog Content – This will decide the required courses and venues for each, online or instructor-led

22

3. <u>Requirements Documentation</u> – Each requirements gathering session will involve documenting the session minutes as well as the detailed requirements themselves. This information will be documented live to ensure agreement on content and wording. Minutes and detailed requirements will be sent out to all participants no later than two days following the session.

4. <u>Review and Approve</u> – Once all requirements session documentation has been reviewed and approved, the MDIT Training Administrator will sign-off to approve the required additions and changes as detailed in the requirements documentation.

B. Web-based Services

Contractor shall provide a courseware management and delivery system with a comprehensive reference library for all courses and curricula offered through this Contract. This includes, but is not limited to, an electronic Product Web Catalog, Web Based Enrollment Services, and Ordering Procedures.

1. Product Web Catalog

The Contractor is responsible for providing a secure, web-based site for procurement of training services. The State will work with the Contractor to determine the requirements for the Product Web Catalog including access levels, views, and appropriate security. The State will provide hot links to the Contractor's Product Web Catalog on its MDIT training-oriented Web portals, such as MDITservice and TechTalk.

The Web catalog will provide, but not limited to, the following:
- A self-service purchasing environment that extends product selection and order initiation to MDIT employees and MDIT Clients.
- Industry standard "shopping cart" commonly found in consumer websites.
- Web page login with unique features based upon State-specified controls specific to job functions.
- Ability to communicate "News-like" information on the Contractor's web page to improve communication with MDIT Clients.
- Online help to include how to use the procurement process. Online help will also include a FAQ section and an enrollment flow chart to illustrate the process.

a. Dynamic Catalog and Associated Pricing

Contractor will maintain the Product Web Catalog. Approval of all training commodities appearing in the Product Web Catalog is the responsibility of the MDIT Training Administrator. The Contractor will update the catalog daily and organize it in a manner that reduces unnecessary course duplications; removes courses that represent products or versions that the State no longer actively supports and reduces confusion about which course(s) should be taken before another related courses; i.e., organizing the catalog into a progressive type of curricula or product learning tracks that identify prerequisite and complementary courses. The Catalog listings will indicate the experience level for each non technical class. The Catalog will display the progression for technical classes through graphical learning paths designed by MDIT.

The following guidelines shall be followed in updating the Product Web Catalog:

- **Price decrease** – Contractor will update commodities displayed in the Product Web Catalog immediately and without prior approval.
- **Price increase** - the change must be reviewed and approved by the Training Administrator before amending the Product Web Catalog.
- **Change in State custom/standard** - upon notification by the MDIT Training Administrator that a training course is no longer required, the obsolete product will be removed from the Product Web Catalog immediately.

Any approved changes, revisions and additions to the Product Web Catalog completed in a given month must appear in the Contractor's monthly report to the MDIT Training Administrator. Report format and content are detailed in Section 1.302.

Contractor must maintain and publish, on its Web catalog, a list of available and easily accessible locations within the State of Michigan or in State of Michigan Government facilities where Self-Paced e-Learning, Instructor-Led e-Learning, and Formal Classroom sessions can be scheduled and conducted. The State will supply the Contractor with the information about the State facilities. It is anticipated that most e-Learning will take place within a State facility. When the course catalog lists a course as being deliverable via all three delivery modalities (i.e., an Instructor-Led Classroom, Instructor-led e-Learning, and Self-Paced e-Learning) and there are variances in the content between the delivery modalities for that course, the Contractor will supply documentation within the course catalog that notes the differences in the delivered content between the course's modalities.

2. Web-Based Enrollment Services

The Contractor must create and maintain Web-based enrollment services that comply with the look and feel standards of section 1.103, Environment.

The Contractor must provide business and web-based procedures for the handling of student registration, student confirmation, class size, and class cancellation or postponement. This enrollment service must include an electronic registration confirmation and cancellation notification system.

The Contractor will work with the MDIT Training Administrator to finalize the business and web based procedures. Once finalized, the Contractor will publish the procedures on the designated website.

The Contractor must supply an electronic assessment and performance support system on its website for the IT Training types of courses included in this Contract. This Pre-Assessment will serve as a method for a student to determine the level of course that is best suited for them; diagnose the specific topics that the student needs to improve; and provide a baseline for conducting a post-training assessment of the effectiveness of the training.

3. Ordering Procedure

a. Order Approval

The Web Product Catalog system will incorporate an automated approval process as directed by the State. The system will have an integrated workflow management process designed specifically to facilitate electronic request and approval. Requestors wishing to select a class will choose their class or courses from the searchable State-approved Web catalog incorporating all modalities of delivery or, where applicable, via indexed Web pages of State-approved technical curricula or certification tracks. Requestors can select courses in a "shopping cart" model. Upon check-out, requestors will be required to submit the student's name, employee ID, e-mail address and agency, as well as other information as mutually agreed upon by the Contractor and the State. The requestor will then be required to select the name of the requestor's local Training Liaison from a list of Training Liaisons for that agency. This request will generate an e-mail to the selected Liaison, whereupon the selected Liaison will review the request on a Web-based review page. The Liaison will approve the request in part or in whole by supplying the number of the agency-initiated Purchase Order with the approval. The Liaison's approval will inform Contractor of the pending class request. Contractor will enroll that student when a valid Purchase Order number has been obtained from the Agency Training Liaison. Further, the Liaison's approval will generate an e-mail to the student indicating the status of the request. As seats are reserved in a class, the reserved seats will be reflected on the Web site in a timely manner.

The Training Liaison profiles will be managed through a "Training Liaison Registration and Management Page." The MDIT Training Coordinator or designees will be able to create primary Liaisons and sub-Liaisons through this Web page as needed to handle request demands.

b. Order Status

Contractor's web based services will provide the State with the ability to quickly and easily determine the status of any order at any time, preferably a page allowing the Training Liaison to

view and review all training requests directed to them and determine their status. When a Training Liaison approves or disapproves a class, an e-mail will be sent to the required parties. The system will automatically generate e-mail notifications to multiple e-mail addresses when a user's order changes status. These e-mails can be generated at multiple points in the process and the Contractor will customize them to meet the needs of the State.

Contractor's system shall provide the following features:
- Track order status easily
- Track requisition status through approval process
- Track orders and promise dates
- Change or cancel orders for designated Staff
- View complete order history
- E-mail alerts to keep users informed
- Access complete online returns process

c. Request To Add (RTA) Process
MDIT is the owner of the RTA process for this Contract. All requests to add new courses or programs will initiate with the MDIT Training Administrator for processing. Following evaluation by the MDIT Training Administrator, approved RTA requests and associated documentation will be forwarded to the Contractor for price quotes. Contractor must respond within five (5) business days by providing a quote for the request. If the price quote or offering is not acceptable to the MDIT Training Administrator, the State may purchase outside the Contract. If approved, the purchase may be a one-time buy or included as a Contract item in which case the Contractor shall include the item in the Product Web Catalog within five (5) business days.

d. Exception Process to the State Standards
The exception process is a method by which MDIT is able to receive and process requests from Executive Branch clients for exceptions to the State standards. MDIT will, after its review, schedule a meeting to be held within five (5) business days involving the MDIT Training Administrator, Contractor and/or the requestor to approve, deny or modify the request.

Approved Request: The Contractor will have five-business days to research and return the quote to MDIT.

Request Denied: The MDIT Training Administrator will draft a response as to why the request was denied and inform the requestor.

Modify Request: The Contractor will have two-business days to research and return the quote to MDIT.

e. Statement of Work (SOW) Process
Analysis and presentation work performed by the Contractor for the purpose of developing quotes or advising the State on a course of action will not be chargeable.

Any custom class, individual tutoring or special course must be obtained through the SOW process (see **Appendix B** for a sample of the form).

The following process is tentative and will be agreed upon after execution of the contract:

The State submits the SOW to the MDIT Training Administrator for review. If approved, the MDIT Training Administrator forwards the SOW to the MDIT Contracts and Procurement Services who after review sends the completed SOW to the Contractor. The Contractor's response to the MDIT Training Administrator must be in writing, signed and include a price valid for twenty (20) business days. The proposed solution will be submitted to MDIT Contracts and Procurement Services in ten (10) business days, reviewed and, if acceptable, the MDIT Contracts and Procurement Services will submit it to the MDIT Client for signature.

25

Unless other arrangements have been mutually agreed upon between the MDIT Training Administrator and the Contractor, the Contractor shall provide all materials; computer support services and equipment necessary to complete each approved SOW.

f. Cancellations / Postponements

If the Contractor postpones or cancels a class, enrolled students shall receive electronic notice five (5) business days prior to the scheduled date of such class or course. If the class or course was scheduled by an agency's Training Liaison, and the contractor does not have contact information for the individual students, the Agency's Training Liaison will be notified.

Students that cancel their enrollment for a class or course no later than five business days prior to the scheduled start of the class or course, may do so without charge to the State.

The Contractor may, in limited circumstances, request a ten-day cancellation policy. The Contractor must notify the Agency Training Liaison that it is requesting an exception to the standard five-day cancellation policy. This exception must be clearly noted in the Purchase Order.

For late student cancellations or no shows, the State may be liable for the per student costs up to the agreed upon minimum where the cancellation causes the enrollment to drop below an agreed upon minimum requirement.

C. Implementation & Continuous Improvement of the Proposed Solution

Contractor shall provide an Implementation Plan with complete implementation of services, and a Continuous Improvement Plan in conformance with the State-approved Plan.

1. Implementation Plan

The Implementation Plan shall include, but not limited to the following:

- Communication Plan to describe and explain services
  o MDIT
  o Contractor
  o Extended Purchasing Partners
  o Define Process for Authorizing "News" Updates

- Define Resource requirements for implementation for State and Contractor
  o Subject Matter Experts
  o Implementation Team

- Training Development Plans
  o Web Site Security
  o Web Site Views
  o Web Site Design
  o Adhere to the State of Michigan "Look and Feel" Standards
  o Testing Plan
  o Training

- Web Catalog Requirements
  o Web Catalog Security
  o Web Catalog Views
  o Web Catalog Design
  o Adhere to the State of Michigan "Look and Feel" Standards
  o Testing Plan
  o Training

- Enrollment/Order
  o Enrollment process
  o Order Process

- o Order Approval
- o Order Status
- o Invoice Process

- Define Request to Add (RTA) process

- Define Statement of Work Process

- Define Reporting Requirements.

- Service Level Agreements (SLA)

- Define Escalation Process for all Contract issues

- Define process for Security Background Checks of Contractor staff.

- Define Training Requirements
  - o Web Catalog
  - o Single Point of Contact (SPOC)
  - o Procurement Process Changes
- Schedule Meetings

2. **Continuous Improvement Plan – The Contractor will:**
The implementation plan will entail maintaining current processes as well as the implementation of additional functionality and changes to the current system and business processes. The following is a synopsis of the Implementation Plan:

The Continuous Improvement Plan shall include, but not limited to the following:

Communication Plan –Contractor will develop a Communication Plan to help establish the direction and oversight of the communication process, protocol, and approach to evaluating the ongoing effectiveness of the project communication. This plan will be presented in an exhaustive project management plan and will contain the following:

- Communication venues (phone, email, visits)
- Communication roles and responsibilities (MDIT, PTD Team, SPOC, Extended Purchasing Partners)
- Ongoing meetings and reporting sessions
- Process and guidelines for the authorization process of News Releases
- Set checkpoints for evaluation of the project communication (improvement)
- Detail the issues of an escalation process

Requirements Gathering Plan – As a part of the requirements gathering process, a Requirements Gathering Plan will be included to provide direction and oversight to the development and maintenance needs of the training provision processes and the web-based catalog. The high-level aspects of this approach are described in section 1.104 earlier in this document. This plan will include a list of the required resources from the State and the PTD Technology Team. This plan will be the result of the Initial Review and Planning Meeting.

Development and Integration Plan – Once all requirements for new development or alterations to the current system have been gathered, a Development Plan will be presented to the MDIT Training Administrator, which will reflect the development schedule as well as describe the development of the system changes and updates. This document will be the core of the implementation process plan. This plan will include all Training Development plans including available classes, agendas, and venues, as well as the descriptions of how requirements of the system will be integrated. The details of this plan will be based upon the output of the Requirements Gathering Plan. This document will contain at least:
- Description and scheduling of all updated and integrated changes of the Training Web Site views, overall design and its compliance with all security requirements, and State of Michigan "Look and Feel" standards
- A **Testing Plan** which will involve test scenario categories and a testing schedule

- A **Training Plan** consisting of an overview of all the core training content, added options (e.g. tailored training or learning paths), and the process end users will follow to sign-up for training. Other topics such as learning path consultation and customization of courses will also be addressed in the Training Plan
- **Web Catalog Requirements** details will be documented in this plan and will be categorized so as to make it easy to research how each of the requirements is being followed in the design and changes to the Web Catalog. This section will be a reworking of the requirements documentation, divided-up by development categories (e.g. web catalog functionality, web catalog "look and feel", web catalog reporting options, web catalog security)
- An **Enrollment and Ordering** process will be described and will not only serve as part of the implementation plan, but also utilized in the available online help integrated into the Web Catalog. This section will specify how the system will function to allow all users to access it for the purpose of enrollment, receiving feedback (order status and approvals), and invoicing
- A **Process Definitions** section will also be included to layout the steps and procedures to follow for the Request to Add (RTA), Statement of Work (SOW), Contract Issues Escalation, Security Background Staff (contractors), and the Service Level Agreement processes. Also contained in this section will be the process for accessing the predefined Reports, as defined in the Requirements Gathering sessions, as well as the steps to take for requesting reports beyond the initial requirements. Changes to the Procurement Process will be laid out and explained in this section.

A completed Implementation and Integration Plan will be submitted to the MDIT Training Administrator for review and approval. It is expected that this document will need to be revised and reworked before final approval and sign-off is reached. Once final approval is given by the MDIT Administrator, the development and implementation will begin and will follow the schedule as detailed in the project plan.

Continuous Improvement Plan
The Contractor will submit a Continuous Improvement Plan, along with the Implementation Plan to the MDIT Training Administrator to demonstrate how they will approach this area.

The Continuous Improvement Plan will be built around an **evaluation** and integration cycle. There will be two general types of evaluations that will start any given cycle of improvement pursuits. The PTD Team will regularly conduct internal evaluations of quality, efficiency, costs and methodology. Along with these, external evaluations from the State will be considered and integrated as needed.

Each possible improvement will be **substantiated** with further research to assess its potential benefits and impacts of State training as a whole, as well as a particular area of training. This information will be (under the guidance of the Communication Plan) presented to the MDIT Training Administrator for **collaboration**. This will determine the details and necessary facts and other information needing to be confirmed before the integration process begins. As each improvement is **integrated**, the cycle continues with the evaluation of its effectiveness and impact.

At a high level, The PTD Technology Team defines improvement, in the area of training and training delivery, using the following questions:

1. <u>Is it more effective</u>? – There are a variety of new training technologies being introduced each year that may grab the attention of those always seeking something new. We realize, though, that just because something is new does not mean it is better than what came before it. In some instances, that is the case. The PTD Technology Team is always testing new technologies and training mediums for effectiveness. The big question to be answered is, "does it actually work?"

2. <u>Is it cost effective</u>? – With budgets being tighter, there will be a need to pursue more economical options to address training needs. Online training will be an ongoing venue, as it will save time, travel and money. There may be other options, though, that could be utilized. For example, Instructor-led training can be more than just a class. Often, customized training can serve as a specialized consultation, which may enable staff to better invest their time. For instance, a staff member who may become more efficient because of training may be available to take on more extensive responsibilities. This is just one example of how the topic of cost savings could be pursued more thoroughly.

3. <u>Is it more convenient</u>? – This question could also be phrased, "Does it make better use of time?" Often, if the information and agenda are planned correctly, a four hour course can be more effective than an eight hour course. The PTD Technology Team has been working on this area for a while, looking to make the time spent in training even more productive. The phrase, "time is money" is true, so time saved is money saved. This process will also involve the continuation and improvement of onsite training scenarios. Our goal is to keep the convenience and needs of our clients a top priority.

4. <u>How does it address learning styles</u>? – Another way to improve training is to take into consideration the various ways in which people learn. This is a topic widely known and yet greatly neglected. Having available a variety of learning methods, and continuing to build on this, will be a significant part of ongoing improvement.

5. <u>Do we like it</u>? – Often, training organizations will offer training solutions that are more economical or even convenient, but realize it is less than best. We take pride in our industry and strive to be known for our quality more than any other trait.

6. <u>What does the client think</u>? – Just because PTD Technology is convinced that an improvement is best, does not mean our clients are convinced. The entire process pivots on our clients being fully informed and in agreement on how an area can be enhanced or changed. The pursuit of excellence will always be our goal, and we feel this goal is pursued best with a team effort. Consistent and open collaboration is an essential aspect of any improvement plan.

7. <u>What are the results</u>? – Often, improvement ideas look great on paper and receive an enthusiastic response, only to be shown ineffective. This step involves a thorough evaluation process, both internally and externally. In addition to course evaluations, follow-up contacts will be needed to ensure what was taught met the need. The better the feedback, the better the progress will be. Our timely responses play a significant part of this step.

These questions serve as filters, aiding us in assessing incoming information and options brought to our attention and made available to us. In conjunction with these initial quality review questions, the PTD Technology Team will develop and present an Improvement Plan that will particularly focus on the three categories mentioned in the RFP.

1. <u>Re-evaluating the Dynamic Pricing Model</u> – As training options become available, other alternatives related to pricing will also be under constant consideration. Some of these alternatives will be researched in an ongoing effort to reduce costs to the State. As these are approved and implemented, these options will be immediately available in the web catalog.

2. <u>Evaluate and Report on New IT Training Options Available to the State</u> – As described at the start of this section, the PTD Technology Team will continue to explore training options and additional venues to provide the State with a greater variety of training solutions. Each of these will follow the scrutinizing process that will be defined in the Continuous Improvement Plan.

3. <u>Evaluate and Report Client Satisfaction</u> – The large part of improvement will be initiated by the training evaluation process. Feedback from the client at all levels will lay the groundwork for investigating and integrating necessary changes. The evaluation process, and its part in the improvement process, will also be defined and described in the Improvement Plan.

Deliverable(s)
1. Implementation Plan
2. Continuous Improvement Plan

D. IT Training Methods

1. **Training Methods**
   The Contractor must provide a complete array of high quality and highly effective, contemporary training methods. These methods shall include, but are not limited to the following:

   - **Formal Classroom training**,
   - **Self-Paced e-Learning,**
   - **Instructor-Led e-Learning**

   The State seeks to have the Contractor offer various methods of training for each course via either Formal Classroom, Self-Paced e-Learning, Instructor-Led e-Learning, or via a pre-defined blend of these delivery methods. The Contractor shall supply all student materials at no additional cost to the State for all IT Training delivery methods supplied.

   Formal Classroom training
   Each instructor-lead class will contain:
   - Classroom materials (user manuals and other printed materials as needed)
   - Desks, Monitors and PC's for each student
   - A projector to allow students to follow the instructor's demonstration of a process
   - Sign-in sheets to track attendance
   - Hands-on exercises to allow students to test out what they have just learned
   - Questions and answers to deal with issues or misunderstandings
   - Some classes will involve post-training workshops to allow students time to work on their own projects while having the instructor present
   - Post training evaluations to assess the overall training and training environment by the students as well as the instructors

   Students will be able to sign-up and enroll for these courses using the web-based course catalog located at http://www.ptdtechnology.com/mitt%5Fschedule/. Each course listing includes a class syllabus to allow further research into what each course contains as well as prerequisites to taking the course. If there are questions regarding classroom training, the PTD Technology Team will be available to answer questions and make suggestions regarding the most effective classes to take. Contractor will provide a full gamut of desktop and technical classes, including the option to have custom courses developed.

   Self-Paced and Instructor Led e-Learning
   These e-Learning courses will be accessible through the web catalog and will be a normal part of the enrollment process. This will involve offering information on the available courses, the type of course (classroom, self-paced, instructor-led) and the process to enroll. For self-paced courses, the student will be provided the information they need to access the course and may take it whenever they desire, and may control the pace of the course. For instructor-led e-Learning courses, users will also be able to register through the web catalog

2. **Tailored IT Training – Statement of Work (SOW) process**
   The Contractor must include a provision for tailoring the IT Training courses supplied by this Contract to accommodate the prescribed training needs of the State's employees. This course tailoring must include a provision for developing special e-Learning experiences or courses that address the unique operational needs of MDIT and its clients.

   The State will have the option of requesting certain types of Tailored IT Training through a Statement of Work process (See Appendix B, Sample SOW Template). Materials for tailored classes shall be factored into the Contractor's unit rates for tailoring training based on specifications in the Statement of Work. The Contractor must further supply a description of the support <u>required by MDIT or by the MDIT Client</u> in the development of a tailored course, including subject-matter expertise, materials, approvals, etc.

The Contractor will utilize the following process in the development of tailoring/customizing the IT training.

Initial Contact
Begin Statement of Work Process

Needs Assessment
Business Analysis and System Analysis

Skills Analysis
Assess Needed Training

Training Plan
Students, Courses, Agendas

Training Materials Development
Course/Supplemental Materials

Training Schedule/Delivery
Training Dates, Locations

Training Evaluation
Student/Instructor Feedback

1. <u>Initial Contact</u> – The request for specialized training course development will begin with either a request through the web-based catalog or through a direct call or email to the PTD Technology Team representative. It is also recognized that this initial contact may come through the Statement of Work process. At this point, it can be determined if the training in question is already available (in some form), or if the process to develop a custom solution needs to begin. As we have seen over the past several years, many of these calls are investigatory and the solution often takes a different direction than was anticipated.

2. <u>Needs Assessment</u> – Once it is established that special training development is needed, someone form either PTD (training coordinator) or CDI (technical liaison) will schedule a meeting(s) with the client, along with relevant subject matter experts. This assessment will involve compiling an exhaustive list of the technologies or applications being utilized. This will be essential to ensure the training is thorough and that no step in the utilization of the training is missed.

3. <u>Skills Analysis</u> – As required, a skills analysis may be needed to determine the skills set and knowledge already held by the staff or trainers needing training. This step will help fine-tune the Needs Assessment list. The Needs Assessment and Skills Analysis may need to be an additional part of the Statement of Work process.

4. <u>Training Plan</u> – As part of the Statement of Work approach, a training plan will be produced to lay out the overall solution to best meet the training and mentoring needs. This plan will outline the course or courses needed, the students slated for training, class syllabi and agendas and an overall timeframe for the training and support to be delivered.

5. <u>Training Materials Development</u> – After the Training Plan has been constructed, course materials will be developed and compiled to be utilized either in a classroom setting as course materials, or for supplemental materials (reference materials) for online training. These materials will be available in printed form for classroom training and in an electronic form for e-Learning. These materials will also consist of training examples and exercises used to illustrate the application or technology features, in addition to serving as a chapter-by-chapter assessment of the knowledge retained by the students.

6. <u>Training Schedule and Delivery</u> – Once materials are completed, a training schedule will be developed to direct the training delivery. Class locations, trainers, student rosters and agendas will be finalized and followed. This schedule will be closely monitored by the PTD Training Coordinator (for desktop applications) or by the CDI Technical Liaison (for technical training).

7. <u>Training Evaluation </u>– Once the tailored training has been delivered, an evaluation will be made available to solicit feedback from the students. This feedback will assist in evaluating the performance of the instructor, the quality and usability of the materials, and the overall opinion of the course.

Additionally, specialized e-Learning modules may need to be developed from scratch. This may involve recording live classes to be made available online for future use, as well as the additional development of multimedia demonstrations and system emulation.

As these tailored training scenarios are developed, areas requiring knowledge transfer to MDIT employees or their clients will be factored in as part of the training plan. If these scenarios involve special e-Learning modules, all files used in the creation of these modules will be transferred to the applicable State employees, along with mentoring or consulting in the ongoing support of the files. The Contractor will also look to utilize State standards (such as Camtasia and Captivate) in the development of these online training resources. As part of the process, the Contractor Technology Team will have Subject Matter Experts available, as well as the option for the client to have contract tutoring services.

Optional Pre-Recorded e-Learning
Many of the popular classroom courses will also be made available by offering a blended solution of all three venues. Live classes will be "captured" and made available through the online catalog. These courses will offer a classroom feel with video of the instructor and of the instructor's desktop along with the option to start, stop and pause the presentation as needed. As students sign-up for these specialized courses, instructors will be available to answer questions as they arise. Students will have the option to submit questions (via email or chat) to an available instructor who will respond to the student within a few minutes.

3. MDIT Client Agency/Division Training Development Plans

Contractor shall work with MDIT Clients to build agencies/division training plans, working with MDIT clients and managers to identify and plan for IT technical training that is projected to be needed for employees in their areas. Minimally, Contractor shall meet with MDIT clients and managers bi-annually for updates to these plans.

Contractor will identify when training needs do not require complete course work and will work with the MDIT client to provide customized, abbreviated training courses at a reduced cost.

Tentative Training Plan Procedure:
1) A meeting is scheduled with each manager to discuss upcoming projects and technical priorities.
2) A template of the Training Plan is given to each manager. It is similar to the above Training Plan, but populated with courses specific to the technologies with which they are working.
3) Contractor will create Total MDIT Training requirements so the State Training manager understands the full MDIT fiscal year requirement.
4) Contractor will follow progress and re-evaluate plans quarterly.

Deliverable(s)
1. Agency/division training plans

Bidders - describe your proposed solution to meet this service, including State roles and Contractor roles

E. Support Services and Training Facilities

1. Help Desk Services

As requested by the MDIT Training Administrator, the Contractor will supply, at no charge, subject matter experts in each of the State's standard technologies to assist MDIT teams at no charge. The Contractor will advise and assist various MDIT curriculum development teams in strategizing and defining progressive technical curricula. The Contractor will integrate the documentation of such defined curricula, or sequential course tracks, into the Product Web Catalog Web site. Wherever practical, such curricula will be represented on the Contractor's Web site in an easy to comprehend, graphical, flow chart like format.

Contractor shall provide help desk services for clients who have attended courses to assist with problems encountered while trying to perform tasks illustrated in the registered courses taken. Support is limited to the material covered in class. Help desk staff shall include experienced trainers, consultants and dedicated support staff. The specific method for contacting support will be included with each set of course materials or each purchased e-learning course.

This support ranges from phone and email based support, to web-based assistance.

2. **Training Facilities**

The Contractor is expected to offer classroom-style, instructor-led training as one of the available training options. As such, training facilities for classroom-style training must be supplied by the Contractor and located within a twenty-mile radius of the metropolises of Lansing, Grand Rapids and Detroit. Training must also be provided in Contractor-supplied facilities for each of the State zones as defined in **Appendix B**. Each of these training facilities shall provide a complete workable workstation for each attending student. Each of these facilities must further supply reasonable accommodation for accessibility to buildings and facilities by individuals with disabilities as defined under the Americans with Disabilities Act (ADA). The State does not expect the Contractor to restrict its class attendance to only include students who are State employees, unless the course is conducted in a State facility, or unless the State has purchased a full class.

The facilities will contain fully equipped classrooms including a minimum of 10 workstations to a maximum of 24 workstations. All workstations will exceed the minimum manufacturer's requirements for the applications and systems in which they are used to instruct. All workstations in all classrooms will be Internet-enabled; although access is at times limited in order to focus the students on classroom topics.

Each classroom will be furnished with a white-board for instructor presentations and either overhead projection equipment or large screen monitors, all of which will be clearly visible from every workstation. Classrooms will be self-contained by masonry or frame walls, no soft dividers, and therefore will be quiet and conducive to learning. Each classroom will be climate controlled for student comfort, and each classroom will be conveniently located near rest room and refreshment facilities.

Each student will be provided with an individual workstation, and each workstation will provide for a number of ergonomic adjustments. The student chairs will provide for adjustment of seat height and back height, with proper lumbar support; the keyboards provide for adjustment of angle; and the monitors will be tilt-swivel, allowing both vertical and horizontal adjustment. In addition, alternate placements of the monitor relative to the system will be available.

F. Contractor Performance and Customer Satisfaction

1. Course and Instructor Performance Rating

Instructor and course performance will be based on the evaluations completed by the students at the end of the training session. The performance rating will have a 5-point scale; with 5.0 being the best score. Contractor is required to deliver training courses that at least 85% of the students in each class evaluate the class session a positive overall rating average of 4.0 to 5.0 on a 5-point scale. The MDIT Training Administrator must approve the evaluation tool. Detailed student rating data (including individual comments) must be available in a format that can be easily loaded into a database or spreadsheet, such as Microsoft Access or Excel, where it will be formatted, sorted and reported as needed by the State. All evaluations for e-Learning courses must be conducted electronically.

Average performance scores less than 4.0 may result in the MDIT Training Administrator scheduling a problem-solving conference with the Contractor and instructor. The MDIT Training Administrator and Contractor will both continue to monitor the instructor's performance until an average score of 4.0 or above is obtained. An average score of 3.49 or less is considered substandard and will result in immediate action by the MDIT Training Administrator. If a resolution between the MDIT Training Administrator, Contractor, subcontractor and instructor is determined for resolving the substandard performance and, subsequently, substandard performance ratings continue, the State may require the instructor be replaced and/or the purchase order for course in question may be cancelled.

For multi-day formal classroom courses, the instructor will conduct short, interim evaluations at the end of each class day. This feedback is to be used by the instructor to guide or adjust his or her classroom management strategy for the remaining days of the class. The Contractor with the approval of the MDIT Training Administrator will develop the questions and format of this abbreviated daily evaluation.

For all formats of training, Contractor will utilize Metrics That Matter ™ as a diagnostic tool to collect and report evaluation and survey data. Metrics That Matter™ is a custom learning tool that provides the State with information to measure the effectiveness of its training.

Immediately following a class, learners complete on-line evaluations on the training they have just completed. Unless otherwise indicated, 60 days following, learners are again asked to complete an evaluation and respond to questions aimed at identifying the effectiveness of the training event previously attended.

For multi-day classroom courses, The contractor already has in place an informal process to get daily feedback from the students, so changes can be made during the class. This daily feedback will be formalized into questions approved by the Training Administrator.

2. **Quality Assurance (Measuring The Learning)**
The Contractor must provide access to electronic Pre-test/Pre-Assessment tools for all supplied IT Training courses at no additional charge when requested by the Training Administrator. Pre-Assessments will help indicate where the student may need remedial instruction to attain the desired skill level. The Pre-Assessment will assist each student in identifying the most appropriate course level and course delivery method.

Pre-Assessments will also supply a base-level benchmark for quantifying the impact of training received. As such, electronic Post-Assessment will also be available from the Contractor to determine the learning that has taken place after completing the course. This Post-Assessment could also be conducted several weeks or months after training. The results of these assessments, in statistically significant detail, will be electronically supplied to the State via a mutually acceptable process and time interval.

Detailed student rating data, including individual comments, shall be available as needed by the State. Quarterly training evaluation reports will be electronically available to the State at the end of each quarter. The quarterly average of the training evaluations for all the members of the Contractor's training team will be posted in the Web Catalog.

The State may audit any course without charge to the State at any time.

3. **Process For Handling Dissatisfaction**
Instructor and course performance is based on a number of criteria. These include but are not limited to: the evaluations completed by the students at the end of a training session, instructor reports turned in by each instructor immediately following each training session, comments from Training Liaisons and/or students after the student has returned to their normal job duties. The training evaluation form used by students immediately following each training course will be created by the Contractor and approved by the MDIT Training Administrator.
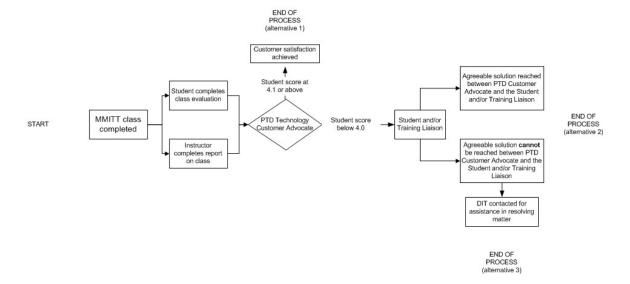
Contractor shall continuously review both instructor reports and student evaluations. Comments from Training Liaisons shall be solicited on an ongoing basis. All students and Training Liaisons will be given contact information upon registering for any training, and upon completion of each course, for any input they may have during and after any training. Contractor shall encourage comments, questions, concerns and constructive criticism from the students and liaisons.

If any class evaluations from the students are below a 4.0 for any of the questions on the evaluation, the Customer Advocate from the PTD Technology Team contacts the student and/or the Training Liaison to follow up on their dissatisfaction. At this point, the student and/or the Training Liaison and the PTD Technology Team Customer Advocate will come to an agreement for resolution of the issue. If an agreeable resolution between the PTD Technology Team and the student and/or Training Liaison cannot be reached, the PTD Technology Team would then contact DIT for assistance.

Detailed student rating data, including individual comments, are available as needed by the State. Quarterly training evaluation reports are delivered to the Master Contract Training Coordinators by the PTD

Technology Team Customer Advocate at the end of each quarter. The quarterly average of the training evaluations for all the vendors of the PTD Technology Team will be posted in the Web Catalog.

Deliverable(s)
1. Metrics for measuring criteria such as performance rating, customer satisfaction, realization of value, etc.
2. Defined reporting requirements

II. Requirements and Service Level Agreements

A. Technical, Functional and Security Requirements – The Contractor shall comply with the Technical, Functional, and Security Requirements:
   1. Technical and Functional requirements are listed in **Attachment E**.
   2. Security requirements standards are referenced in **Appendix A**.

B. *Service Level Agreement (SLA) Metrics*

The Contractor shall meet all of the SLA's identified below, on a quarterly basis.

1. Delivery
The Contractor will deliver training courses via the most cost effective contemporary methods that will lead to the training receiving a positive rating (4.0 to 5.0 on a 5-point scale) by 85% of the students trained. The Contractor will also utilize the Metrics That Matter ™ tool, to successfully enable a 90% or better return of the students completing and turning in their course and instructor evaluations.

2. Statement of Work
Contractor must deliver a complete proposal with price to the State within 10 business days after the State's submission of an SOW at least 95% of the time. Compliance with this SLA must be reflected in the Contractor's quarterly report to the State.

3. Product Web Catalog SLA'S
The Product Web Catalog furnished by the Contractor will be available 99.9 percent of the time as measured Monday through Friday 7:00 AM – 6:00PM, 24x7x365.
Patches, both application and security, are applied automatically at times of inactivity, so as to not impede access or performance. Compliance with this SLA must be reflected in the Contractor's quarterly report to the State.

1.200   Roles and Responsibilities

1.201 Contractor Staff, Roles, and Responsibilities

The Contractor will to carry out the provisions of this Contract under the coordinated direction and control of the MDIT Training Administrator. There should be a continuous liaison between the MDIT Training Administrator and the Contractor and its subcontractors to review progress and provide assistance in resolving any problems and/or concerns.

Contractor shall at a minimum provide the following services:
- Manage the Contract as a partnership with the State.
- Provide the MDIT Training Administrator information regarding new trends, which may be considered beneficial for the State.
- Provide a Single Point Of Contact (SPOC) to call for scheduling problems, delivery issues and billing issues. This will be provided through a toll-free line.
- Designate a Project Manager to oversee all IT-related training.
- Maintain and update current pricing for all products on a weekly basis within the Product Web Catalog.
- Ensure that invoicing is correct and based upon the current price at the time of the order.
- Ensure that all IT Training course prices are current and competitive.
- Verify the receipt of a purchase order prior to the processing of any order covered under the Contract.
- Provide the technical requirements for all e-Learning courseware delivered to students including audio delivery via the Internet to learners as an alternative to a phone line.
- Maintain all current information, as directed by the MDIT Training Administrator, on the Product Web Catalog Web site.
- The Contractor will sponsor and conduct training awareness events. These will initially be one-day events and will emphasize the learning services available within the training catalog. The events will also be used as a venue for communicating both upcoming and proposed learning innovations. All awareness event topics and formats must be pre-approved by the MDIT Training Administrator.
- Monitor delivery dates, quality of services, client value of services and other service level agreements.

A. Contractor Staff

> Contractor's Single Point of Contact (SPOC) and Project Manager:
> Name: Karl Meier
> Telephone: 517-333-9363
> E-mail: Karl.Meier@PTDtechnology.com
>
> > The Project Manager/SPOC will be solely responsible for all project communications to the State and the Extended Purchasing Partners. In addition, as project manager, he will fulfill all of the requirements that the State has outlined in this Contract, at a minimum, as well as any other requirements and/or duties needed to successfully manage this contract.

Contractor will provide knowledgeable personnel to all projects and activities for the duration of this Contract. Staff must be available on a timely basis so as not to delay implementation of the training program.

The Contractor **shall ensure that qualified instructors will be used to deliver training**. Instructors and facilities for network training **must be certified** through the Various Software Manufacturer's Qualification Process. Unless otherwise noted, classroom and instructor-led e-Learning instructors must have had prior experience conducting their assigned courses.

The Contractor will provide sufficient qualified staffing to satisfy the deliverables of this Statement of Work.

The Contractor's instructors and companies will hold the following certifications and manufacturer credentials:

- Microsoft – MCSE, MCDBA, MCT, MCP, MOUS, MOUS Instructor
- Novell – CNE, MCNE, CNI
- Cisco – CCNA, CCNP, CCDP, CCIE, CCSI
- Crystal Decisions
- Sun Microsystems
- Oracle
- IBM
- HP
- A +
- Project Management Professional

The Contractor has identified a Single Point of Contact (SPOC) for MDIT and the Michigan Delivering Extended Agreements Locally (MiDEAL) authorized personnel to contact for all issues related to this Contract. Service will be provided through a toll-free line to the State and MiDEAL clients and the SPOC will be available during normal business hours. The duties of the SPOC shall include, but not be limited to:

- supporting the management of the Contract,
- facilitating dispute resolution, and
- advising the State of performance under the terms and conditions of the Contract.

The State reserves the right to require a change in the current SPOC if the assigned SPOC is not, in the opinion of the State, adequately serving the needs of the State.

Attachment C identifies the Contractors Organizational Chart indicating lines of authority for personnel involved in performance of this Contract and relationships of this staff to other programs or functions of the firm. Contractor will update the Organization Chart when changed. This chart must also show lines of authority to the next senior level of management and indicate who within the firm will have prime responsibility and final authority for the work.

All Key Personnel may be subject to the State's interview and approval process. Any key staff substitution must have the prior approval of the State. The Contractor must submit a letter of commitment for Key Personnel, signed by the identified resource, stating their commitment to work for the contractor/subcontractor on this project contingent on award of the bid. If the identified personnel are currently assigned to a State project, the Contractor must provide a letter signed by the State Project Manager releasing the individual from the project upon execution of the contract.

The State has identified the following as key personnel for this project:
- Project Manager

The Contractor has provided a project manager. The project manager is solely responsible for all project communications to the State and the Extended Purchasing Partners. The project manager shall at a minimum:
- Prepare and maintain a project plan, roles and responsibility definition document, communications plan, risk management plan and an issue management process
- Measure and evaluate progress against the project plan
- Track issues and monitor closure
- Identify project risks and containment actions
- Coordinate and manage the activities of the Contractor and subcontractor(s) project personnel
- Resolve deviations from the Project Plan with the Training Administrator
- Administer Change Control events with the Training Administrator, in accordance with the procedures described in this document.

- Regularly attend status meetings.
- Prepare and submit weekly Status Reports

B. On Site Work Requirements

1. Hours of Operation:
a. Normal State working hours are 8:00 a.m. to 5:00 p.m. EST, Monday through Friday, with work performed as necessary after those hours to meet project deadlines. No overtime will be authorized or paid.
b. The State is not obligated to provide State management of assigned work outside of normal State working hours. The State reserves the right to modify the work hours in the best interest of a project.
c. Contractor shall observe the same standard holidays as State employees. The State does not compensate for holiday pay.

2. Travel:
a. No travel or expenses will be reimbursed. This includes travel costs related to training provided to the State by Contractor.
b. Travel time will not be reimbursed.

3. Additional Security and Background Check Requirements:
Contractor must present certifications evidencing satisfactory Michigan State Police Background checks ICHAT and drug tests for all staff identified for assignment to this project.

In addition, proposed Contractor personnel will be required to complete and submit an RI-8 Fingerprint Card for the National Crime Information Center (NCIC) Finger Prints, if required by project.

Contractor will pay for all costs associated with ensuring their staff meets all requirements.

See **Appendix A** – for Security Standards.

1.202   State Staff, Roles, and Responsibilities

There should be a continuous liaison between the MDIT Training Administrator and the Contractor and its subcontractors to review progress and provide assistance in resolving any problems and/or concerns. The MDIT Training Administrator is the SPOC for all Contract project communications. The **MDIT Training Administrator shall:**

- Manage the Contract as a partnership with the Contractor.
- Provide a central point of contact and advocacy for MDIT Clients.
- Monitor and track the performance of the Contractor to ensure MDIT Client satisfaction.
- Review and approve Product Web Catalog price increases and new product lines.
- Administer Change Control events with the Project Manager, in accordance with the procedures described in this document.
- Coordinate Monthly Billings and Payment with the Contractor.
- Assist MDIT clients in the development of a Statement of Work.
- Work with the MDIT Clients to designate a Training Coordinator that will coordinate their agencies' Desktop Application training requests and will serve as their agency's training liaison to the Contractor and the MDIT Training Administrator.
- The MDIT Training Administrator may schedule classroom or e-Learning session visitations for monitoring purposes at no charge to the State. These findings may be shared with the Contractor and its subcontractors.
- Serve as the liaison between the Project Manager and all other individuals participating in this Contract.
- Gain the participation and commitment of all personnel affected by the project, and escalate issues within the State as may be necessary to maintain timely progress.
- Regularly attend project status meetings.

- Obtain and provide information, decisions and approvals to ensure efficient and effective management of this Contract
- Resolve deviations from the project plan caused by State personnel or activities.
- Provide subject matter experts as needed to achieve project goals and schedules.
- Coordinate and manage the activities of State personnel assigned under a plan.
- Establish a method of communications for written information for this project in mutual agreement with the Project Manager.
- Provide timely approvals as proposed in the plans.
- Monitor and report project status on a regular basis to various stakeholders at the State.

MDIT shall provide a Training Administrator

Name	Agency/Division	Title
Deb Stanaway	MDIT/Executive Office	MDIT Training Administrator

MDIT shall provide a Training Coordinator.

Name	Agency/Division	Title
Terry Horton	MDIT/Executive Office	MDIT Training Coordinator

MDIT shall provide a Contract Administrator whose duties shall include, but not be limited to, supporting the management of the Contract.

Name	Agency/Division	Title
Patty Bogard	MDIT/Employee and Financial Services	Contract Administrator

1.203 Other Roles and Responsibilities
None

1.300   Project Plan

1.301 Project Plan Management

A. Preliminary Project Plan
Contractor has provided a Preliminary Project Plan in **Attachment A.** This Project plan includes necessary time frames and deliverables for the various stages of the project and the responsibilities and obligations of both the Contractor and the State.
1. In particular, the Preliminary Project Plan will include a MS Project plan or equivalent (using the SUITE/PMM standard) and:
    a. A description of the deliverables to be provided under this Contract.
    b. Target dates and critical paths for the deliverables.
    c. Identification of roles and responsibilities, including the organization responsible. Contractor is to provide a roles and responsibility matrix.
    d. The labor, hardware, materials and supplies required to be provided by the State in meeting the target dates established in the Preliminary Project Plan.
    e. Internal milestones
    f. Task durations
2. The Preliminary Project Plan shall include deliverables/milestones, together with dates for their delivery.
    a. A milestone is defined as complete when all of the deliverables within the milestone are fully functional and have been accepted by the State. Examples of possible milestones are as follows:

Deliverable Milestones
Final Project Plan
Business Requirements Document
Web Catalog Requirements
Design for Training Development Plans

Deliverable Milestones
Implementation Plan
Implementation of Web Catalog
Implementation of Training Development Plans

Note: A Final Project Plan will be required after award of the contract.

B. Orientation Meeting

Within 10 (ten) business days from execution of the Contract, the Contractor will be required to attend an orientation meeting to discuss the content and procedures of the Contract. The meeting will be held in Lansing, Michigan, at a date and time mutually acceptable to the State and the Contractor. The State shall bear no cost for the time and travel of the Contractor for attendance at the meeting.

C. Performance Review Meetings

The State will require the Contractor to participate in monthly meetings, at a minimum, to review the Contractor's performance under the Contract. The meetings will be held in Lansing, Michigan, or by teleconference, as mutually agreed by the State and the Contractor. The State shall bear no cost for the time and travel of the Contractor for attendance at the meeting.

D. Project Control

1. The Contractor will carry out this project under the direction and control of MDIT.
2. Within 10 (ten) business days of the orientation meeting, the Contractor will submit to the State project manager(s) for final approval of the project plan. This project plan must be in agreement with Article 1, Section 1.104 Work and Deliverables.
3. The following sections of the Project Plan shall be updated throughout the term of the Contract:
   - Communication Plan
     - o MDIT
     - o Contractor
     - o Extended Purchasing Partners
   - Define Resource requirements for on-going administration
     - o Subject Matter Experts
     - o Contract Administration Team
   - Training Development Maintenance
     - o Web Site Security
     - o Web Site Views
   - Web Catalog Maintenance
     - o Web Catalog Security
     - o Web Catalog Views
   - Reporting Process.
   - Management of Service Level Agreements (SLA)
   - Contract Quality Control Process
   - Contract Change Control Process
   - Pricing Review Process
   - Schedule Meetings

Deliverables
Format for Contract Deliverables
Deliverables shall be provided in both hard copy and softcopy formats in accordance with the State's current applicable standards.

1.302 Reports

Contractor must provide a variety of best practice reports (and detailed downloadable data, not at this time but may be required in the future) that will enable the State, and the Contractor, to more effectively manage the quality, value and logistics of the IT training supplied. Electronic data transfer elements and download

frequency shall be agreed upon between the Contractor and the MDIT Training Administrator. At a minimum, a monthly download to the designated State of Michigan system will be required. Select data elements may require more frequent updates, depending on the time sensitive nature of the data.

At minimum, the following reports shall be supplied to the State via the Contractor's designated Web site. The data for these Contractor-supplied reports shall be kept current within 10 business days after the completion of the most recent class, regardless of location. The MDIT Training Administrator may request additional reports as mutually agreed upon.

- **Pupils trained by class.** A comprehensive list of all classes offered under this Contract displaying counts relative to attendees, cancellations, no shows and reschedules.
- **Pupils trained by agency.** A comprehensive list of all agencies displaying counts relative to attendees, cancellations, no shows and reschedules. In addition to this summary version, a detailed version of this report is to be available to assist the State and the Contractor with identifying and addressing employee-specific problem situations or trends.
- **Pupils and classes by zone.** A comprehensive list of all zones displaying counts relative to classes held, attendees, cancellations, no shows and reschedules. Please refer to Exhibit C.
- **Quarterly and annual training cost breakdowns** by course, by agency and by zone.
- **Service level reports**
- Any approved changes, revisions and additions to the Product Web Catalog completed in a given month must appear in the Contractor's monthly report to the MDIT Training Administrator

Other reports, such as training cost breakdowns will be provided to MDIT as requested at any interval needed.

The Contractor will provide Training metrics electronically to MDIT on a monthly basis, as well as an invoice register of all MMITT purchases which includes the purchase order number.

The Contractor will supply the MDIT Training Administrator with summary statistics that report the number, nature, time frame, and source of support calls made by State employees to the Contractor's Help Desk. More detailed information from the Contractor's contact management system will be selectively supplied to the State, as needed.

1.400   Project Management

1.401 Issue Management
An issue is an identified event that if not addressed may affect schedule, scope, quality, or budget.

The Contractor shall have a process in place where the State can escalate Contract issues or service delivery issues.

The Contractor must have a management support plan that provides for the orderly escalation of Contract issues to the next highest level for resolution. As a part of the problem escalation process, the Contractor shall have a written procedure to notify the State at regular intervals of the progress made in resolving problems.

The Contractor shall maintain an issue log for issues relating to the provision of services under this Contract. The issue management log must be communicated to the State's Training Administrator on an agreed upon schedule, with e-mail notifications and updates. The issue log must be updated and must contain the following minimum elements:
- Description of issue
- Issue identification date
- Responsibility for resolving issue.
- Priority for issue resolution (to be mutually agreed upon by the State and the Contractor)
- Resources assigned responsibility for resolution
- Resolution date
- Resolution description

Issues shall be escalated for resolution form level 1 through level 3, as defined below:

>   Level 1 – Business leads
>   Level 2 - Project Managers
>   Level 3 – Executive Subject Matter Experts (SMEs)

1.402 Risk Management

A risk is an unknown circumstance or event that, if it occurs, may have a positive or negative impact on the project.

The Contractor is responsible for establishing a risk management plan and process, including the identification and recording of risk items, prioritization of risks, definition of mitigation strategies, monitoring of risk items and periodic risk assessment reviews with the State.

A risk management plan format shall be submitted to the State for approval within twenty (20) business days after the effective date of the contract resulting from the RFP. The risk management plan will be developed during the initial planning phase of the project, and be in accordance with the State's SUITE/PMM methodology. Once both parties have agreed to the format of the plan, it shall become the standard to follow for the duration of the contract. The plan must be updated bi-weekly, or as agreed upon.

The Contractor shall provide the tool to track risks. The Contractor will work with the State and allow input into the prioritization of risks.

The Contractor is responsible for identification of risks for each phase of the project. Mitigating and/or eliminating assigned risks will be the responsibility of the Contractor. The State will assume the same responsibility for risks assigned to them.

1.403 Change Management

Change management is defined as the process to communicate, assess, monitor, and control all changes to system resources and processes. The State also employs change management in its administration of the Contract.

If a proposed contract change is approved by the Agency, the Contract Administrator will submit a request for change to the Department of Management and Budget, Purchasing Operations Buyer, who will make recommendations to the Director of Purchasing Operations regarding ultimate approval/disapproval of change request. If the DMB Purchasing Operations Director agrees with the proposed modification, and all required approvals are obtained (including State Administrative Board), the Purchasing Operations Buyer will issue an addendum to the Contract, via a Contract Change Notice. **Contractors who provide products or services prior to the issuance of a Contract Change Notice by the DMB Purchasing Operations, risk non-payment for the out-of-scope/pricing products and/or services.**

The Contractor must employ change management procedures to handle such things as "out-of-scope" requests or changing business needs of the State.

The Contractor will employ the change control methodologies to justify changes in the processing environment, and to ensure those changes will not adversely affect performance or availability.

1.500   Acceptance

1.501 CRITERIA
Document Deliverables
1. Documents are dated and in electronic format, compatible with State of Michigan software.
2. Requirements documents are reviewed and updated to assure requirements are met in the final product.
3. Draft documents are not accepted as final deliverables.
4. The documents will be reviewed and accepted in accordance with the requirements of the Contract and Appendices.

5. MDIT will review documents within a mutually agreed upon timeframe.
    a. Approvals will be written and signed by the State.
    b. Issues will be documented and submitted to the Contractor.
    c. After issues are resolved or waived, the Contractor will resubmit documents for approval within 5 business days of receipt.

1.502 FINAL ACCEPTANCE

Final acceptance is expressly conditioned upon completion of ALL deliverables/milestones, completion of ALL tasks in the project plan as approved and the certification by the State that the Contractor has met the defined requirements.

1.600   Compensation and Payment

1.601 PRICING

All-inclusive pricing for classes is provided within the Cost Tables of **Attachment D**. All-inclusive prices for classes incorporate travel, shipping, materials and a project manager who will be responsible to provide assistance to the MDIT Training Administrator. The all inclusive pricing must also incorporate the expenses the Contractor may incur when it is necessary for a class to be tailored, i.e., when teleconferences or face-to-face meetings may be required to assess and identify specific departmental issues and needs, and where training materials must be modified in order to satisfy their training requirements. The Contractor and the MDIT Training Administrator will mutually agree upon the incremental additional cost of training materials for large Formal Classroom sessions where class size exceeds normal standards. For "Tailored IT Training" the class size limit will be negotiable between the Training Administrator and the Contractor.

The Contractor must bear the cost of all training materials. All training materials such as booklets, handouts, etc., must be delivered to the training site in time for the session. The Contractor is also responsible for returning any excess training materials. The MDIT will not be responsible for storing, securing or the return shipment of any materials. Classroom pricing must take into account that most classroom training will be conducted in the Lansing, Detroit and Grand Rapids area, but sessions will also be held in other parts of the State, some quite distant from Lansing.

Classes may be re-taken without charge to the State provided: class seats are still available 5 calendar days prior to the scheduled date of the course and the same version of the course is still being taught. The student retaking the course is required to bring back all course materials from their previous class. To prevent potential abuse of this provision, the Contractor must include a method in the Contractor's enrollment process for identifying and reporting trends of students who retake or fail to attend a course.

At no cost to the State, students may cancel no later than five business days prior to the class. For late student cancellations, the State may be liable for the per student cost where the cancellation causes the enrollment to drop below an agreed upon minimum requirement.

Method of Payment
If Contractor reduces its prices for any of the services during the term of this Contract, the State shall have the immediate benefit of such lower prices for new purchases. Contractor shall send notice to the State's MDIT Training Administrator with the reduced prices within fifteen (15) Business Days of the reduction taking effect.

The parties agree that the Services/Deliverables to be rendered by Contractor pursuant to this Contract (and any future amendments of it) will be defined and described in detail in Statements of Work and with an issuance of Purchase Orders (PO) executed under this Contract. Contractor shall not be obliged or authorized to commence any work to implement a Statement of Work until authorized via a PO issued against this Contract. Contractor shall perform in accordance with this Contract, including the Statements of Work/Purchase Orders executed under it.

Invoicing

Contractor will submit properly itemized invoices to the "Bill To" Address on the Purchase Order. Invoices must provide and itemize, as applicable:

- Contract number;
- Purchase Order number
- Contractor name, address, phone number, and Federal Tax Identification Number;
- Description of IT Training courses and materials, including quantity ordered, and names of attendees;
- Date(s) of delivery
- Price for each item, or Contractor's list price for each item and applicable discounts;
- Net invoice price for each item;
- Other applicable charges;
- Total invoice price; and
- Payment terms, including any available prompt payment discount.

Invoicing/Reporting Process

In addition to the monthly detailed invoice, a report must be submitted to each agency having student representation during the invoice period, the Contractor shall also submit a monthly summary report to the MDIT Training Administrator and contain the follow information.

- o The original participant roster with the actual participants' signatures or initials or comparable validation of student enrollment/attendance.
- o The participants' evaluation data and/or forms.
- o A summary of the evaluations, including the averages of the numerical ratings, as well as a summary of any written comments.

Incorrect or incomplete invoices will be returned to Contractor for correction and reissue.

Attachment A
Preliminary Project Plan

The Contractor has provided a Preliminary Project Plan, as described in Section 1.300.

ID	SOW	Task Name	Start	Finish	Resource Names
		MMITT Project Plan			
1		**Plan Deliverables**	Wed 4/15/09	Fri 5/29/09	**State Training Administrator,PTD Technology Project Manager**
2	1.104 1 A.2	**Business Requirements Document**	Mon 4/27/09	Wed 4/29/09	
3		**Communications Plan**	Wed 4/15/09	Fri 4/17/09	
4		**Web Catalog Requirements**	Mon 4/20/09	Fri 4/24/09	
5	1.104 1 C.1	**Implementation Plan**	Thu 4/30/09	Mon 5/4/09	
6	1.104 1 C.1	**Continuous Improvement Plan**	Thu 4/30/09	Mon 5/4/09	
7	1.104 1 D.3	**Training Development Plan**	Wed 4/15/09	Fri 4/24/09	
8		**Reporting Requirements**	Mon 4/20/09	Fri 4/24/09	
9	1.402	**Risk Management Plan**	Tue 5/5/09	Tue 5/5/09	
10	1.301 A	**Final Project Plan**	Mon 4/20/09	Tue 5/5/09	
11	1.301 A	**Implementation of Web Catalog**	Tue 5/5/09	Fri 5/29/09	
12	1.301 A	**Implementation of Training Development Plans**	Mon 4/27/09	Fri 5/29/09	
13		**Orientation Meeting**	Wed 4/15/09	Wed 4/15/09	
14		**Implementation Plan**	Mon 4/13/09	Fri 4/13/12	
15	1.104 1 A	**Requirements Gathering**	Mon 4/13/09	Mon 4/27/09	
16		**Resource Requirements**	Mon 4/13/09	Wed 4/15/09	Training Team Manager,State Training Liaison
17		**Review & Analysis of current business operations**	Mon 4/20/09	Mon 4/27/09	Customer Service Manager,State Training Liaison
18		**Data Requirements**	Mon 4/20/09	Mon 4/27/09	State Training Liaison,Technology Team Manager
19		**User Access requirements**	Mon 4/20/09	Mon 4/27/09	Technology Team Manager,State Training Liaison
20		**Web Catalog Requirements**	Mon 4/20/09	Fri 4/24/09	Technology Team Manager,Training Team Manager,State Training Liaison
21		**Reporting and Statistical Requirements**	Mon 4/20/09	Fri 4/24/09	State Training Liaison,Training Team Manager
22		**Security Audit Logging and Reporting**	Mon 4/20/09	Fri 4/24/09	Technology Team Manager,State Training Liaison
23		**Training courses & certification programs**	Wed 4/15/09	Fri 4/24/09	Training Team Manager,State Training Liaison

24	1.104 E.1	**Support Services**	**Mon 4/13/09**	**Fri 4/13/12**	State Training Liaison,Training Team Manager,Technology Team Manager
25					
26		**Continuous Improvement Plan**	**Mon 4/16/12**	**Fri 4/27/12**	
27		**Develop Improvements and Renovations**	**Mon 4/16/12**	**Fri 4/27/12**	Technology Team Manager,State Training Liaison,Training Team Manager
28					
29		**1.302 Reports**	**Fri 4/3/09**	**Fri 3/30/12**	**Training Team,State Training Liaison**
30		**Pupil by Class**	**Mon 4/27/09**	**Mon 5/4/09**	Training Team,State Training Liaison
31		**Pupil by Agency**	**Mon 4/27/09**	**Mon 5/4/09**	Training Team,State Training Liaison
32		**Pupil by Zone**	**Mon 4/27/09**	**Mon 5/4/09**	Training Team,State Training Liaison
33		**Quarterly & Annual training costs by course, agency &**	**Mon 4/27/09**	**Thu 3/15/12**	**Training Team,State Training Liaison**
34		**Quarterly & Annual training costs by course, agency &**	**Mon 4/27/09**	**Mon 4/27/09**	
35		**Quarterly & Annual training costs by course, agency &**	**Thu 6/18/09**	**Thu 6/18/09**	
36		**Quarterly & Annual training costs by course, agency &**	**Thu 9/17/09**	**Thu 9/17/09**	
37		**Quarterly & Annual training costs by course, agency &**	**Thu 12/17/09**	**Thu 12/17/09**	
38		**Quarterly & Annual training costs by course, agency &**	**Thu 3/18/10**	**Thu 3/18/10**	
39		**Quarterly & Annual training costs by course, agency &**	**Thu 6/17/10**	**Thu 6/17/10**	
40		**Quarterly & Annual training costs by course, agency &**	**Thu 9/16/10**	**Thu 9/16/10**	
41		**Quarterly & Annual training costs by course, agency &**	**Thu 12/16/10**	**Thu 12/16/10**	
42		**Quarterly & Annual training costs by course, agency &**	**Thu 3/17/11**	**Thu 3/17/11**	
43		**Quarterly & Annual training costs by course, agency &**	**Thu 6/16/11**	**Thu 6/16/11**	
44		**Quarterly & Annual training costs by course, agency &**	**Thu 9/15/11**	**Thu 9/15/11**	
45		**Quarterly & Annual training costs by course, agency &**	**Thu 12/15/11**	**Thu 12/15/11**	

Page 1

46

		MMITT Project Plan			
ID	**SOW**	**Task Name**	**Start**	**Finish**	**Resource Names**
46		Quarterly & Annual training costs by course, agency &	Thu 3/15/12	Thu 3/15/12	
47	1.104 1 F.2	**Quarterly Training Evaluation Reports**	**Mon 4/27/09**	**Mon 1/2/12**	**Training Team Manager,State Training Liaison**
48		Quarterly Training Evaluation Reports 1	Mon 4/27/09	Mon 4/27/09	
49		Quarterly Training Evaluation Reports 2	Mon 7/6/09	Mon 7/6/09	
50		Quarterly Training Evaluation Reports 3	Mon 10/5/09	Mon 10/5/09	
51		Quarterly Training Evaluation Reports 4	Mon 1/4/10	Mon 1/4/10	
52		Quarterly Training Evaluation Reports 5	Mon 4/5/10	Mon 4/5/10	
53		Quarterly Training Evaluation Reports 6	Mon 7/5/10	Mon 7/5/10	
54		Quarterly Training Evaluation Reports 7	Mon 10/4/10	Mon 10/4/10	
55		Quarterly Training Evaluation Reports 8	Mon 1/3/11	Mon 1/3/11	
56		Quarterly Training Evaluation Reports 9	Mon 4/4/11	Mon 4/4/11	
57		Quarterly Training Evaluation Reports 10	Mon 7/4/11	Mon 7/4/11	
58		Quarterly Training Evaluation Reports 11	Mon 10/3/11	Mon 10/3/11	
59		Quarterly Training Evaluation Reports 12	Mon 1/2/12	Mon 1/2/12	
60	1.201 A	**Status Report (Weekly)**	**Fri 4/3/09**	**Fri 3/30/12**	**Customer Service Manager**
61		Customer Service Review (Weekly) 1	Fri 4/3/09	Fri 4/3/09	
62		Customer Service Review (Weekly) 2	Fri 4/10/09	Fri 4/10/09	
63		Customer Service Review (Weekly) 3	Fri 4/17/09	Fri 4/17/09	
64		Customer Service Review (Weekly) 4	Fri 4/24/09	Fri 4/24/09	
65		Customer Service Review (Weekly) 5	Fri 5/1/09	Fri 5/1/09	
66		Customer Service Review (Weekly) 6	Fri 5/8/09	Fri 5/8/09	
67		Customer Service Review (Weekly) 7	Fri 5/15/09	Fri 5/15/09	
68		Customer Service Review (Weekly) 8	Fri 5/22/09	Fri 5/22/09	
69		Customer Service Review (Weekly) 9	Fri 5/29/09	Fri 5/29/09	
70		Customer Service Review (Weekly) 10	Fri 6/5/09	Fri 6/5/09	
71		Customer Service Review (Weekly) 11	Fri 6/12/09	Fri 6/12/09	
72		Customer Service Review (Weekly) 12	Fri 6/19/09	Fri 6/19/09	
73		Customer Service Review (Weekly) 13	Fri 6/26/09	Fri 6/26/09	
74		Customer Service Review (Weekly) 14	Fri 7/3/09	Fri 7/3/09	
75		Customer Service Review (Weekly) 15	Fri 7/10/09	Fri 7/10/09	
76		Customer Service Review (Weekly) 16	Fri 7/17/09	Fri 7/17/09	
77		Customer Service Review (Weekly) 17	Fri 7/24/09	Fri 7/24/09	
78		Customer Service Review (Weekly) 18	Fri 7/31/09	Fri 7/31/09	
79		Customer Service Review (Weekly) 19	Fri 8/7/09	Fri 8/7/09	
80		Customer Service Review (Weekly) 20	Fri 8/14/09	Fri 8/14/09	
81		Customer Service Review (Weekly) 21	Fri 8/21/09	Fri 8/21/09	

82	Customer Service Review (Weekly) 22	Fri 8/28/09	Fri 8/28/09
83	Customer Service Review (Weekly) 23	Fri 9/4/09	Fri 9/4/09
84	Customer Service Review (Weekly) 24	Fri 9/11/09	Fri 9/11/09
85	Customer Service Review (Weekly) 25	Fri 9/18/09	Fri 9/18/09
86	Customer Service Review (Weekly) 26	Fri 9/25/09	Fri 9/25/09
87	Customer Service Review (Weekly) 27	Fri 10/2/09	Fri 10/2/09
88	Customer Service Review (Weekly) 28	Fri 10/9/09	Fri 10/9/09
89	Customer Service Review (Weekly) 29	Fri 10/16/09	Fri 10/16/09
90	Customer Service Review (Weekly) 30	Fri 10/23/09	Fri 10/23/09

Page 2

MMITT Project Plan

ID	SOW	Task Name	Start	Finish	Resource Names
91		Customer Service Review (Weekly) 31	Fri 10/30/09	Fri 10/30/09	
92		Customer Service Review (Weekly) 32	Fri 11/6/09	Fri 11/6/09	
93		Customer Service Review (Weekly) 33	Fri 11/13/09	Fri 11/13/09	
94		Customer Service Review (Weekly) 34	Fri 11/20/09	Fri 11/20/09	
95		Customer Service Review (Weekly) 35	Fri 11/27/09	Fri 11/27/09	
96		Customer Service Review (Weekly) 36	Fri 12/4/09	Fri 12/4/09	
97		Customer Service Review (Weekly) 37	Fri 12/11/09	Fri 12/11/09	
98		Customer Service Review (Weekly) 38	Fri 12/18/09	Fri 12/18/09	
99		Customer Service Review (Weekly) 39	Fri 12/25/09	Fri 12/25/09	
100		Customer Service Review (Weekly) 40	Fri 1/1/10	Fri 1/1/10	
101		Customer Service Review (Weekly) 41	Fri 1/8/10	Fri 1/8/10	
102		Customer Service Review (Weekly) 42	Fri 1/15/10	Fri 1/15/10	
103		Customer Service Review (Weekly) 43	Fri 1/22/10	Fri 1/22/10	
104		Customer Service Review (Weekly) 44	Fri 1/29/10	Fri 1/29/10	
105		Customer Service Review (Weekly) 45	Fri 2/5/10	Fri 2/5/10	
106		Customer Service Review (Weekly) 46	Fri 2/12/10	Fri 2/12/10	
107		Customer Service Review (Weekly) 47	Fri 2/19/10	Fri 2/19/10	
108		Customer Service Review (Weekly) 48	Fri 2/26/10	Fri 2/26/10	
109		Customer Service Review (Weekly) 49	Fri 3/5/10	Fri 3/5/10	
110		Customer Service Review (Weekly) 50	Fri 3/12/10	Fri 3/12/10	
111		Customer Service Review (Weekly) 51	Fri 3/19/10	Fri 3/19/10	
112		Customer Service Review (Weekly) 52	Fri 3/26/10	Fri 3/26/10	
113		Customer Service Review (Weekly) 53	Fri 4/2/10	Fri 4/2/10	
114		Customer Service Review (Weekly) 54	Fri 4/9/10	Fri 4/9/10	
115		Customer Service Review (Weekly) 55	Fri 4/16/10	Fri 4/16/10	
116		Customer Service Review (Weekly) 56	Fri 4/23/10	Fri 4/23/10	
117		Customer Service Review (Weekly) 57	Fri 4/30/10	Fri 4/30/10	
118		Customer Service Review (Weekly) 58	Fri 5/7/10	Fri 5/7/10	
119		Customer Service Review (Weekly) 59	Fri 5/14/10	Fri 5/14/10	
120		Customer Service Review (Weekly) 60	Fri 5/21/10	Fri 5/21/10	
121		Customer Service Review (Weekly) 61	Fri 5/28/10	Fri 5/28/10	
122		Customer Service Review (Weekly) 62	Fri 6/4/10	Fri 6/4/10	
123		Customer Service Review (Weekly) 63	Fri 6/11/10	Fri 6/11/10	
124		Customer Service Review (Weekly) 64	Fri 6/18/10	Fri 6/18/10	
125		Customer Service Review (Weekly) 65	Fri 6/25/10	Fri 6/25/10	
126		Customer Service Review (Weekly) 66	Fri 7/2/10	Fri 7/2/10	
127		Customer Service Review (Weekly) 67	Fri 7/9/10	Fri 7/9/10	

128	Customer Service Review (Weekly) 68	Fri 7/16/10	Fri 7/16/10
129	Customer Service Review (Weekly) 69	Fri 7/23/10	Fri 7/23/10
130	Customer Service Review (Weekly) 70	Fri 7/30/10	Fri 7/30/10
131	Customer Service Review (Weekly) 71	Fri 8/6/10	Fri 8/6/10
132	Customer Service Review (Weekly) 72	Fri 8/13/10	Fri 8/13/10
133	Customer Service Review (Weekly) 73	Fri 8/20/10	Fri 8/20/10
134	Customer Service Review (Weekly) 74	Fri 8/27/10	Fri 8/27/10
135	Customer Service Review (Weekly) 75	Fri 9/3/10	Fri 9/3/10

Page 3

		MMITT Project Plan			
ID	SOW	Task Name	Start	Finish	Resource Names
136		Customer Service Review (Weekly) 76	Fri 9/10/10	Fri 9/10/10	
137		Customer Service Review (Weekly) 77	Fri 9/17/10	Fri 9/17/10	
138		Customer Service Review (Weekly) 78	Fri 9/24/10	Fri 9/24/10	
139		Customer Service Review (Weekly) 79	Fri 10/1/10	Fri 10/1/10	
140		Customer Service Review (Weekly) 80	Fri 10/8/10	Fri 10/8/10	
141		Customer Service Review (Weekly) 81	Fri 10/15/10	Fri 10/15/10	
142		Customer Service Review (Weekly) 82	Fri 10/22/10	Fri 10/22/10	
143		Customer Service Review (Weekly) 83	Fri 10/29/10	Fri 10/29/10	
144		Customer Service Review (Weekly) 84	Fri 11/5/10	Fri 11/5/10	
145		Customer Service Review (Weekly) 85	Fri 11/12/10	Fri 11/12/10	
146		Customer Service Review (Weekly) 86	Fri 11/19/10	Fri 11/19/10	
147		Customer Service Review (Weekly) 87	Fri 11/26/10	Fri 11/26/10	
148		Customer Service Review (Weekly) 88	Fri 12/3/10	Fri 12/3/10	
149		Customer Service Review (Weekly) 89	Fri 12/10/10	Fri 12/10/10	
150		Customer Service Review (Weekly) 90	Fri 12/17/10	Fri 12/17/10	
151		Customer Service Review (Weekly) 91	Fri 12/24/10	Fri 12/24/10	
152		Customer Service Review (Weekly) 92	Fri 12/31/10	Fri 12/31/10	
153		Customer Service Review (Weekly) 93	Fri 1/7/11	Fri 1/7/11	
154		Customer Service Review (Weekly) 94	Fri 1/14/11	Fri 1/14/11	
155		Customer Service Review (Weekly) 95	Fri 1/21/11	Fri 1/21/11	
156		Customer Service Review (Weekly) 96	Fri 1/28/11	Fri 1/28/11	
157		Customer Service Review (Weekly) 97	Fri 2/4/11	Fri 2/4/11	
158		Customer Service Review (Weekly) 98	Fri 2/11/11	Fri 2/11/11	
159		Customer Service Review (Weekly) 99	Fri 2/18/11	Fri 2/18/11	
160		Customer Service Review (Weekly) 100	Fri 2/25/11	Fri 2/25/11	
161		Customer Service Review (Weekly) 101	Fri 3/4/11	Fri 3/4/11	
162		Customer Service Review (Weekly) 102	Fri 3/11/11	Fri 3/11/11	
163		Customer Service Review (Weekly) 103	Fri 3/18/11	Fri 3/18/11	
164		Customer Service Review (Weekly) 104	Fri 3/25/11	Fri 3/25/11	
165		Customer Service Review (Weekly) 105	Fri 4/1/11	Fri 4/1/11	
166		Customer Service Review (Weekly) 106	Fri 4/8/11	Fri 4/8/11	
167		Customer Service Review (Weekly) 107	Fri 4/15/11	Fri 4/15/11	
168		Customer Service Review (Weekly) 108	Fri 4/22/11	Fri 4/22/11	
169		Customer Service Review (Weekly) 109	Fri 4/29/11	Fri 4/29/11	
170		Customer Service Review (Weekly) 110	Fri 5/6/11	Fri 5/6/11	
171		Customer Service Review (Weekly) 111	Fri 5/13/11	Fri 5/13/11	
172		Customer Service Review (Weekly) 112	Fri 5/20/11	Fri 5/20/11	

173	Customer Service Review (Weekly) 113	Fri 5/27/11	Fri 5/27/11
174	Customer Service Review (Weekly) 114	Fri 6/3/11	Fri 6/3/11
175	Customer Service Review (Weekly) 115	Fri 6/10/11	Fri 6/10/11
176	Customer Service Review (Weekly) 116	Fri 6/17/11	Fri 6/17/11
177	Customer Service Review (Weekly) 117	Fri 6/24/11	Fri 6/24/11
178	Customer Service Review (Weekly) 118	Fri 7/1/11	Fri 7/1/11
179	Customer Service Review (Weekly) 119	Fri 7/8/11	Fri 7/8/11
180	Customer Service Review (Weekly) 120	Fri 7/15/11	Fri 7/15/11

Page 4

					Resource
ID	**SOW**	**Task Name**	**Start**	**Finish**	**Names**

MMITT Project Plan

ID	SOW	Task Name	Start	Finish	Resource Names
181		Customer Service Review (Weekly) 121	Fri 7/22/11	Fri 7/22/11	
182		Customer Service Review (Weekly) 122	Fri 7/29/11	Fri 7/29/11	
183		Customer Service Review (Weekly) 123	Fri 8/5/11	Fri 8/5/11	
184		Customer Service Review (Weekly) 124	Fri 8/12/11	Fri 8/12/11	
185		Customer Service Review (Weekly) 125	Fri 8/19/11	Fri 8/19/11	
186		Customer Service Review (Weekly) 126	Fri 8/26/11	Fri 8/26/11	
187		Customer Service Review (Weekly) 127	Fri 9/2/11	Fri 9/2/11	
188		Customer Service Review (Weekly) 128	Fri 9/9/11	Fri 9/9/11	
189		Customer Service Review (Weekly) 129	Fri 9/16/11	Fri 9/16/11	
190		Customer Service Review (Weekly) 130	Fri 9/23/11	Fri 9/23/11	
191		Customer Service Review (Weekly) 131	Fri 9/30/11	Fri 9/30/11	
192		Customer Service Review (Weekly) 132	Fri 10/7/11	Fri 10/7/11	
193		Customer Service Review (Weekly) 133	Fri 10/14/11	Fri 10/14/11	
194		Customer Service Review (Weekly) 134	Fri 10/21/11	Fri 10/21/11	
195		Customer Service Review (Weekly) 135	Fri 10/28/11	Fri 10/28/11	
196		Customer Service Review (Weekly) 136	Fri 11/4/11	Fri 11/4/11	
197		Customer Service Review (Weekly) 137	Fri 11/11/11	Fri 11/11/11	
198		Customer Service Review (Weekly) 138	Fri 11/18/11	Fri 11/18/11	
199		Customer Service Review (Weekly) 139	Fri 11/25/11	Fri 11/25/11	
200		Customer Service Review (Weekly) 140	Fri 12/2/11	Fri 12/2/11	
201		Customer Service Review (Weekly) 141	Fri 12/9/11	Fri 12/9/11	
202		Customer Service Review (Weekly) 142	Fri 12/16/11	Fri 12/16/11	
203		Customer Service Review (Weekly) 143	Fri 12/23/11	Fri 12/23/11	
204		Customer Service Review (Weekly) 144	Fri 12/30/11	Fri 12/30/11	
205		Customer Service Review (Weekly) 145	Fri 1/6/12	Fri 1/6/12	
206		Customer Service Review (Weekly) 146	Fri 1/13/12	Fri 1/13/12	
207		Customer Service Review (Weekly) 147	Fri 1/20/12	Fri 1/20/12	
208		Customer Service Review (Weekly) 148	Fri 1/27/12	Fri 1/27/12	
209		Customer Service Review (Weekly) 149	Fri 2/3/12	Fri 2/3/12	
210		Customer Service Review (Weekly) 150	Fri 2/10/12	Fri 2/10/12	
211		Customer Service Review (Weekly) 151	Fri 2/17/12	Fri 2/17/12	
212		Customer Service Review (Weekly) 152	Fri 2/24/12	Fri 2/24/12	
213		Customer Service Review (Weekly) 153	Fri 3/2/12	Fri 3/2/12	
214		Customer Service Review (Weekly) 154	Fri 3/9/12	Fri 3/9/12	
215		Customer Service Review (Weekly) 155	Fri 3/16/12	Fri 3/16/12	
216		Customer Service Review (Weekly) 156	Fri 3/23/12	Fri 3/23/12	
217		Customer Service Review (Weekly) 157	Fri 3/30/12	Fri 3/30/12	
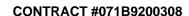
218	Status Report (Weekly) 2	Fri 4/10/09	Fri 4/10/09
219	Status Report (Weekly) 3	Fri 4/17/09	Fri 4/17/09
220	Status Report (Weekly) 4	Fri 4/24/09	Fri 4/24/09
221	Status Report (Weekly) 5	Fri 5/1/09	Fri 5/1/09
222	Status Report (Weekly) 6	Fri 5/8/09	Fri 5/8/09
223	Status Report (Weekly) 7	Fri 5/15/09	Fri 5/15/09
224	Status Report (Weekly) 8	Fri 5/22/09	Fri 5/22/09
225	Status Report (Weekly) 9	Fri 5/29/09	Fri 5/29/09

Page 5

54
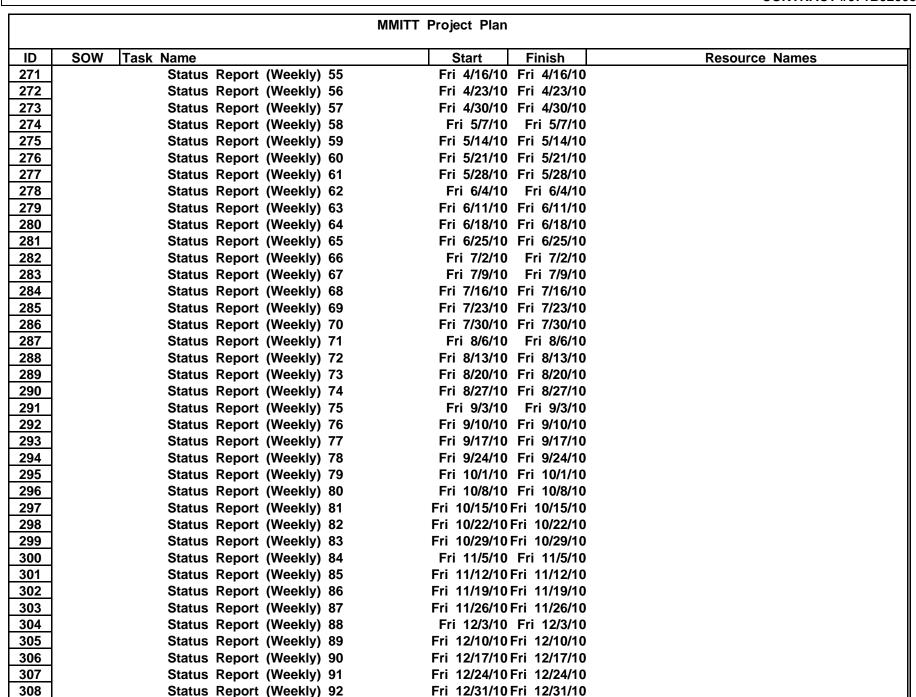
		MMITT Project Plan			
ID	SOW	Task Name	Start	Finish	Resource Names
226		Status Report (Weekly) 10	Fri 6/5/09	Fri 6/5/09	
227		Status Report (Weekly) 11	Fri 6/12/09	Fri 6/12/09	
228		Status Report (Weekly) 12	Fri 6/19/09	Fri 6/19/09	
229		Status Report (Weekly) 13	Fri 6/26/09	Fri 6/26/09	
230		Status Report (Weekly) 14	Fri 7/3/09	Fri 7/3/09	
231		Status Report (Weekly) 15	Fri 7/10/09	Fri 7/10/09	
232		Status Report (Weekly) 16	Fri 7/17/09	Fri 7/17/09	
233		Status Report (Weekly) 17	Fri 7/24/09	Fri 7/24/09	
234		Status Report (Weekly) 18	Fri 7/31/09	Fri 7/31/09	
235		Status Report (Weekly) 19	Fri 8/7/09	Fri 8/7/09	
236		Status Report (Weekly) 20	Fri 8/14/09	Fri 8/14/09	
237		Status Report (Weekly) 21	Fri 8/21/09	Fri 8/21/09	
238		Status Report (Weekly) 22	Fri 8/28/09	Fri 8/28/09	
239		Status Report (Weekly) 23	Fri 9/4/09	Fri 9/4/09	
240		Status Report (Weekly) 24	Fri 9/11/09	Fri 9/11/09	
241		Status Report (Weekly) 25	Fri 9/18/09	Fri 9/18/09	
242		Status Report (Weekly) 26	Fri 9/25/09	Fri 9/25/09	
243		Status Report (Weekly) 27	Fri 10/2/09	Fri 10/2/09	
244		Status Report (Weekly) 28	Fri 10/9/09	Fri 10/9/09	
245		Status Report (Weekly) 29	Fri 10/16/09	Fri 10/16/09	
246		Status Report (Weekly) 30	Fri 10/23/09	Fri 10/23/09	
247		Status Report (Weekly) 31	Fri 10/30/09	Fri 10/30/09	
248		Status Report (Weekly) 32	Fri 11/6/09	Fri 11/6/09	
249		Status Report (Weekly) 33	Fri 11/13/09	Fri 11/13/09	
250		Status Report (Weekly) 34	Fri 11/20/09	Fri 11/20/09	
251		Status Report (Weekly) 35	Fri 11/27/09	Fri 11/27/09	
252		Status Report (Weekly) 36	Fri 12/4/09	Fri 12/4/09	
253		Status Report (Weekly) 37	Fri 12/11/09	Fri 12/11/09	
254		Status Report (Weekly) 38	Fri 12/18/09	Fri 12/18/09	
255		Status Report (Weekly) 39	Fri 12/25/09	Fri 12/25/09	
256		Status Report (Weekly) 40	Fri 1/1/10	Fri 1/1/10	
257		Status Report (Weekly) 41	Fri 1/8/10	Fri 1/8/10	
258		Status Report (Weekly) 42	Fri 1/15/10	Fri 1/15/10	
259		Status Report (Weekly) 43	Fri 1/22/10	Fri 1/22/10	
260		Status Report (Weekly) 44	Fri 1/29/10	Fri 1/29/10	
261		Status Report (Weekly) 45	Fri 2/5/10	Fri 2/5/10	
262		Status Report (Weekly) 46	Fri 2/12/10	Fri 2/12/10	

263	Status Report (Weekly) 47	Fri 2/19/10	Fri 2/19/10
264	Status Report (Weekly) 48	Fri 2/26/10	Fri 2/26/10
265	Status Report (Weekly) 49	Fri 3/5/10	Fri 3/5/10
266	Status Report (Weekly) 50	Fri 3/12/10	Fri 3/12/10
267	Status Report (Weekly) 51	Fri 3/19/10	Fri 3/19/10
268	Status Report (Weekly) 52	Fri 3/26/10	Fri 3/26/10
269	Status Report (Weekly) 53	Fri 4/2/10	Fri 4/2/10
270	Status Report (Weekly) 54	Fri 4/9/10	Fri 4/9/10

Page 6

MMITT Project Plan

ID	SOW	Task Name	Start	Finish	Resource Names
271		Status Report (Weekly) 55	Fri 4/16/10	Fri 4/16/10	
272		Status Report (Weekly) 56	Fri 4/23/10	Fri 4/23/10	
273		Status Report (Weekly) 57	Fri 4/30/10	Fri 4/30/10	
274		Status Report (Weekly) 58	Fri 5/7/10	Fri 5/7/10	
275		Status Report (Weekly) 59	Fri 5/14/10	Fri 5/14/10	
276		Status Report (Weekly) 60	Fri 5/21/10	Fri 5/21/10	
277		Status Report (Weekly) 61	Fri 5/28/10	Fri 5/28/10	
278		Status Report (Weekly) 62	Fri 6/4/10	Fri 6/4/10	
279		Status Report (Weekly) 63	Fri 6/11/10	Fri 6/11/10	
280		Status Report (Weekly) 64	Fri 6/18/10	Fri 6/18/10	
281		Status Report (Weekly) 65	Fri 6/25/10	Fri 6/25/10	
282		Status Report (Weekly) 66	Fri 7/2/10	Fri 7/2/10	
283		Status Report (Weekly) 67	Fri 7/9/10	Fri 7/9/10	
284		Status Report (Weekly) 68	Fri 7/16/10	Fri 7/16/10	
285		Status Report (Weekly) 69	Fri 7/23/10	Fri 7/23/10	
286		Status Report (Weekly) 70	Fri 7/30/10	Fri 7/30/10	
287		Status Report (Weekly) 71	Fri 8/6/10	Fri 8/6/10	
288		Status Report (Weekly) 72	Fri 8/13/10	Fri 8/13/10	
289		Status Report (Weekly) 73	Fri 8/20/10	Fri 8/20/10	
290		Status Report (Weekly) 74	Fri 8/27/10	Fri 8/27/10	
291		Status Report (Weekly) 75	Fri 9/3/10	Fri 9/3/10	
292		Status Report (Weekly) 76	Fri 9/10/10	Fri 9/10/10	
293		Status Report (Weekly) 77	Fri 9/17/10	Fri 9/17/10	
294		Status Report (Weekly) 78	Fri 9/24/10	Fri 9/24/10	
295		Status Report (Weekly) 79	Fri 10/1/10	Fri 10/1/10	
296		Status Report (Weekly) 80	Fri 10/8/10	Fri 10/8/10	
297		Status Report (Weekly) 81	Fri 10/15/10	Fri 10/15/10	
298		Status Report (Weekly) 82	Fri 10/22/10	Fri 10/22/10	
299		Status Report (Weekly) 83	Fri 10/29/10	Fri 10/29/10	
300		Status Report (Weekly) 84	Fri 11/5/10	Fri 11/5/10	
301		Status Report (Weekly) 85	Fri 11/12/10	Fri 11/12/10	
302		Status Report (Weekly) 86	Fri 11/19/10	Fri 11/19/10	
303		Status Report (Weekly) 87	Fri 11/26/10	Fri 11/26/10	
304		Status Report (Weekly) 88	Fri 12/3/10	Fri 12/3/10	
305		Status Report (Weekly) 89	Fri 12/10/10	Fri 12/10/10	
306		Status Report (Weekly) 90	Fri 12/17/10	Fri 12/17/10	
307		Status Report (Weekly) 91	Fri 12/24/10	Fri 12/24/10	
308		Status Report (Weekly) 92	Fri 12/31/10	Fri 12/31/10	

309	Status Report (Weekly) 93	Fri 1/7/11	Fri 1/7/11
310	Status Report (Weekly) 94	Fri 1/14/11	Fri 1/14/11
311	Status Report (Weekly) 95	Fri 1/21/11	Fri 1/21/11
312	Status Report (Weekly) 96	Fri 1/28/11	Fri 1/28/11
313	Status Report (Weekly) 97	Fri 2/4/11	Fri 2/4/11
314	Status Report (Weekly) 98	Fri 2/11/11	Fri 2/11/11
315	Status Report (Weekly) 99	Fri 2/18/11	Fri 2/18/11

Page 7
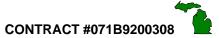
ID	SOW	Task Name	Start	Finish	Resource Names
		MMITT Project Plan			
316		**Status Report (Weekly) 100**	**Fri 2/25/11**	**Fri 2/25/11**	
317		**Status Report (Weekly) 101**	**Fri 3/4/11**	**Fri 3/4/11**	
318		**Status Report (Weekly) 102**	**Fri 3/11/11**	**Fri 3/11/11**	
319		**Status Report (Weekly) 103**	**Fri 3/18/11**	**Fri 3/18/11**	
320		**Status Report (Weekly) 104**	**Fri 3/25/11**	**Fri 3/25/11**	
321		**Status Report (Weekly) 105**	**Fri 4/1/11**	**Fri 4/1/11**	
322		**Status Report (Weekly) 106**	**Fri 4/8/11**	**Fri 4/8/11**	
323		**Status Report (Weekly) 107**	**Fri 4/15/11**	**Fri 4/15/11**	
324		**Status Report (Weekly) 108**	**Fri 4/22/11**	**Fri 4/22/11**	
325		**Status Report (Weekly) 109**	**Fri 4/29/11**	**Fri 4/29/11**	
326		**Status Report (Weekly) 110**	**Fri 5/6/11**	**Fri 5/6/11**	
327		**Status Report (Weekly) 111**	**Fri 5/13/11**	**Fri 5/13/11**	
328		**Status Report (Weekly) 112**	**Fri 5/20/11**	**Fri 5/20/11**	
329		**Status Report (Weekly) 113**	**Fri 5/27/11**	**Fri 5/27/11**	
330		**Status Report (Weekly) 114**	**Fri 6/3/11**	**Fri 6/3/11**	
331		**Status Report (Weekly) 115**	**Fri 6/10/11**	**Fri 6/10/11**	
332		**Status Report (Weekly) 116**	**Fri 6/17/11**	**Fri 6/17/11**	
333		**Status Report (Weekly) 117**	**Fri 6/24/11**	**Fri 6/24/11**	
334		**Status Report (Weekly) 118**	**Fri 7/1/11**	**Fri 7/1/11**	
335		**Status Report (Weekly) 119**	**Fri 7/8/11**	**Fri 7/8/11**	
336		**Status Report (Weekly) 120**	**Fri 7/15/11**	**Fri 7/15/11**	
337		**Status Report (Weekly) 121**	**Fri 7/22/11**	**Fri 7/22/11**	
338		**Status Report (Weekly) 122**	**Fri 7/29/11**	**Fri 7/29/11**	
339		**Status Report (Weekly) 123**	**Fri 8/5/11**	**Fri 8/5/11**	
340		**Status Report (Weekly) 124**	**Fri 8/12/11**	**Fri 8/12/11**	
341		**Status Report (Weekly) 125**	**Fri 8/19/11**	**Fri 8/19/11**	
342		**Status Report (Weekly) 126**	**Fri 8/26/11**	**Fri 8/26/11**	
343		**Status Report (Weekly) 127**	**Fri 9/2/11**	**Fri 9/2/11**	
344		**Status Report (Weekly) 128**	**Fri 9/9/11**	**Fri 9/9/11**	
345		**Status Report (Weekly) 129**	**Fri 9/16/11**	**Fri 9/16/11**	
346		**Status Report (Weekly) 130**	**Fri 9/23/11**	**Fri 9/23/11**	
347		**Status Report (Weekly) 131**	**Fri 9/30/11**	**Fri 9/30/11**	
348		**Status Report (Weekly) 132**	**Fri 10/7/11**	**Fri 10/7/11**	
349		**Status Report (Weekly) 133**	**Fri 10/14/11**	**Fri 10/14/11**	
350		**Status Report (Weekly) 134**	**Fri 10/21/11**	**Fri 10/21/11**	
351		**Status Report (Weekly) 135**	**Fri 10/28/11**	**Fri 10/28/11**	
352		**Status Report (Weekly) 136**	**Fri 11/4/11**	**Fri 11/4/11**	
353		**Status Report (Weekly) 137**	**Fri 11/11/11**	**Fri 11/11/11**	

354	Status Report (Weekly) 138	Fri 11/18/11 Fri 11/18/11
355	Status Report (Weekly) 139	Fri 11/25/11 Fri 11/25/11
356	Status Report (Weekly) 140	Fri 12/2/11 Fri 12/2/11
357	Status Report (Weekly) 141	Fri 12/9/11 Fri 12/9/11
358	Status Report (Weekly) 142	Fri 12/16/11 Fri 12/16/11
359	Status Report (Weekly) 143	Fri 12/23/11 Fri 12/23/11
360	Status Report (Weekly) 144	Fri 12/30/11 Fri 12/30/11

Page 8

MMITT Project Plan

ID	SOW	Task Name	Start	Finish	Resource Names
361		Status Report (Weekly) 145	Fri 1/6/12	Fri 1/6/12	
362		Status Report (Weekly) 146	Fri 1/13/12	Fri 1/13/12	
363		Status Report (Weekly) 147	Fri 1/20/12	Fri 1/20/12	
364		Status Report (Weekly) 148	Fri 1/27/12	Fri 1/27/12	
365		Status Report (Weekly) 149	Fri 2/3/12	Fri 2/3/12	
366		Status Report (Weekly) 150	Fri 2/10/12	Fri 2/10/12	
367		Status Report (Weekly) 151	Fri 2/17/12	Fri 2/17/12	
368		Status Report (Weekly) 152	Fri 2/24/12	Fri 2/24/12	
369		Status Report (Weekly) 153	Fri 3/2/12	Fri 3/2/12	
370		Status Report (Weekly) 154	Fri 3/9/12	Fri 3/9/12	
371		Status Report (Weekly) 155	Fri 3/16/12	Fri 3/16/12	
372		Status Report (Weekly) 156	Fri 3/23/12	Fri 3/23/12	
373		Status Report (Weekly) 157	Fri 3/30/12	Fri 3/30/12	
374	1.601	Monthly Billing	Fri 4/3/09	Fri 3/2/12	Billing/AR Team,State Training Liaison
375		Monthly Billing 1	Fri 4/3/09	Fri 4/3/09	
376		Monthly Billing 2	Fri 5/1/09	Fri 5/1/09	
377		Monthly Billing 3	Fri 6/5/09	Fri 6/5/09	
378		Monthly Billing 4	Fri 7/3/09	Fri 7/3/09	
379		Monthly Billing 5	Fri 8/7/09	Fri 8/7/09	
380		Monthly Billing 6	Fri 9/4/09	Fri 9/4/09	
381		Monthly Billing 7	Fri 10/2/09	Fri 10/2/09	
382		Monthly Billing 8	Fri 11/6/09	Fri 11/6/09	
383		Monthly Billing 9	Fri 12/4/09	Fri 12/4/09	
384		Monthly Billing 10	Fri 1/1/10	Fri 1/1/10	
385		Monthly Billing 11	Fri 2/5/10	Fri 2/5/10	
386		Monthly Billing 12	Fri 3/5/10	Fri 3/5/10	
387		Monthly Billing 13	Fri 4/2/10	Fri 4/2/10	
388		Monthly Billing 14	Fri 5/7/10	Fri 5/7/10	
389		Monthly Billing 15	Fri 6/4/10	Fri 6/4/10	
390		Monthly Billing 16	Fri 7/2/10	Fri 7/2/10	
391		Monthly Billing 17	Fri 8/6/10	Fri 8/6/10	
392		Monthly Billing 18	Fri 9/3/10	Fri 9/3/10	
393		Monthly Billing 19	Fri 10/1/10	Fri 10/1/10	
394		Monthly Billing 20	Fri 11/5/10	Fri 11/5/10	
395		Monthly Billing 21	Fri 12/3/10	Fri 12/3/10	
396		Monthly Billing 22	Fri 1/7/11	Fri 1/7/11	
397		Monthly Billing 23	Fri 2/4/11	Fri 2/4/11	

398	Monthly Billing 24	Fri 3/4/11	Fri 3/4/11
399	Monthly Billing 25	Fri 4/1/11	Fri 4/1/11
400	Monthly Billing 26	Fri 5/6/11	Fri 5/6/11
401	Monthly Billing 27	Fri 6/3/11	Fri 6/3/11
402	Monthly Billing 28	Fri 7/1/11	Fri 7/1/11
403	Monthly Billing 29	Fri 8/5/11	Fri 8/5/11
404	Monthly Billing 30	Fri 9/2/11	Fri 9/2/11
405	Monthly Billing 31	Fri 10/7/11	Fri 10/7/11

Page 9

		MMITT Project Plan			
ID	**SOW**	**Task Name**	**Start**	**Finish**	**Resource Names**
406		Monthly Billing 32	Fri 11/4/11	Fri 11/4/11	
407		Monthly Billing 33	Fri 12/2/11	Fri 12/2/11	
408		Monthly Billing 34	Fri 1/6/12	Fri 1/6/12	
409		Monthly Billing 35	Fri 2/3/12	Fri 2/3/12	
410		Monthly Billing 36	Fri 3/2/12	Fri 3/2/12	
411					
412		Meetings	Wed 4/1/09	Fri 3/30/12	
413		Monthly Status Meetings (1st Wed of Month)	Wed 4/1/09	Wed 3/7/12	Training Team Manager,State Training Liaison
414		Monthly Status Meetings (1st Wed of Month) 1	Wed 4/1/09	Wed 4/1/09	
415		Monthly Status Meetings (1st Wed of Month) 2	Wed 5/6/09	Wed 5/6/09	
416		Monthly Status Meetings (1st Wed of Month) 3	Wed 6/3/09	Wed 6/3/09	
417		Monthly Status Meetings (1st Wed of Month) 4	Wed 7/1/09	Wed 7/1/09	
418		Monthly Status Meetings (1st Wed of Month) 5	Wed 8/5/09	Wed 8/5/09	
419		Monthly Status Meetings (1st Wed of Month) 6	Wed 9/2/09	Wed 9/2/09	
420		Monthly Status Meetings (1st Wed of Month) 7	Wed 10/7/09	Wed 10/7/09	
421		Monthly Status Meetings (1st Wed of Month) 8	Wed 11/4/09	Wed 11/4/09	
422		Monthly Status Meetings (1st Wed of Month) 9	Wed 12/2/09	Wed 12/2/09	
423		Monthly Status Meetings (1st Wed of Month) 10	Wed 1/6/10	Wed 1/6/10	
424		Monthly Status Meetings (1st Wed of Month) 11	Wed 2/3/10	Wed 2/3/10	
425		Monthly Status Meetings (1st Wed of Month) 12	Wed 3/3/10	Wed 3/3/10	
426		Monthly Status Meetings (1st Wed of Month) 13	Wed 4/7/10	Wed 4/7/10	
427		Monthly Status Meetings (1st Wed of Month) 14	Wed 5/5/10	Wed 5/5/10	
428		Monthly Status Meetings (1st Wed of Month) 15	Wed 6/2/10	Wed 6/2/10	
429		Monthly Status Meetings (1st Wed of Month) 16	Wed 7/7/10	Wed 7/7/10	
430		Monthly Status Meetings (1st Wed of Month) 17	Wed 8/4/10	Wed 8/4/10	
431		Monthly Status Meetings (1st Wed of Month) 18	Wed 9/1/10	Wed 9/1/10	
432		Monthly Status Meetings (1st Wed of Month) 19	Wed 10/6/10	Wed 10/6/10	
433		Monthly Status Meetings (1st Wed of Month) 20	Wed 11/3/10	Wed 11/3/10	
434		Monthly Status Meetings (1st Wed of	Wed 12/1/10	Wed	

63

		Month) 21		12/1/10
435		Monthly Status Meetings (1st Wed of Month) 22	Wed 1/5/11	Wed 1/5/11
436		Monthly Status Meetings (1st Wed of Month) 23	Wed 2/2/11	Wed 2/2/11
437		Monthly Status Meetings (1st Wed of Month) 24	Wed 3/2/11	Wed 3/2/11
438		Monthly Status Meetings (1st Wed of Month) 25	Wed 4/6/11	Wed 4/6/11
439		Monthly Status Meetings (1st Wed of Month) 26	Wed 5/4/11	Wed 5/4/11
440		Monthly Status Meetings (1st Wed of Month) 27	Wed 6/1/11	Wed 6/1/11
441		Monthly Status Meetings (1st Wed of Month) 28	Wed 7/6/11	Wed 7/6/11
442		Monthly Status Meetings (1st Wed of Month) 29	Wed 8/3/11	Wed 8/3/11
443		Monthly Status Meetings (1st Wed of Month) 30	Wed 9/7/11	Wed 9/7/11
444		Monthly Status Meetings (1st Wed of Month) 31	Wed 10/5/11	Wed 10/5/11
445		Monthly Status Meetings (1st Wed of Month) 32	Wed 11/2/11	Wed 11/2/11
446		Monthly Status Meetings (1st Wed of Month) 33	Wed 12/7/11	Wed 12/7/11
447		Monthly Status Meetings (1st Wed of Month) 34	Wed 1/4/12	Wed 1/4/12
448		Monthly Status Meetings (1st Wed of Month) 35	Wed 2/1/12	Wed 2/1/12
449		Monthly Status Meetings (1st Wed of Month) 36	Wed 3/7/12	Wed 3/7/12
450	1.301 C	Monthly Performance Review (1st Wed of Month)	Wed 4/1/09	Wed 3/7/12

Page 10

64

		MMITT Project Plan			
ID	**SOW**	**Task Name**	**Start**	**Finish**	**Resource Names**
451		Monthly Performance Review (1st Wed of Month) 1	Wed 4/1/09	Wed 4/1/09	
452		Monthly Performance Review (1st Wed of Month) 2	Wed 5/6/09	Wed 5/6/09	
453		Monthly Performance Review (1st Wed of Month) 3	Wed 6/3/09	Wed 6/3/09	
454		Monthly Performance Review (1st Wed of Month) 4	Wed 7/1/09	Wed 7/1/09	
455		Monthly Performance Review (1st Wed of Month) 5	Wed 8/5/09	Wed 8/5/09	
456		Monthly Performance Review (1st Wed of Month) 6	Wed 9/2/09	Wed 9/2/09	
457		Monthly Performance Review (1st Wed of Month) 7	Wed 10/7/09	Wed 10/7/09	
458		Monthly Performance Review (1st Wed of Month) 8	Wed 11/4/09	Wed 11/4/09	
459		Monthly Performance Review (1st Wed of Month) 9	Wed 12/2/09	Wed 12/2/09	
460		Monthly Performance Review (1st Wed of Month) 10	Wed 1/6/10	Wed 1/6/10	
461		Monthly Performance Review (1st Wed of Month) 11	Wed 2/3/10	Wed 2/3/10	
462		Monthly Performance Review (1st Wed of Month) 12	Wed 3/3/10	Wed 3/3/10	
463		Monthly Performance Review (1st Wed of Month) 13	Wed 4/7/10	Wed 4/7/10	
464		Monthly Performance Review (1st Wed of Month) 14	Wed 5/5/10	Wed 5/5/10	
465		Monthly Performance Review (1st Wed of Month) 15	Wed 6/2/10	Wed 6/2/10	
466		Monthly Performance Review (1st Wed of Month) 16	Wed 7/7/10	Wed 7/7/10	
467		Monthly Performance Review (1st Wed of Month) 17	Wed 8/4/10	Wed 8/4/10	
468		Monthly Performance Review (1st Wed of Month) 18	Wed 9/1/10	Wed 9/1/10	
469		Monthly Performance Review (1st Wed of Month) 19	Wed 10/6/10	Wed 10/6/10	
470		Monthly Performance Review (1st Wed of Month) 20	Wed 11/3/10	Wed 11/3/10	
471		Monthly Performance Review (1st Wed of Month) 21	Wed 12/1/10	Wed 12/1/10	
472		Monthly Performance Review (1st Wed of Month) 22	Wed 1/5/11	Wed 1/5/11	
473		Monthly Performance Review (1st Wed of Month) 23	Wed 2/2/11	Wed 2/2/11	
474		Monthly Performance Review (1st Wed of Month) 24	Wed 3/2/11	Wed 3/2/11	
475		Monthly Performance Review (1st Wed of Month) 25	Wed 4/6/11	Wed 4/6/11	
476		Monthly Performance Review (1st Wed of Month) 26	Wed 5/4/11	Wed 5/4/11	
477		Monthly Performance Review (1st Wed of Month) 27	Wed 6/1/11	Wed 6/1/11	

478	Monthly Performance Review (1st Wed of Month) 28	Wed 7/6/11	Wed 7/6/11	
479	Monthly Performance Review (1st Wed of Month) 29	Wed 8/3/11	Wed 8/3/11	
480	Monthly Performance Review (1st Wed of Month) 30	Wed 9/7/11	Wed 9/7/11	
481	Monthly Performance Review (1st Wed of Month) 31	Wed 10/5/11	Wed 10/5/11	
482	Monthly Performance Review (1st Wed of Month) 32	Wed 11/2/11	Wed 11/2/11	
483	Monthly Performance Review (1st Wed of Month) 33	Wed 12/7/11	Wed 12/7/11	
484	Monthly Performance Review (1st Wed of Month) 34	Wed 1/4/12	Wed 1/4/12	
485	Monthly Performance Review (1st Wed of Month) 35	Wed 2/1/12	Wed 2/1/12	
486	Monthly Performance Review (1st Wed of Month) 36	Wed 3/7/12	Wed 3/7/12	
487	Customer Service Review (Weekly)	Fri 4/3/09	Fri 3/30/12	Customer Service Manager
488	Customer Service Review (Weekly) 1	Fri 4/3/09	Fri 4/3/09	
489	Customer Service Review (Weekly) 2	Fri 4/10/09	Fri 4/10/09	
490	Customer Service Review (Weekly) 3	Fri 4/17/09	Fri 4/17/09	
491	Customer Service Review (Weekly) 4	Fri 4/24/09	Fri 4/24/09	
492	Customer Service Review (Weekly) 5	Fri 5/1/09	Fri 5/1/09	
493	Customer Service Review (Weekly) 6	Fri 5/8/09	Fri 5/8/09	
494	Customer Service Review (Weekly) 7	Fri 5/15/09	Fri 5/15/09	
495	Customer Service Review (Weekly) 8	Fri 5/22/09	Fri 5/22/09	

Page 11

66

		MMITT Project Plan			
ID	SOW	Task Name	Start	Finish	Resource Names
496		Customer Service Review (Weekly) 9	Fri 5/29/09	Fri 5/29/09	
497		Customer Service Review (Weekly) 10	Fri 6/5/09	Fri 6/5/09	
498		Customer Service Review (Weekly) 11	Fri 6/12/09	Fri 6/12/09	
499		Customer Service Review (Weekly) 12	Fri 6/19/09	Fri 6/19/09	
500		Customer Service Review (Weekly) 13	Fri 6/26/09	Fri 6/26/09	
501		Customer Service Review (Weekly) 14	Fri 7/3/09	Fri 7/3/09	
502		Customer Service Review (Weekly) 15	Fri 7/10/09	Fri 7/10/09	
503		Customer Service Review (Weekly) 16	Fri 7/17/09	Fri 7/17/09	
504		Customer Service Review (Weekly) 17	Fri 7/24/09	Fri 7/24/09	
505		Customer Service Review (Weekly) 18	Fri 7/31/09	Fri 7/31/09	
506		Customer Service Review (Weekly) 19	Fri 8/7/09	Fri 8/7/09	
507		Customer Service Review (Weekly) 20	Fri 8/14/09	Fri 8/14/09	
508		Customer Service Review (Weekly) 21	Fri 8/21/09	Fri 8/21/09	
509		Customer Service Review (Weekly) 22	Fri 8/28/09	Fri 8/28/09	
510		Customer Service Review (Weekly) 23	Fri 9/4/09	Fri 9/4/09	
511		Customer Service Review (Weekly) 24	Fri 9/11/09	Fri 9/11/09	
512		Customer Service Review (Weekly) 25	Fri 9/18/09	Fri 9/18/09	
513		Customer Service Review (Weekly) 26	Fri 9/25/09	Fri 9/25/09	
514		Customer Service Review (Weekly) 27	Fri 10/2/09	Fri 10/2/09	
515		Customer Service Review (Weekly) 28	Fri 10/9/09	Fri 10/9/09	
516		Customer Service Review (Weekly) 29	Fri 10/16/09	Fri 10/16/09	
517		Customer Service Review (Weekly) 30	Fri 10/23/09	Fri 10/23/09	
518		Customer Service Review (Weekly) 31	Fri 10/30/09	Fri 10/30/09	
519		Customer Service Review (Weekly) 32	Fri 11/6/09	Fri 11/6/09	
520		Customer Service Review (Weekly) 33	Fri 11/13/09	Fri 11/13/09	
521		Customer Service Review (Weekly) 34	Fri 11/20/09	Fri 11/20/09	
522		Customer Service Review	Fri 11/27/09	Fri 11/27/09	

	(Weekly) 35		
523	Customer Service Review (Weekly) 36	Fri 12/4/09	Fri 12/4/09
524	Customer Service Review (Weekly) 37	Fri 12/11/09	Fri 12/11/09
525	Customer Service Review (Weekly) 38	Fri 12/18/09	Fri 12/18/09
526	Customer Service Review (Weekly) 39	Fri 12/25/09	Fri 12/25/09
527	Customer Service Review (Weekly) 40	Fri 1/1/10	Fri 1/1/10
528	Customer Service Review (Weekly) 41	Fri 1/8/10	Fri 1/8/10
529	Customer Service Review (Weekly) 42	Fri 1/15/10	Fri 1/15/10
530	Customer Service Review (Weekly) 43	Fri 1/22/10	Fri 1/22/10
531	Customer Service Review (Weekly) 44	Fri 1/29/10	Fri 1/29/10
532	Customer Service Review (Weekly) 45	Fri 2/5/10	Fri 2/5/10
533	Customer Service Review (Weekly) 46	Fri 2/12/10	Fri 2/12/10
534	Customer Service Review (Weekly) 47	Fri 2/19/10	Fri 2/19/10
535	Customer Service Review (Weekly) 48	Fri 2/26/10	Fri 2/26/10
536	Customer Service Review (Weekly) 49	Fri 3/5/10	Fri 3/5/10
537	Customer Service Review (Weekly) 50	Fri 3/12/10	Fri 3/12/10
538	Customer Service Review (Weekly) 51	Fri 3/19/10	Fri 3/19/10
539	Customer Service Review (Weekly) 52	Fri 3/26/10	Fri 3/26/10
540	Customer Service Review (Weekly) 53	Fri 4/2/10	Fri 4/2/10

Page 12

68

		MMITT Project Plan			
ID	**SOW**	**Task Name**	**Start**	**Finish**	**Resource Names**
541		Customer Service Review (Weekly) 54	Fri 4/9/10	Fri 4/9/10	
542		Customer Service Review (Weekly) 55	Fri 4/16/10	Fri 4/16/10	
543		Customer Service Review (Weekly) 56	Fri 4/23/10	Fri 4/23/10	
544		Customer Service Review (Weekly) 57	Fri 4/30/10	Fri 4/30/10	
545		Customer Service Review (Weekly) 58	Fri 5/7/10	Fri 5/7/10	
546		Customer Service Review (Weekly) 59	Fri 5/14/10	Fri 5/14/10	
547		Customer Service Review (Weekly) 60	Fri 5/21/10	Fri 5/21/10	
548		Customer Service Review (Weekly) 61	Fri 5/28/10	Fri 5/28/10	
549		Customer Service Review (Weekly) 62	Fri 6/4/10	Fri 6/4/10	
550		Customer Service Review (Weekly) 63	Fri 6/11/10	Fri 6/11/10	
551		Customer Service Review (Weekly) 64	Fri 6/18/10	Fri 6/18/10	
552		Customer Service Review (Weekly) 65	Fri 6/25/10	Fri 6/25/10	
553		Customer Service Review (Weekly) 66	Fri 7/2/10	Fri 7/2/10	
554		Customer Service Review (Weekly) 67	Fri 7/9/10	Fri 7/9/10	
555		Customer Service Review (Weekly) 68	Fri 7/16/10	Fri 7/16/10	
556		Customer Service Review (Weekly) 69	Fri 7/23/10	Fri 7/23/10	
557		Customer Service Review (Weekly) 70	Fri 7/30/10	Fri 7/30/10	
558		Customer Service Review (Weekly) 71	Fri 8/6/10	Fri 8/6/10	
559		Customer Service Review (Weekly) 72	Fri 8/13/10	Fri 8/13/10	
560		Customer Service Review (Weekly) 73	Fri 8/20/10	Fri 8/20/10	
561		Customer Service Review (Weekly) 74	Fri 8/27/10	Fri 8/27/10	
562		Customer Service Review (Weekly) 75	Fri 9/3/10	Fri 9/3/10	
563		Customer Service Review (Weekly) 76	Fri 9/10/10	Fri 9/10/10	
564		Customer Service Review (Weekly) 77	Fri 9/17/10	Fri 9/17/10	
565		Customer Service Review (Weekly) 78	Fri 9/24/10	Fri 9/24/10	
566		Customer Service Review (Weekly) 79	Fri 10/1/10	Fri 10/1/10	
567		Customer Service Review	Fri 10/8/10	Fri 10/8/10	

	(Weekly) 80		
568	Customer Service Review (Weekly) 81	Fri 10/15/10	Fri 10/15/10
569	Customer Service Review (Weekly) 82	Fri 10/22/10	Fri 10/22/10
570	Customer Service Review (Weekly) 83	Fri 10/29/10	Fri 10/29/10
571	Customer Service Review (Weekly) 84	Fri 11/5/10	Fri 11/5/10
572	Customer Service Review (Weekly) 85	Fri 11/12/10	Fri 11/12/10
573	Customer Service Review (Weekly) 86	Fri 11/19/10	Fri 11/19/10
574	Customer Service Review (Weekly) 87	Fri 11/26/10	Fri 11/26/10
575	Customer Service Review (Weekly) 88	Fri 12/3/10	Fri 12/3/10
576	Customer Service Review (Weekly) 89	Fri 12/10/10	Fri 12/10/10
577	Customer Service Review (Weekly) 90	Fri 12/17/10	Fri 12/17/10
578	Customer Service Review (Weekly) 91	Fri 12/24/10	Fri 12/24/10
579	Customer Service Review (Weekly) 92	Fri 12/31/10	Fri 12/31/10
580	Customer Service Review (Weekly) 93	Fri 1/7/11	Fri 1/7/11
581	Customer Service Review (Weekly) 94	Fri 1/14/11	Fri 1/14/11
582	Customer Service Review (Weekly) 95	Fri 1/21/11	Fri 1/21/11
583	Customer Service Review (Weekly) 96	Fri 1/28/11	Fri 1/28/11
584	Customer Service Review (Weekly) 97	Fri 2/4/11	Fri 2/4/11
585	Customer Service Review (Weekly) 98	Fri 2/11/11	Fri 2/11/11
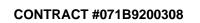
Page 13

		MMITT Project Plan			
ID	**SOW**	**Task Name**	**Start**	**Finish**	**Resource Names**
586		**Customer Service Review (Weekly) 99**	**Fri 2/18/11**	**Fri 2/18/11**	
587		**Customer Service Review (Weekly) 100**	**Fri 2/25/11**	**Fri 2/25/11**	
588		**Customer Service Review (Weekly) 101**	**Fri 3/4/11**	**Fri 3/4/11**	
589		**Customer Service Review (Weekly) 102**	**Fri 3/11/11**	**Fri 3/11/11**	
590		**Customer Service Review (Weekly) 103**	**Fri 3/18/11**	**Fri 3/18/11**	
591		**Customer Service Review (Weekly) 104**	**Fri 3/25/11**	**Fri 3/25/11**	
592		**Customer Service Review (Weekly) 105**	**Fri 4/1/11**	**Fri 4/1/11**	
593		**Customer Service Review (Weekly) 106**	**Fri 4/8/11**	**Fri 4/8/11**	
594		**Customer Service Review (Weekly) 107**	**Fri 4/15/11**	**Fri 4/15/11**	
595		**Customer Service Review (Weekly) 108**	**Fri 4/22/11**	**Fri 4/22/11**	
596		**Customer Service Review (Weekly) 109**	**Fri 4/29/11**	**Fri 4/29/11**	
597		**Customer Service Review (Weekly) 110**	**Fri 5/6/11**	**Fri 5/6/11**	
598		**Customer Service Review (Weekly) 111**	**Fri 5/13/11**	**Fri 5/13/11**	
599		**Customer Service Review (Weekly) 112**	**Fri 5/20/11**	**Fri 5/20/11**	
600		**Customer Service Review (Weekly) 113**	**Fri 5/27/11**	**Fri 5/27/11**	
601		**Customer Service Review (Weekly) 114**	**Fri 6/3/11**	**Fri 6/3/11**	
602		**Customer Service Review (Weekly) 115**	**Fri 6/10/11**	**Fri 6/10/11**	
603		**Customer Service Review (Weekly) 116**	**Fri 6/17/11**	**Fri 6/17/11**	
604		**Customer Service Review (Weekly) 117**	**Fri 6/24/11**	**Fri 6/24/11**	
605		**Customer Service Review (Weekly) 118**	**Fri 7/1/11**	**Fri 7/1/11**	
606		**Customer Service Review (Weekly) 119**	**Fri 7/8/11**	**Fri 7/8/11**	
607		**Customer Service Review (Weekly) 120**	**Fri 7/15/11**	**Fri 7/15/11**	
608		**Customer Service Review (Weekly) 121**	**Fri 7/22/11**	**Fri 7/22/11**	
609		**Customer Service Review (Weekly) 122**	**Fri 7/29/11**	**Fri 7/29/11**	
610		**Customer Service Review (Weekly) 123**	**Fri 8/5/11**	**Fri 8/5/11**	
611		**Customer Service Review (Weekly) 124**	**Fri 8/12/11**	**Fri 8/12/11**	
612		**Customer Service Review**	**Fri 8/19/11**	**Fri 8/19/11**	

ID		Task Name	Start	Finish	
		(Weekly) 125			
613		Customer Service Review (Weekly) 126	Fri 8/26/11	Fri 8/26/11	
614		Customer Service Review (Weekly) 127	Fri 9/2/11	Fri 9/2/11	
615		Customer Service Review (Weekly) 128	Fri 9/9/11	Fri 9/9/11	
616		Customer Service Review (Weekly) 129	Fri 9/16/11	Fri 9/16/11	
617		Customer Service Review (Weekly) 130	Fri 9/23/11	Fri 9/23/11	
618		Customer Service Review (Weekly) 131	Fri 9/30/11	Fri 9/30/11	
619		Customer Service Review (Weekly) 132	Fri 10/7/11	Fri 10/7/11	
620		Customer Service Review (Weekly) 133	Fri 10/14/11	Fri 10/14/11	
621		Customer Service Review (Weekly) 134	Fri 10/21/11	Fri 10/21/11	
622		Customer Service Review (Weekly) 135	Fri 10/28/11	Fri 10/28/11	
623		Customer Service Review (Weekly) 136	Fri 11/4/11	Fri 11/4/11	
624		Customer Service Review (Weekly) 137	Fri 11/11/11	Fri 11/11/11	
625		Customer Service Review (Weekly) 138	Fri 11/18/11	Fri 11/18/11	
626		Customer Service Review (Weekly) 139	Fri 11/25/11	Fri 11/25/11	
627		Customer Service Review (Weekly) 140	Fri 12/2/11	Fri 12/2/11	
628		Customer Service Review (Weekly) 141	Fri 12/9/11	Fri 12/9/11	
629		Customer Service Review (Weekly) 142	Fri 12/16/11	Fri 12/16/11	
630		Customer Service Review (Weekly) 143	Fri 12/23/11	Fri 12/23/11	

Page 14

	MMITT Project Plan				
ID	SOW	Task Name	Start	Finish	Resource Names
631		Customer Service Review (Weekly) 144	Fri 12/30/11	Fri 12/30/11	
632		Customer Service Review (Weekly) 145	Fri 1/6/12	Fri 1/6/12	
633		Customer Service Review (Weekly) 146	Fri 1/13/12	Fri 1/13/12	
634		Customer Service Review (Weekly) 147	Fri 1/20/12	Fri 1/20/12	
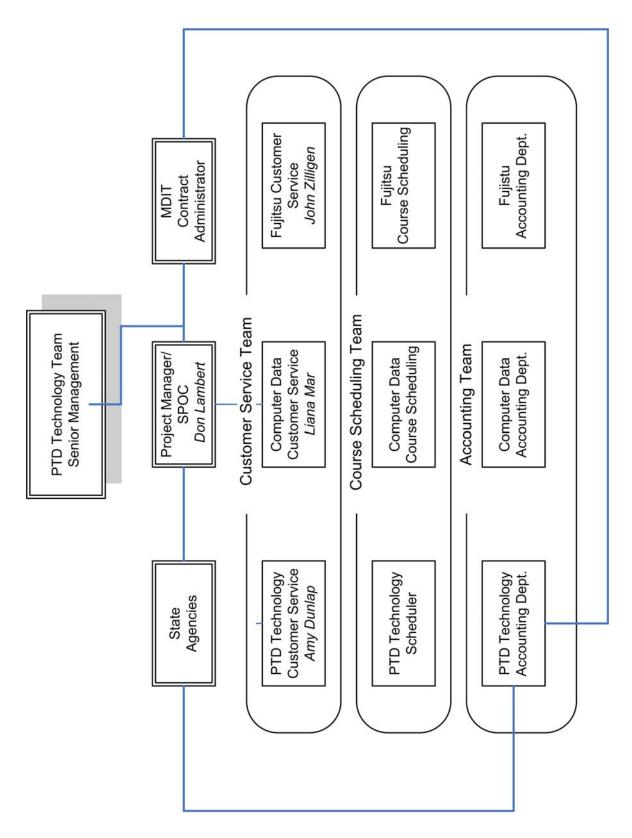
635		Customer Service Review (Weekly) 148	Fri 1/27/12	Fri 1/27/12
636		Customer Service Review (Weekly) 149	Fri 2/3/12	Fri 2/3/12
637		Customer Service Review (Weekly) 150	Fri 2/10/12	Fri 2/10/12
638		Customer Service Review (Weekly) 151	Fri 2/17/12	Fri 2/17/12
639		Customer Service Review (Weekly) 152	Fri 2/24/12	Fri 2/24/12
640		Customer Service Review (Weekly) 153	Fri 3/2/12	Fri 3/2/12
641		Customer Service Review (Weekly) 154	Fri 3/9/12	Fri 3/9/12
642		Customer Service Review (Weekly) 155	Fri 3/16/12	Fri 3/16/12
643		Customer Service Review (Weekly) 156	Fri 3/23/12	Fri 3/23/12
644		Customer Service Review (Weekly) 157	Fri 3/30/12	Fri 3/30/12
645	1.104 1 D.3	MDIT Client Agency/Division Training Dev Plans (Bi-An	Fri 4/3/09	Fri 10/7/11
646		MDIT Client Agency/Division Training Development PI	Wed 10/7/09	Wed 10/7/09
647		MDIT Client Agency/Division Training Development PI	Wed 10/6/10	Wed 10/6/10
648		MDIT Client Agency/Division Training Development PI	Wed 10/5/11	Wed 10/5/11
649		MDIT Client Agency/Division Training Dev Plans (Bi-A	Fri 4/3/09	Fri 4/3/09
650		MDIT Client Agency/Division Training Dev Plans (Bi-A	Fri 10/2/09	Fri 10/2/09
651		MDIT Client Agency/Division Training Dev Plans (Bi-A	Fri 4/2/10	Fri 4/2/10
652		MDIT Client Agency/Division Training Dev Plans (Bi-A	Fri 10/1/10	Fri 10/1/10
653		MDIT Client Agency/Division Training Dev Plans (Bi-A	Fri 4/1/11	Fri 4/1/11
654		MDIT Client Agency/Division Training Dev Plans (Bi-A	Fri 10/7/11	Fri 10/7/11
655				
656		1.101 Training Period	Wed 4/1/09	Tue 5/8/12	Training Team
657				
658		Training Service Delivery	Wed 5/6/09	Tue 5/8/12	**Training Team**
659	1.104 1 D.1	Classroom	Wed 5/6/09	Tue 5/8/12
660	1.104 1 D.1	E-Learning	Wed 5/6/09	Tue 5/8/12
661	1.104 1 D.1	Instructor-led E-Learning	Wed 5/6/09	Tue 5/8/12
662	1.104 1 D.2	Tailored IT Training	Wed 5/6/09	Tue 5/8/12

Attachment B
Project Manager

See Section 1.201, Contractor Staff, Roles, and Responsibilities.

Attachment C
Organization Chart

Attachment D
Cost Tables

The Contractor pricing provided in Attachment D is all-inclusive, and per student based.

The Zones (Zone 1, Zone 2 and Zone 3) identified in Attachment D are further described in Appendix C – Counties by Zone.

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
Microsoft Access																			
Access 2000 - Introductory	Level 1 - Minimum 3 in Lansing, 6 all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Access 2000 - Intermediate	Level 2 - Minimum 3 in Lansing, 6 all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Access 2000 - Advanced	Advanced - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Access 2002 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

77

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
Access 2002 - Intermediate	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Access 2002 - Advanced	Advanced - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Access 2003 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Access 2003 - Intermediate	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Access 2003 - Advanced	Advanced - Minimum 3 in	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

78

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	Lansing, 6 in all other areas for State of Michigan only classes																		
Access 2007 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Access 2007 - Intermediate	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Access 2007 - Advanced	Advanced - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Access 2000-2003 - Database Design-Form	Custom course that was created for the State	3-6	10	$130	$130	$130	$130	$175	$225	7			$60	15%	8%	12%	15%	20%	25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
Design	of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes																		
Access 2000-2003 - Introduction	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7			$30	15%	8%	12%	15%	20%	25%
Access 2000-2003 - Q & R I	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7			$60	15%	8%	12%	15%	20%	25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
Access 2000-2003 - Q & R II	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%
Microsoft Excel																			
Excel 2000 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Excel 2000 - Intermediate	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Excel 2000 - Advanced	Advanced - Minimum 3 in Lansing, 6 in all other	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	areas for State of Michigan only classes																		
Excel 2002 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Excel 2002 - Intermediate	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Excel 2002 - Advanced	Advanced - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Excel 2003 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	Michigan only classes																		
Excel 2003 - Intermediate	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Excel 2003 - Advanced	Advanced - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Excel 2007 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Excel 2007 - Intermediate	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
Excel 2007 - Advanced	Advanced - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Excel 2000-2003 - Int. (SS-Creating Spreadsheets)	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%
Excel 2000-2003 - Int.(Creating Graphs and Reports)	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
Excel 2000-2003 - Introduction	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7			$30	15%	8%	12%	15%	20%	25%
Excel 2000-2003 -Adv. (Spreadsheet Management)	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%
Excel 97 & 2000 - Adv (Formula Writing)	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	Michigan only classes																		
Excel 97/2000 to 2002(XP) Migration	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%
Excel XP (2002) VBA Macros	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%
Microsoft FrontPage																			
FrontPage 2000 - Introductory	Minimum 3 in Lansing, 6 in all other areas for State of	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	Michigan only classes																		
FrontPage 2000 - Advanced	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%
FrontPage 2002 - Introductory	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%
FrontPage 2002 - Advanced	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%
FrontPage 2003 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%
FrontPage 2003 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	all other areas for State of Michigan only classes																		
FrontPage 2007 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%
FrontPage 2007 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%
Microsoft Outlook																			
Outlook 2000 - Introduction	Minimum 3 in Lansing, 6 all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Outlook 2000 - Advanced	Minimum 3 in Lansing, 6 in all other areas for State of	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	Michigan only classes																		
Outlook 2002 - Introduction	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Outlook 2002 - Advanced	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Outlook 2003 - Introduction	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Outlook 2003 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Outlook 2007 - Introduction	Level 1 - Minimum 3 in	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	Lansing, 6 in all other areas for State of Michigan only classes																		
Outlook 2007 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Outlook Web Access	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes.	3-6	10	$73	$73	$73	$73	$99	$126	4				15%	8%	12%	15%	20%	25%
Microsoft PowerPoint																			
PowerPoint 2000 - Introductory	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	classes																		
PowerPoint 2000 - Advanced	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
PowerPoint 2002 - Introductory	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
PowerPoint 2002 - Advanced	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
PowerPoint 2003 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
PowerPoint 2003 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	all other areas for State of Michigan only classes																		
PowerPoint 2007 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
PowerPoint 2007 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
PowerPoint 2002-2003 - Intermediate	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7			$30	15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
PowerPoint 2002-2003 - Introduction	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7			$30	15%	8%	12%	15%	20%	25%
PowerPoint 97 & 2000 - Introduction	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7			$30	15%	8%	12%	15%	20%	25%
PowerPoint 97/2000 to XP(2002) Migration	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	Michigan only classes																		
Microsoft Project																			
Project 2000 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$195	$195	$195	$195	$263	$337	7	$180	7	$50	15%	8%	12%	15%	20%	25%
Project 2000 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$195	$195	$195	$195	$263	$337	7	$180	7	$50	15%	8%	12%	15%	20%	25%
Project 2002 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$195	$195	$195	$195	$263	$337	7	$180	7	$50	15%	8%	12%	15%	20%	25%
Project 2002 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for	3-6	10	$195	$195	$195	$195	$263	$337	7	$180	7	$50	15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	State of Michigan only classes																		
Project 2003 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$195	$195	$195	$195	$263	$337	7	$180	7	$50	15%	8%	12%	15%	20%	25%
Project 2003 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$195	$195	$195	$195	$263	$337	7	$180	7	$50	15%	8%	12%	15%	20%	25%
Project 2007 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$195	$195	$195	$195	$263	$337	7	$180	7	$50	15%	8%	12%	15%	20%	25%
Project 2007 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only	3-6	10	$195	$195	$195	$195	$263	$337	7	$180	7	$50	15%	8%	12%	15%	20%	25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	classes																		
Microsoft Publisher																			
Publisher 2000 - Introduction	Level 1 & Level 2 taken as one class. Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Publisher 2000 - Advanced	See Above																		
Publisher 2002 - Introduction	Level 1 & Level 2 taken as one class. Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Publisher 2002 - Advanced	See Above																		
Publisher 2003 - Introduction	Level 1 & Level 2 taken as one class. Minimum 3 in Lansing, 6 in all other	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	areas for State of Michigan only classes																		
Publisher 2003 - Advanced	See Above																		
Publisher 2007 - Introduction	Level 1 & Level 2 taken as one class. Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Publisher 2007 - Advanced	See Above																		
Microsoft Word																			
Word 2000 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Word 2000 - Intermediate	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	Michigan only classes																		
Word 2000 - Advanced	Advanced - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Word 2002 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Word 2002 - Intermediate	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Word 2002 - Advanced	Advanced - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
Word 2003 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Word 2003 - Intermediate	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Word 2003 - Advanced	Level 3 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Word 2007 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Word 2007 - Intermediate	Level 2 - Minimum 3 in	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	Lansing, 6 in all other areas for State of Michigan only classes																		
Word 2007 - Advanced	Level 3 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Creating Forms in Microsoft Word	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7		15%	8%	12%	15%	20%	25%
Microsoft Word XP Tips & Tricks	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other	3-6	10	$73	$73	$73	$73	$99	$126	4				15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	areas for State of Michigan only classes																		
Word 2000-2003 - Adv.(Produc Docs Eff)	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%
Word 2000-2003 - Int (Formatting Tools & Styles)	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%
Word 2000-2003- Int (merging)	Custom course that was created for the State of Michigan - Minimum 3 in	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	Lansing, 6 in all other areas for State of Michigan only classes																		
Word 2000-2003 Introduction	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7			$30	15%	8%	12%	15%	20%	25%
Word 2002 VBA Macros	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%
Word 97/2000 to 2002(XP) Migration	Custom course that was created for the State	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes																		
Visio																			
Visio 2000 - Introduction	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7		15%	8%	12%	15%	20%	25%
Visio 2000 - Advanced	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7		15%	8%	12%	15%	20%	25%
Visio 2002 - Introduction	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Visio 2002 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

103

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	all other areas for State of Michigan only classes																		
Visio 2003 - Introduction	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Visio 2003 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Visio 2007 - Introduction	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Visio 2007 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	State of Michigan only classes																		
Windows																			
Windows 2000 - Introduction	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Windows 2000 - Advanced	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Windows XP - Introduction	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Windows XP - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
Windows Vista - Introduction	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Windows Vista - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$30	15%	8%	12%	15%	20%	25%
Microsoft Windows Tips & Tricks	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$73	$73	$73	$73	$99	$126	3.5				15%	8%	12%	15%	20%	25%
Adobe																			
Acrobat 6	Standard. Minimum 3 in Lansing, 6 in all other areas for	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	State of Michigan only classes. Course in Acrobat 6 Professional level also available at the same price																		
Acrobat 7	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes. Level 2 course also available at the same price.	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%
Acrobat 9	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes. Level 2 course also available at	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	the same price.																		
PageMaker 6 - Introduction	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7			$50	15%	8%	12%	15%	20%	25%
PageMaker 6 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7			$50	15%	8%	12%	15%	20%	25%
PageMaker 7 - Introduction	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7			$50	15%	8%	12%	15%	20%	25%
PageMaker 7 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only	3-6	10	$130	$130	$130	$130	$175	$225	7			$50	15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3	Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
				Formal Classroom Price Per Student (At Minimum Class Size)										**% Pricing Discount if Training Class is . . .**					
	classes																		
Photoshop CS	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes. Level 2 course also available at the same price.	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%
InDesign CS2 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%
InDesign CS2 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%
InDesign CS4 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%

109

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	all other areas for State of Michigan only classes																		
InDesign CS4 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$50	15%	8%	12%	15%	20%	25%
GroupWise																			
GroupWise 6.5 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$115	15%	8%	12%	15%	20%	25%
GroupWise 6.5 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$115	15%	8%	12%	15%	20%	25%
GroupWise 7 - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$115	15%	8%	12%	15%	20%	25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	areas for State of Michigan only classes																		
GroupWise 7 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7	$125	7	$115	15%	8%	12%	15%	20%	25%
GroupWise Web Access	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7			$115	15%	8%	12%	15%	20%	25%
Crystal Reports																			
Crystal Reports 8.5 - Introduction	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is . . .					
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
Crystal Reports 8.5 - Advanced	Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%
Crystal Reports 9 - Introduction	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	6	10	$600	$600	$600	$600	$810	$1,038	14	$500	14	$200	15%					25%
Crystal Reports 9 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	6	10	$600	$600	$600	$600	$810	$1,038	14	$500	14	$200	15%					25%
Crystal Reports 11 - Introduction	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	6	10	$600	$600	$600	$600	$810	$1,038	14	$500	14	$200	15%					25%
Crystal Reports 11 - Advanced	Level 2 - Minimum 3 in Lansing, 6 in	6	10	$600	$600	$600	$600	$810	$1,038	14	$500	14	$200	15%					25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
	all other areas for State of Michigan only classes																		
Miscellaneous																			
Web Page Design/HTML - Introductory	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%
Web Page Design/HTML - Advanced	Level 2 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%
Organizing Electronic Files	Custom course that was created for the State of Michigan - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%

113

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount if Training Class is . . . | | | | | |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	6 Students	7 Students	8 Students	9 Students	Full Class Size
DreamWeaver MX	Level 1 - Minimum 3 in Lansing, 6 in all other areas for State of Michigan only classes. Level 2 course also available.	3-6	10	$130	$130	$130	$130	$175	$225	7				15%	8%	12%	15%	20%	25%

114

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
CISCO COURSES														
Enterprise (Routers & Switches)														
ICND1 Interconnecting Cisco Network Devices 1	5-day course - provides training for CCENT certification.	6	12	$2,134	$2,134	$2,134	$2,134	$2,134	$2,134	40	$2,134	40	$200	25%
ICND2 Interconnecting Cisco Network Devices 2	5-day course - provides training for CCNA certification.	6	12	$2,134	$2,134	$2,134	$2,134	$2,134	$2,134	40	$2,134	40	$200	25%
CCNA v2.0 CCNA Boot Camp v2.0	5-day course - combines ICND1 and ICND2 courses.	6	12	$2,425	$2,425	$2,425	$2,425	$2,425	$2,425	40	$2,425	40	$400	25%
CCNP1 CCNP WORKSHOP Part 1 (Combined BSCI & BCMSN)	5-day course - combines BSCI and BCMSN courses. Two of four courses for Cisco Certified Network Professional (CCNP) certification.	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	40	$2,000	40	$400	25%
CCNP2 CCNP WORKSHOP Part 2 (Combined ISCW & ONT)	5-day course- combines ISCW and ONT courses. Two of four courses for Cisco Certified Network Professional (CCNP) certification.	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	40	$2,000	40	$400	25%
BSCI Building Scalable Cisco Internetworks v3.0	5-day course	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	40	$2,000	40	$200	25%
BCMSN Building Cisco Multilayer Switched Network	5-day course	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	40	$2,000	40	$200	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
v3.0														
ISCW Implementing Secure Converged Wide Area Networks (ISCW) v1.0	5-day course	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	40	$2,000	40	$200	25%
ONT Optimizing Converged Cisco Networks (ONT) v1.0	5-day course	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	40	$2,000	40	$200	25%
BGP Configuring BGP on Cisco Routers	5-day course	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	40	$2,000	40	$200	25%
BGP/MPLS Border Gateway Protocol / Multiprotocol Label Switching Workshop	5-day course conbines BGP and MPLS courses	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	40	$2,000	40	$900	25%
MPLS Implementing Cisco MPLS v2.2	5-day course	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	40	$2,000	40	$900	25%
MPLST Implementing Cisco MPLS Traffic Engineering & Other Features (MPLST) v2.0	5-day course	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	40	$2,000	40	$900	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
DESGN Designing for Cisco Internetwork Solutions (CCDA)	5-day course -provides training for CCDA certification	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	40	$2,000	40	$200	25%
Unified Communications														
IIUC Implementing Cisco IOS Unified Communications	5-day course - provides training for CCNA Voice certification	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
CCMBA Cisco Call Manager Basic Administration v6 (3-day VoIP Fundamentals)	3-day course on Call Manager administration	6	12	$1,940	$1,940	$1,940	$1,940	$1,940	$1,940	24	$1,940	24		25%
ACCMU v6.1 Administering Cisco Unified Communications Manager v6.1 and Cisco Unity v5.0	5-day course on Call Manager and Unity administration	6	12	$2,425	$2,425	$2,425	$2,425	$2,425	$2,425	40	$2,425	40		25%
CVOICE Cisco Voice Over IP v6.0	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
CIPT1 v6.0 Implementing Cisco Unified Communications IP Telephony Part 1	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
CIPT2v6 Implementing Cisco Unified Communications IP Telephony Part	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount (If Training Class is Full Class Size) |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
2														
QOS Implementing Cisco Quality of Service (QOS) v2.2	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
TUC Troubleshooting Cisco Unified Communications Systems	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40			$200	25%
CCVP CCVP Boot Camp	16- day Boot Camp for Cisco Certified Voice Professional - CCVP.	6	12	$7,000	$7,000	$7,000	$7,000	$7,000	$7,000	128				25%
PRSDI v6.0 Cisco Unified Presence Design and Implementation v6.0	3-day course	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	40	$2,500	40		25%
AUM Administering Unified Messaging	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
IUM Implementing and Administering Cisco Unified Messaging	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
IPTX IP Telephony Express v4.0	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%

State Required Course	Vendor Course Title, Description and Comments	Minim um Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Traini ng Hours	Instructo r-Led e-Learning (Price Per Student)	Traini ng Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapid s	Lansin g	Zone 1	Zone 2	Zone 3					
ICMPT1 Cisco ICM Product Training Part 1 v7.0	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
ICMPT2 Cisco ICM Product Training Part 2 v7.0	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
UCCXD Cisco Contact Center Express and Unified IP-IVR Deployment	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
IPCCE Cisco IP Contact Center Enterprise v1.0	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
Security														
IINS Implementing Cisco IOS Network Security (CCNA Security)	5-day course provides training for CCNA Security certification	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
SNAF Securing Networks with ASA Fundamentals	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
SNRS Securing Networks with Cisco Routers and Switches v2.0	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40	$200	25%
IPS Implementing Cisco Intrusion Prevention System v 6.0	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40	$200	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
CANAC Implementing NAC Appliance (formerly Cisco Clean Access)	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
MARS Cisco Security Monitoring, Analysis, and Response System v3.0	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
SNAA Securing Networks with ASA Advanced	5-day course	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40	$2,750	40		25%
CS-ACS Cisco Secure Access Control Server v4.1	2- day course	6	12	$1,800	$1,800	$1,800	$1,800	$1,800	$1,800	16	$1,800	16		25%
Cisco Unified Wireless														
IUWNE Implementing Cisco Unified Wireless Networking Essentials (CCNA Wireless)	5-day course provides training for CCNA Wireless certification	6	12	$2,750	$2,750	$2,750	$2,750	$2,750	$2,750	40				25%
CUWN Cisco Unified Wireless Networking v4.1	4-day course	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	32			$200	25%
CWLF Cisco Wireless Lan Fundamentals v2.0	4-day course	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	32			$200	25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
CWLAT Cisco Wireless LAN Advanced Topics v2.0	4-day course	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	32			$200	25%
CWMN Cisco Wireless Mesh Networking v3.0	3-day course	6	12	$2,100	$2,100	$2,100	$2,100	$2,100	$2,100	24				25%
CWNSS Cisco Wireless Networking Site Survey v1.0	4-day course	6	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	32				25%
Application Networking Services														
ACEOC ACE Operations and Configuration v1.2	4-day course	12	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	32				25%
WAAS Cisco Wide Area Application Services v4.0.13	4-day course- new version is Cisco WAAS 4.1.1	12	12	$2,500	$2,500	$2,500	$2,500	$2,500	$2,500	32				25%
ACNS Application Content Networking System Operation v5.5	3-day course (course is end of life, not likely to be required. Replaced by ACE course above)													
Cisco Optical & Storage Networking														
OMSTPA ONS 15454 Multiservice Transport Platform (MSTP) Advanced v8.5	4-day course	12	12	$2,900	$2,900	$2,900	$2,900	$2,900	$2,900	32				25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
OMSTPB Cisco ONS 15454 Multiservice Transport Platform (MSTP) Basic Training v8.	4-day course	12	12	$2,900	$2,900	$2,900	$2,900	$2,900	$2,900	32				25%
OMSTPD Cisco ONS 15454 Multiservice Transport Platform (MSTP) Implementing Data Over DWDM v8.5	4-day course	12	12	$2,900	$2,900	$2,900	$2,900	$2,900	$2,900	32				25%
ICSNS Implementing Cisco Storage Networking Solutions (ICSNS) v3.0	5-day course	12	12	$2,900	$2,900	$2,900	$2,900	$2,900	$2,900	40				25%
Network Management														
CWENT Implementing CiscoWorks for Enterprise LAN/WAN Management v2.5	5-day course	12	12	$2,900	$2,900	$2,900	$2,900	$2,900	$2,900	40				25%
CWLMS 3.0 Implementing CiscoWorks LMS 3.0	5-day course	12	12	$2,900	$2,900	$2,900	$2,900	$2,900	$2,900	40				25%
MICROSOFT COURSES														
Windows Server 2008														

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
6420 Fundamentals of Windows Server 2008 Network and Applications Infrastructure	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$300	0%
6421 Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$300	0%
6416 Updating your Active Directory Technology Skills to Windows Server 2008	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$200	0%
6424 Fundamentals of Windows Server 2008 Active Directory	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$300	0%
6425 Configuring Windows Server 2008 Active Directory Domain Services	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$300	0%
6426 Configuring Identity & Access Solutions with Windows Server 2008 Active Directory	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$300	0%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
6427 Configuring & Troubleshooting Internet Information Services (IIS 7.0) in Server 2008	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$300	0%
6428 Configuring & Troubleshooting Windows Server 2008 Terminal Services	2-day course	6	12	$550	$550	$550	$550	$550	$550	16	$550	16	$300	0%
6429 Configuring & Managing Windows Media Services for Windows Server 2008	2-day course	6	12	$550	$550	$550	$550	$550	$550	16	$550	16	$300	0%
6418 Deploying Windows Server 2008	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$300	0%
6417 Updating your Applications Infrastructure Technology Skills to Windows Server 2008	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$300	0%
6430 Planning and Administering Windows Server 2008 Servers	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$300	0%
6437 Designing a Windows Server 2008 Applications Infrastructure	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$300	0%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
6423 Implementing & Managing Windows Server 2008 Clustering	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$300	0%
6500 MCITP: Server Administrator Boot Camp	6-day course	6	12	$1,650	$1,650	$1,650	$1,650	$1,650	$1,650	48	$1,650	48		0%
Sharepoint 2007														
5060 Implementing Windows SharePoint Services 3.0	2-day course	6	12	$550	$550	$550	$550	$550	$550	16	$550	16	$200	0%
5061 Implementing Microsoft Office SharePoint Server 2007	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$200	0%
50064A Advanced SharePoint 2007 Development	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40		0%
Microsoft Developer														
2717 Introduction to Microsoft.NET Development	2-day course	6	12	$550	$550	$550	$550	$550	$550	16	$550	16	$200	0%
2363 Getting Started with Microsoft .NET for COBOL Programmers	3-day course	6	12	$800	$800	$800	$800	$800	$800	24	$800	24	$300	0%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
2364 What's New in Microsoft Visual Studio 2005 for Existing Visual Studio .NET Developers	3-day course	6	12	$800	$800	$800	$800	$800	$800	24	$800	24	$300	0%
2500 Introduction to XML and the Microsoft .NET Platform	2-day course	6	12	$533	$533	$533	$533	$533	$533	16	$533	16	$300	0%
2543 Core Web Application Technologies with Microsoft Visual Studio 2005	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$200	0%
2544 Advanced Web Application Technologies with Microsoft Visual Studio 2005	2-day course	6	12	$550	$550	$550	$550	$550	$550	16	$550	16	$200	0%
2667 Introduction to Programming	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$300	0%
2559 Introduction to Visual Basic .NET Programming with Microsoft .NET	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$300	0%
2609 Introduction to C# Programming with Microsoft .NET	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$300	0%
2373 Programming with Microsoft Visual	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$300	0%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
Basic .NET														
2124 Programming with C#	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$300	0%
2310 Developing Microsoft ASP.NET Web Applications Using Visual Studio .NET	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$300	0%
2389 Programming with Microsoft ADO.NET	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$300	0%
Custom Microsoft .NET Developer Course	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$300	0%
2415 Programming with Microsoft .NET Framework (Microsoft Visual Basic .NET)	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$300	0%
2349 Programming with Microsoft .NET Framework (Microsoft Visual C# .NET)	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$300	0%
2663 Programming with XML in the Microsoft .NET Framework	3-day course	6	12	$800	$800	$800	$800	$800	$800	24	$800	24	$300	0%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount (If Training Class is Full Class Size) |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
2524 Developing XML Web Services using Microsoft ASP .NET	3-day course	6	12	$800	$800	$800	$800	$800	$800	24	$800	24	$300	0%
2557 Building COM+ Applications using Microsoft .NET Enterprise Services	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$300	0%
2565 Developing Microsoft .NET Applications for Windows (Visual Basic .NET)	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$300	0%
2555 Developing Microsoft .NET Applications for Windows (Visual C# .NET)	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$300	0%
2727 Developer Skills Builder for Microsoft.NET	10 - day course	6	12	$2,668	$2,668	$2,668	$2,668	$2,668	$2,668	80	$2,668	80		0%
2640 Upgrading Development Skills from ASP to Microsoft ASP .NET	3-day course	6	12	$800	$800	$800	$800	$800	$800	24	$800	24	$300	0%
2710 Analyzing Requirements and Defining Microsoft .NET Solution Architectures	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40		0%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
4994 Introduction to Programming Microsoft .NET Framework Applications with Microsoft Visual Studio 2005	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$200	0%
C++ Complete Guide to C++ Programming	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40		0%
Microsoft Vista														
5115 Installing and Configuring the Windows Vista Operating System	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$200	0%
5116 Configuring Windows Vista Mobile Computing and Applications	2-day course	6	12	$550	$550	$550	$550	$550	$550	16	$550	16	$200	0%
5118 Maintaining and Troubleshooting Windows Vista Computers	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$200	0%
Microsoft 2003 Server														
Troubleshooting Microsoft Server 2003 Custom Course	3-day course	6	12	$800	$800	$800	$800	$800	$800	24	$800	24		0%
Microsoft Windows Server 2003 and XP Professional Custom Course	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40		0%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
2273 Managing and Maintaining a Microsoft Windows Server 2003 Environment	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$200	0%
2279 Planning, Implementing, and Maintaining a Windows Server 2003 Active Directory Infrastructure	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$200	0%
2274 Managing a Microsoft Windows Server 2003 Environment	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$200	0%
2275 Maintaining a Microsoft Windows Server 2003 Environment	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$200	0%
2276 Implementing a Microsoft Windows Server 2003 Network Infrastructure: Network Hosts	2-day course	6	12	$550	$550	$550	$550	$550	$550	16	$550	16	$200	0%
2277 Implementing, Managing, and Maintaining a Windows Server 2003 Infrastructure: Network Services	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$200	0%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
2278 Planning and Maintaining a Microsoft Windows Server 2003 Network Infrastructure	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$200	0%
2272 Implementing and Supporting Microsoft Windows XP Professional	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$200	0%
WXPH Microsoft Windows XP Training for the Help Desk Professional	3-day course	6	12	$800	$800	$800	$800	$800	$800	24	$800	24		0%
2207 Expert Track: Windows Server 2003 Upgrade Training for an MCSE on Windows 2000	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40		0%
2208 Upgrading Your Skills from Microsoft Windows NT 4.0 to Microsoft Windows Server 2003	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$300	0%
2209 Updating Systems Administrator Skills from Microsoft Windows 2000 to Windows Server 2003	2-day course	6	12	$550	$550	$550	$550	$550	$550	16	$550	16	$300	0%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
2210 Updating System Engineer Skills from Microsoft Windows 2000 to Windows Server 2003	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$300	0%
2297 Planning, Implementing, Managing, and Maintaining Windows 2003 for an MCSE on Windows 2000	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$300	0%
2732 Planning, Deploying, and Managing an Enterprise Management Solution	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40		0%
Microsoft Windows 2003 - Design														
2830 Designing Security for Microsoft Networks	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24		0%
2282 Designing a Microsoft Windows 2003 Server Active Directory and Network Infrastructure	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$300	0%
Microsoft Windows 2003 - Security														
2810 Fundamentals of Network Security	4-day course	6	12	$1,100	$1,100	$1,100	$1,100	$1,100	$1,100	32	$1,100	32		0%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount (If Training Class is Full Class Size) |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
2823 Implementing and Administering Security in a Microsoft Windows Server 2003 Network	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40		0%
Microsoft Exchange Server														
5047 Introduction to Installing and Managing Microsoft Exchange Server 2007	3-day course	6	12	$800	$800	$800	$800	$800	$800	24	$800	24	$200	0%
3938 Updating Your Skills from MS Exchange Server 2000 or 2003 to MS Exchange Server 2007	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24		0%
Microsoft SQL Server														
2071 Querying Microsoft SQL Server 2000 with Transact-SQL	2-day course	6	12	$533	$533	$533	$533	$533	$533	16	$533	16	$200	0%
2779 Implementing a SQL Server 2005 Database	3-day course	6	12	$800	$800	$800	$800	$800	$800	24	$800	24	$200	0%
2780 Maintaining A SQL Server 2005 Database	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$300	0%

| State Required Course | Vendor Course Title, Description and Comments | Minimum Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Training Hours | Instructor-Led e-Learning (Price Per Student) | Training Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount (If Training Class is Full Class Size) |
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
2788 Designing High Availability Database Solutions Using Microsoft SQL Server 2005	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24		0%
2790 Troubleshooting and Optimizing Database Servers Using Microsoft SQL Server 2005	2-day course	6	12	$533	$533	$533	$533	$533	$533	16	$533	16	$300	0%
2797 Designing a Reporting Solution Architecture Using MS SQL Server 2005 Reporting Services - WORKSHOP	2-day course	6	12	$533	$533	$533	$533	$533	$533	16	$533	16		0%
6158 Updating Your SQL 2005 Skills to SQL Server 2008	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24		0%
6231 Maintaining a Microsoft SQL Server 2008 Database	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40		0%
6232 Implementing a Microsoft SQL Server 2008 Database	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40		0%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
6236 Implementing and Maintaining Microsoft SQL Server 2008 Reporting Services	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24		0%
Microsoft Certified Desktop Support Technician														
2261 Supporting Users Running the Microsoft Windows XP Operating System	3-day course	6	12	$800	$800	$800	$800	$800	$800	24	$800	24	$200	0%
2262 Supporting Users Running Applications on a Microsoft Windows XP Operating System	2-day course	6	12	$533	$533	$533	$533	$533	$533	16	$533	16	$200	0%
Microsoft Network Management														
2731 NEW!- Designing, Deploying, and Managing Microsoft Identity Integration Server (MIIS) 2003	4-day course	6	12	$1,100	$1,100	$1,100	$1,100	$1,100	$1,100	32	$1,100	32		0%
2295 Implementing and Supporting Microsoft Internet Information Services 5.0	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$300	0%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
2287 Managing Your Infrastructure Using Microsoft Operations Manager 2005	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$300	0%
2433 Microsoft Visual Basic Scripting Edition and Microsoft Windows Script Host Essentials	3-day course	6	12	$800	$800	$800	$800	$800	$800	24	$800	24	$300	0%
2550 Implementing Microsoft Operations Manager 2000	3-day course	6	12	$825	$825	$825	$825	$825	$825	24	$825	24	$300	0%
2596 Managing Microsoft Systems Management Server 2003	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$300	0%
2576 Implementing and Administering Internet Information Services (IIS) 6.0	3-day course	6	12	$800	$800	$800	$800	$800	$800	24	$800	24	$300	0%
6451 Planning, Deploying and Managing Microsoft Systems Center Configuration Manager 2007	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$200	0%
Microsoft														

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
Clustering														
2087 Implementing Microsoft Windows 2000 Clustering	3-day course	6	12	$800	$800	$800	$800	$800	$800	24	$800	24		0%
VMWARE COURSES														
VMware Infrastructure 3: Install and Configure v3.5	4-day course	6	12	$2,400	$2,400	$2,400	$2,400	$2,400	$2,400	32				25%
VMware Infrastructure 3: Deploy, Secure & Analyze v3.5	4-day course	6	12	$2,600	$2,600	$2,600	$2,600	$2,600	$2,600	32				25%
VMware Infrastructure 3: Fast Track v3.5	5-day course	6	12	$4,400	$4,400	$4,400	$4,400	$4,400	$4,400	40				25%
CompTIA Courses														
A+ Combined Core Hardware and Operating System Course	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$200	0%
Network+	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$200	0%
Security+ Certification	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$200	0%
Linux+	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$200	0%
Server+	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$200	0%
SECURITY COURSES														
CEH - Certified Ethical Hacker														
CEH Certified Ethical Hacker 5.0	5-day course	6	12	$2,182	$2,182	$2,182	$2,182	$2,182	$2,182	40				25%

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
CISSP - Certified Information Systems Security Professional														
CISSP Certified Information Systems Security Professional	5-day course	6	12	$2,182	$2,182	$2,182	$2,182	$2,182	$2,182	40			$200	25%
UNIX COURSES														
UNIX														
Unix Fundamentals	3-day course	6	12	$800	$800	$800	$800	$800	$800	24	$800	24	$200	0%
Unix Advanced	2-day course	6	12	$533	$533	$533	$533	$533	$533	16	$533	16	$200	0%
Unix Fundamentals & Advanced training	5-day course	6	12	$1,334	$1,334	$1,334	$1,334	$1,334	$1,334	40	$1,334	40	$200	0%
Linux														
Linux+	5-day course	6	12	$1,375	$1,375	$1,375	$1,375	$1,375	$1,375	40	$1,375	40	$200	0%
JAVA COURSES														
Custom Java Development bootcamp	12-day custom boot camp for advanced developers	6	12	$3,492	$3,492	$3,492	$3,492	$3,492	$3,492	96				0%
Introduction to Java (Java, JDBC)	5-day course	6	12	$1,455	$1,455	$1,455	$1,455	$1,455	$1,455	40			$200	0%
Intermediate Java - JDBC, JavaServer Pages and Servlets	5-day course	6	12	$1,455	$1,455	$1,455	$1,455	$1,455	$1,455	40			$200	0%
Java Persistence and Data Transformation	5-day course	6	12	$1,455	$1,455	$1,455	$1,455	$1,455	$1,455	40				0%
Jakarta Struts: Advanced J2EE/JEE Web applications	5-day course	6	12	$1,455	$1,455	$1,455	$1,455	$1,455	$1,455	40			$200	0%

State Required Course	Vendor Course Title, Description and Comments	Minim um Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Traini ng Hours	Instructo r-Led e-Learning (Price Per Student)	Traini ng Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapid s	Lansin g	Zone 1	Zone 2	Zone 3					
Advanced Java (RMI, EJB), JMS and Web Services	5-day course	6	12	$1,455	$1,455	$1,455	$1,455	$1,455	$1,455	40			$200	0%
Service and Object Oriented Model Driven Architectural Analysis & Design	5-day course	6	12	$1,455	$1,455	$1,455	$1,455	$1,455	$1,455	40				0%
Introduction to XML	3-day course	6	12	$873	$873	$873	$873	$873	$873	24			$200	0%
XML Development in Java	3-day course	6	12	$873	$873	$873	$873	$873	$873	24			$200	0%
JavaScript Programming	3-day course	6	12	$873	$873	$873	$873	$873	$873	24			$200	0%
Advanced JavaScript Programming	2-day course	6	12	$600	$600	$600	$600	$600	$600	16			$200	0%
Spring: Advanced JEE Web Applications	4-day course	6	12	$1,200	$1,200	$1,200	$1,200	$1,200	$1,200	32				0%
Web 2.0 with JavaScript, AJAX, and Dojo	5-day course	6	12	$1,500	$1,500	$1,500	$1,500	$1,500	$1,500	40				0%
ORACLE COURSES (with official Oracle Certification opition)														
Introduction to Oracle 10g: SQL and SQL *Plus	5-day course	6	12	$1,455	$1,455	$1,455	$1,455	$1,455	$1,455	40			$900	0%
Oracle 10g Programming PL/SQL	5-day course	6	12	$1,455	$1,455	$1,455	$1,455	$1,455	$1,455	40				0%
Oracle Data Modeling and Relational	3-day course	6	12	$873	$873	$873	$873	$873	$873	24				0%

| State Required Course | Vendor Course Title, Description and Comments | Minim um Class Size | Full Class Size | Formal Classroom Price Per Student (At Minimum Class Size) | | | | | | Traini ng Hours | Instructo r-Led e-Learning (Price Per Student) | Traini ng Hours | Self-Paced e-Learning (Price Per Student) | % Pricing Discount (If Training Class is Full Class Size) |
				Detroit	Grand Rapid s	Lansin g	Zone 1	Zone 2	Zone 3					
Database Design														
Oracle Database 10g: Performance Tuning	4-day course	6	12	$1,164	$1,164	$1,164	$1,164	$1,164	$1,164	32				0%
Oracle 10g SQL Statement Tuning	3-day course	6	12	$873	$873	$873	$873	$873	$873	24				0%
Oracle Database 10g: Administration I	5-day course	6	12	$1,455	$1,455	$1,455	$1,455	$1,455	$1,455	40			$900	0%
Oracle Database 10g: Administration II	5-day course	6	12	$1,455	$1,455	$1,455	$1,455	$1,455	$1,455	40				0%
Oracle Reports 10g: Build Reports	4-day course	6	12	$1,455	$1,455	$1,455	$1,455	$1,455	$1,455	32				0%
Oracle 10g New & Advanced SQL Features for Developers	3-day course	6	12	$873	$873	$873	$873	$873	$873	24				0%
SNIFFER COURSES														
TNV-101-GUI Troubleshooting with Sniffer Portable Network Analyzer	3-day course (New title is Network Analysis and Troubleshooting- TNV-101-TCL))	6	12	$1,875	$1,875	$1,875	$1,875	$1,875	$1,875	24				0%
TNV-202-GUI Ethernet Network Analysis and Troubleshooting	2-day course (New title is Application Performance Analysis and Troubleshooting TNV-102-TCL)	6	12	$1,275	$1,275	$1,275	$1,275	$1,275	$1,275	16				0%
IBM COURSES														

State Required Course	Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount (If Training Class is Full Class Size)
				Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					
IBM FileNet CM Java API Programming	5-day course	6	12	$3,750	$3,750	$3,750	$3,750	$3,750	$3,750	40				10%
IBM FileNet IS Advanced System Administration	5-day course	6	12	$3,750	$3,750	$3,750	$3,750	$3,750	$3,750	40				10%
IBM Filenet Platform Administration	5-day course	6	12	$3,750	$3,750	$3,750	$3,750	$3,750	$3,750	40				10%
IBM FileNet Web Services Programming	4-day course	6	12	$3,000	$3,000	$3,000	$3,000	$3,000	$3,000	32				10%
IBM Websphere Application Server v6 Administration	4-day course	6	12	$2,400	$2,400	$2,400	$2,400	$2,400	$2,400	32				10%
CITRIX COURSES														
Citrix Presentation Server 4.0: Admin	5-day course	6	12	$2,995	$2,995	$2,995	$2,995	$2,995	$2,995	40				10%
Citrix XenApp (Presentation Server 4.5)	3-day course	6	12	$1,795	$1,795	$1,795	$1,795	$1,795	$1,795	24				10%
COGNOS COURSES														
COGNOS 8 Report Studio Authoring Part 1 and Part 2	4-day course	6	12	$2,200	$2,200	$2,200	$2,200	$2,200	$2,200	24				10%
WISE COURSES														
Wise Package Studio Course	5-day course	12	12	$1,550	$1,550	$1,550	$1,550	$1,550	$1,550	40				0%

Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is	
			Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	Full Class Size
Certified Introduction to Oracle 10g: SQL and SQL *Plus	4-5	16	$2,700	$2,700	$2,700	$2,700	$2,700	$2,700	40	$2,700	40	N/A	10%	10%
Certified Oracle 10g Programming PL/SQL	4-5	16	$2,700	$2,700	$2,700	$2,700	$2,700	$2,700	40	$2,700	40	N/A	10%	10%
Certified Oracle Data Modeling and Relational Database Design	4-5	16	$2,160	$2,160	$2,160	$2,160	$2,160	$2,160	32	$2,160	32	$405	5%	5%
Certified Oracle Database 10g: Performance Tuning	4-5	16	$2,160	$2,160	$2,160	$2,160	$2,160	$2,160	32	$2,160	32	$405	5%	5%
Certified Oracle 10g SQL Statement Tuning	4-5	16	$1,620	$1,620	$1,620	$1,620	$1,620	$1,620	24	$1,620	24	$270	5%	5%

Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is	
			Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	Full Class Size
Certified Oracle Database 10g: Administration I	4-5	16	$2,700	$2,700	$2,700	$2,700	$2,700	$2,700	40	$2,700	40	$540 CD/$2700 LVC*	10%	10%
Certified Oracle Database 10g: Administration II	4-5	16	$2,700	$2,700	$2,700	$2,700	$2,700	$2,700	40	$2,700	40	$540 CD/$2700 LVC*	10%	10%
Certified Oracle Reports 10g: Build Reports	4-5	16	$2,700	$2,700	$2,700	$2,700	$2,700	$2,700	40	$2,700	40	$540	10%	10%
Certified Oracle 10g New & Advanced SQL Features for Developers	4-5	16	$1,080	$1,080	$1,080	$1,080	$1,080	$1,080	16	$1,080	16	N/A	5%	5%

Vendor Course Title, Description and Comments	Minimum Class Size	Full Class Size	Formal Classroom Price Per Student (At Minimum Class Size)						Training Hours	Instructor-Led e-Learning (Price Per Student)	Training Hours	Self-Paced e-Learning (Price Per Student)	% Pricing Discount if Training Class is	
			Detroit	Grand Rapids	Lansing	Zone 1	Zone 2	Zone 3					Held in SOM Facility	Full Class Size
												Live Virtual Class		
ITIL v3 Foundations	6	12	$1,200	$1,200	$1,200	$1,200	$1,200	$1,200	24	$1,000	24	$750	0%	10%

	TECHNICAL REQUIREMENTS	
1	**System Architecture**	
1-01	The system employs client/server architecture with an intelligent workstation client accessing a central database through software on a server.	
1-02	The system will accommodate, or be expanded to accommodate any future requirements that the State may have for record size.	
1-03	The system keeps a log of each transaction which alters the database. Logs are date and time stamped to allow the system to reconstruct activity for any period.	
2	**Technical Architecture**	
2-01	The Production infrastructure is designed to be a high availability environment. Should an interruption occur, there is a continued capability to maintain the processes through some human interaction. There is a 30 minute guarantee for hardware replacement.	
2-02	Availability and Performance: Any patches or updates to the system will not affect the level of service. 24x7x365 Availability. Patches and/or updates will be applied during times when there is no system activity. This is typically during the overnight hours and is transparent to those that access the system. The web-based catalog will be housed and will provide for 100% uptime.	
3	**Software Licensing**	
3-01	The vendor is responsible for providing the complete solution and services to the State. The State will not be responsible for any vendor costs incurred related to the software licensing or risks that the vendor may be exposed to because of changes to the software license required to provide the services requested in this Contract.	
4	**Programming Language**	
4-01	Any future development would be in the .Net framework, or other agreed upon programming language.	
4-02	The web-based catalog can offer APIs, however, they are not required in this Contract.	
5	**Hardware**	
5-01	Although there is no requirement to provide hosting services for State-owned systems or applications, Contractor provides the following information in relation to the server where the web-based catalog is housed: 1) Power systems feature extensive fault tolerance and resilience at every layer. Incoming service is routed underground to a dedicated on-site transformer. This system routes to our automatic transfer switch which monitors power quality, and automatically transfers to our emergency generators in the event they are needed. Each facility is also protected by one or more uninterruptible Power Supplies (UPS), featuring redundant battery cabinets and full maintenance bypass cabinets, allowing for service and upgrades without interruption of power to our servers. 2) PTD is Microsoft Certified in the competency of Network Infrastructures. As such, Contractor is kept fully abreast of changes in server- based operating systems and the status of service packs and patches. Contractor's production servers are typically kept in step with the State's in terms of releases and versions, so that Contractor is always fully compliant with State standards. Contractor will not apply the latest release until their technicians have determined stability and reliability, and compatibility with external systems is verified.	
5-02	Vendor ensures that all operating systems are up date with upgrades and patches, and vendor audits these activities to provide the State with a validation that they were performed. Both PTD technicians and the data center staff where the service is hosted, will monitor the status of upgrades and patches. An audit can be provided to the State at any time upon request.	
6	**RDBMS / Applications / Database Management**	
6-01	The system is available with State's standard relational database management system.	
6-02	Full-text indexing and a full-text database search feature are available to provide easy retrieval of records.	
7	**Security**	
7-01	All computer information systems and applications operate in a secure manner and comply with State Enterprise IT Security Policy and Procedures as found in **Appendix A** and on the website:	

		TECHNICAL REQUIREMENTS
		http://www.michigan.gov/dit/0,1607,7-139-34305-108216--,00.html
7-02		The system must ensure that the integrity and confidentiality of data is protected by safeguards to prevent release of information without proper consent.
		All Contractor systems maintain high security in regards to system and data. Servers will be kept in a locked area where access is granted to a limited number of staff. Access to specific client data elements as well as sensitive corporate data, is controlled by Active Directory. At no time is State of Michigan employee information accessed for purposes other than course enrollment, billing, and generating State required reports.
7-03		All outside connections must pass through a State of Michigan-approved firewall.
7-04		All servers are protected by State of Michigan-approved anti-virus software.
7-05		All servers must pass a State of Michigan-approved vulnerability scan, with remediation in 48 hours. The State may audit or request an audit of recent vulnerability scans completed by the vendor.
8		**Security / Access Control**
8-01		The system provides security at database, workstation, and individual operator levels.
8-02		The system provides secure access control based upon unique user login, for types of record (e.g., fund, order) as well as by function performed upon the record (e.g., Display, Add, Edit, Delete.)
8-03		The system checks each user's access privileges at login, and automatically disable or enables client functions (in real time) based upon the user's profile
8-04		The system provides varying levels of access within the application, such as administrators, view only, or scheduling only.
		Access control is enabled through a login and password process to the web-based catalog. State training Coordinators and Liaisons have access through that control, as do Coordinators or Liaisons to be reassigned to other duties by the State without first updating the web-based catalog. At the State's request, and under their direction, Contractor administrators can update both Coordinator and Liaison data.
9		**Security/Password Controls**
9-01		The current system only requires six characters as it was the State's desire to keep access simple.
		The system will provide an enforced minimum length for passwords of 8 or more characters, or other number (less than 8 specified by the State).
9-02		The system provides an enforced requirement for user passwords to be automatically prompted for change after a defined period has passed, such as 30, 60 or 90 days.
		This capability exists. However, currently the system does not enforce it for Coordinators and Liaisons.
9-02		The system provides an enforced requirement for user passwords to be automatically prompted for change after a defined period has passed, such as 30, 60 or 90 days.
9-03		The system provides users with the capability to change their own passwords.
9-03		The system provides Coordinators and users with the capability to change their own passwords.
9-04		The system disables user ID's after a specified number (3) of consecutive invalid login attempts.
9-05		The system enters passwords in a non-display field.
9-06		The system encrypts passwords when they are routed over the network.
9-07		The system encrypts passwords in system storage.

9-08		The system requires the use of complex passwords. Complex passwords ensures that a password
		
		• Does not contain all or part of the user's account name,
		• Is at least eight characters long, and
		• Contains characters from three of the following four categories:
		   1. English upper case characters (A-Z),
		   2. English lower case characters (a-z),
		   3. Base 10 digits (0-9), and
		   4. non-alphanumeric (such as !,$#,%).

	TECHNICAL REQUIREMENTS	
		This capability exists. However, currently the system does not enforce it for Coordinators and Liaisons.
10	**Security/Activity Logging**	
10-01	The system logs unauthorized access attempts by date, time, user ID, device and location.	
10-02	The system maintains an audit trail of all security maintenance performed by date, time, user ID, device and location, with easy access to information.	
10-03	Provides security reports of users and access levels. The server itself only has two users, both administrators. The web-based catalog can report all Liaisons and Coordinators, which are the only two security levels currently authorized by the State.	
10-04	Provides detailed reports of backups completed and backups failed.	
11	**Software Package Specifications**	
11-01	The software uses an industry standard relational database management system. The current MMITT web site operates in a .Net environment, under a Windows 2003 Server operating system, and the catalog information is maintained in Access tables. Access was the preferred database when this system was built for the State, but the tables can easily be converted to SQL if the State requests.	
11-02	The software operates in a recognized industry standard operating environment.	
11-03	The software allows for the accurate and timely input and extraction of State data.	
11-04	The software allows for processing of all identified State business. It can also easily adapt to future requirements as they are identified.	
11-05	The software provides identified data reporting capabilities.	
11-06	The software provides a Graphical User Interface (GUI) that is user-friendly and provides data, calculation, reporting, and communication capabilities to State users.	
11-07	Additional modules may be integrated into the system without a major impact to the installed components.	
11-08	All modules of the system are integrated and designed to work together using a single input and a common database with no redundant data entry or data storage.	
11-09	The system supports paperless processing through the use of electronic documents that are routed for electronic signatures through user-defined approval paths. The exception is the State requirement for having a purchase order document in hand before finalizing an enrollment, as well as the State requirement to maintain signed attendance sheets.	
12	**Reporting**	
12-01	The software delivers standard reports.	
12-02	The system includes ad-hoc query and reporting tools.	
12-03	The online query capability enables non-technical end-users to extract information.	
12-04	The standard (e.g., regularly scheduled, recurring) reporting environment allows:	
12-04a	Standard reports to be scheduled, executed, viewed on-line, printed (centrally or remotely) and dispersed (including the use of report distribution management software) Service level reporting and agency cost breakdowns are delivered to the MDIT administrator on a monthly and quarterly basis and annual cost breakdowns are delivered when requested. Pupils trained by class, agency, and zone reports are posted to the web–based catalog on a monthly basis and are available to both Liaisons and Coordinators. Other special reports are created and delivered to the MDIT administrator as requested.	
12-04b	Offices and work locations to control which standard reports they do and do not receive.	
12-04c	The State to control the information that appears on standard reports so that data security is maintained.	
12-05	The system provides:	
12-05a	Methods for retaining and modifying previously built queries	
12-05b	Security and control mechanisms that limit the abuse of ad hoc queries (e.g., attempted access to restricted data, attempted execution of a query that would run for several hours, etc.)	

	TECHNICAL REQUIREMENTS
	Should ad hoc queries become a requirement, security and control mechanisms and requirements will be defined by the State.
12-05c	The use of transaction databases, external files, or a "data warehouse" for ad-hoc reporting
13	**Audit Trail**
13-01	The system enables the user to modify data entry transactions that have already been posted to the database while maintaining an audit trail of the change. The web-based catalog records and date/time stamps each change to an enrollment request, as it progresses from a request to an approval with purchase order, or a denial of the request with explanation.
13-02	The system's internal control functionality ensures that the data entry and processing associated with a business event has been completed before updating the database.
14	**Edit and Validation Control**
14-01	The system includes comprehensive field edits to prevent incomplete or incorrect data from entering the system
14-02	The system ensures data integrity and controls processing without hard-coded logic
15	**Environment**
15-01	For any activities not performed on State sites or facilities, the Vendor will provide effective physical security measures for all proposed equipment sites, all processing and operations areas (including the mailroom), and secured storage areas through a card key or other comparable system. At a minimum, the Vendor will:
15-01a	Ensure all servers are located in a secure, locked room accessible only by authorized personnel
15-01b	Restrict perimeter access to equipment sites, State-specified processing and storage areas, and storage areas through a card key or other comparable system,
15-01c	Provide accountability control to record access attempts, including attempts of unauthorized access.
15-02	Physical security shall include additional features designed to safeguard site(s) through required provision of fire retardant capabilities, as well as other electrical alarms, monitored by security personnel on a twenty-four (24) hours a day, seven (7) days a week basis.
15-03	RESERVED
16	**Interfaces**
16-01	The system has the ability to exchange data with other systems using the following mechanisms: online application to application, web services interface, FTP and SFTP, to and from magnetic media and using warehouse utilities to the State's data warehouse.
16-02	The system must provide real-time data transfer of identified data.
16-03	The system must send all operational data and reference tables to the data warehouse. Data should be loaded on a predefined timetable.
17	**Capacity**
17-01	The system should be able to support 1.5x the peak number of concurrent users in the current system in order to provide sufficient capacity for growth.
18	**System Auditing**
18-01	The system has the ability to maintain a historical record of all changes made to any item within the system (e.g., data element, business rule, process control, software program), the ID of the person or process that made the change, the before images of the affected data records, and the date and time the change was made. Individual records are date/time stamped as they move from a request for training, to a final approval, including the insertion of a purchase order number.
18-02	The system must ensure that all system events for software, hardware, interfaces, operating system, network, etc. are written to a system event log in a manner that facilitates debugging of all system problems. The web-based catalog resides in a Windows 2003 Server, which by default records all of the required

		TECHNICAL REQUIREMENTS
		events.
18-03		The system offers the ability to query, view, filter, and sort the system audit trail. The system is able to store the queries. The web-based catalog resides in a Windows 2003 Server, which by default allows for the ability to query, view, filter, and sort system logs and event logs.
18-04		The system has the ability to identify and track data back to its input source (e.g., imaged document, keyed from form, interface file, etc.).
18-05		RESERVED
19		**Error Handling**
19-01		The system must ensure that all errors are written to an error log. The web-based catalog resides in a Windows 2003 Server, which by default records all system errors.
19-02		The system must allow for an administrator to view, filter, sort, and search the error log. The web-based catalog resides in a Windows 2003 Server, which by default allows for the ability to query, view, filter, and sort system error logs.
19-03		The system must allow for an administrator to archive error log entries based upon user-defined criteria. The web-based catalog resides in a Windows 2003 Server, which by default allows for archiving of error log entries.
19-04		RESERVED
20		**Backup and Recovery**
20-01		The system has the ability to provide point-in-time recovery of data to the last completed transaction. Each event (transaction) is self backing, in that messages are sent to a minimum of two mailboxes, which are individually downloaded and stored. This allows full recovery at any given point.
20-02		The system has the ability to allow for continued use of the system during backup. Full system, off-server backups occur during the night, when there is not system activity. However, the backup process allows for full system functionality during backups
20-03		The system has the ability to provide a complete backup and recovery process for all database tables and system files. There is an automated, full system backup that occurs nightly. In addition, at each event, a message is created that will allow recovery at any given point
20-04		The system has the ability to create on request backups.
20-05		The back up and archival features of the system can be initiated automatically or by manual request.
20-06		Redundancy shall be designed into the system to handle failure situations and make system maintenance possible without experiencing downtime. In the event of a prolonged outage due to hardware failure, other servers must be available to temporarily run the application. The redundancy is designed into the system via a messaging component that records each step of the enrollment process no less than twice, and at some steps up to four times. In the event of a hardware failure, there are several backup processes in place in addition to a 30 minute hardware replacement guarantee.

	FUNCTIONAL REQUIREMENTS
21	**Product Web Catalog**
21-01	System will comply with the look and feel standards of the State's www.michigan.gov Web page environment.
21-02	The solution will provide the following: • Easily tracks order status, offering separate screens for pending, acknowledged, approved, and rejected requests • Tracks requisition status through approval process – the process is tracked by the web site and email through the entire order/approval process • Tracks orders and promise dates • Change or cancel orders for designated Staff • Ability to view complete order history – Training Coordinators & Liaisons can view any training request where they were selected as the Training Liaison. The system provides Training Coordinators with a report of all pending requests for their agency. • Email alerts to keep users informed - alerts occur whenever an action is taken by a Coordinator or Liaison (training acknowledged, approved, rejected, etc)
21-03	Provide an integrated workflow management system to allow an automated request and approval process.
21-04	Provide a "shopping cart" model for use by the State to include, at a minimum: • First, requestors select a class from the searchable catalog that incorporates all modalities of delivery. • Second, requestors submit their class request in a "shopping cart" model. • Upon check-out, requestors are required to enter the student's name, employee ID, email address, division, and phone number, before selecting an agency. • The requestor is then required to select the name of their local Training Liaison from a list of Liaisons for that specific agency. This step ensures that the class request is forwarded to the appropriate person for approval. • This request generates an email to the selected Liaison, and the PTD Technology Team Training Coordinator, who then reviews the request on a web-based approval page. • The Liaisons/Coordinators then approve the requests on a class-by-class basis, by supplying the number of the agency-initiated Purchase Order with the approval. • The Liaison's approval automatically generates emails to the student and the PTD Technology Team Scheduler, informing them of the approved request. • It also copies the Liaison who approved, rejected, or acknowledged the request. • Upon receipt of the valid Purchase Order, the PTD Technology Team Scheduler enrolls the student and generates an email to notify both the student and their Training Liaison. As seats are booked for scheduled classes, the PTD Technology Team system updates the available seats for each class listing posted on the site. The MMITT web site allows for one Training Coordinator per agency. The Coordinator has the discretion to add Liaisons to their agency, as needed, to assist in handling training requests.
21-05	Provide order information to include: • Track order status easily • Track requisition status through approval process • Track orders and promise dates • Change or cancel orders for designated staff • View complete order history • E-mail alerts to keep users informed • Access complete online returns process

		FUNCTIONAL REQUIREMENTS
21-06		To reduce unnecessary duplications, the catalog is organized and updated daily to reflect the addition of new classes and deletion of obsolete versions. To prevent confusion, the listings indicate the experience level for each non-technical class. The progression for technical classes is shown through graphical learning paths designed by MDIT. The following functionality is available within the catalog: • **Change in State custom/standard:** Upon notification by the MDIT Training Administrator that a course is no longer required, the PTD Technology Team immediately removes the obsolete product from the catalog. All approved changes, revisions and additions to the Web Product Catalog completed in a given month appear in the PTD Technology Team's monthly report to the MDIT Training Administrator. When the course catalog lists a course as being deliverable via all three delivery modalities (i.e., Instructor-led Classroom, Instructor-led e-Learning and Self-paced e-Learning) and there are variances in the content between the delivery modalities for that course, the course syllabus will note the differences.
21-07		The State will supply the Contractor Team with a list of available and easily accessible locations within the State of Michigan or in State of Michigan Government facilities where Self-Paced e-Learning, Instructor-Led e-Learning, and Formal Classroom sessions can be scheduled and conducted. The PTD Technology Team will then make this list of sites available on the web site.
22	**Web Catalog Information**	
22-01		The title of each course for progressive curricula is available within the Web Catalog listings.
22-02		Each course will have an available syllabus that shows duration, objectives and content. The following is a sample of performance objectives for a Crystal Reports XI Level 1 course: **Performance-Based Objectives** Upon successful completion of this course, students will be able to: • Create a report by using data from an existing database • Use a report to present specific data in the desired order • Create groups to summarize report data. • Build formulas to calculate and display data • Format reports • Add and modify elements in a report • Create single data series charts • Distribute report data
22-03		The processes put in place by the Contractor to ensure the suitability of the student for the course, prior to the student taking the course; and the training needs assessment software and/or services supplied by the Contractor.
22-04		Pre- and post-assessment to determine appropriate course level for a student, diagnose topics for improvement by a student and provide a baseline for assessment of the effectiveness of the training.
22-05		Accreditation for a certification award, if any, for which the course is designed to prepare students, and the name of the awarding body. Certification is provided by manufacturers when taking their certification exams associated with various levels of technical knowledge. Exams can be taken at any facility authorized by the manufacturer. Technical course information includes exam numbers on all training courses that apply to a certification track. The Contractor Team can provide authorized testing facilities for all certification exams in the Lansing and Detroit areas for the following manufacturers: Microsoft, Novell, Cisco, Oracle, CompTIA, and Sun.

	FUNCTIONAL REQUIREMENTS	
22-06	Certificates of Completion are awarded to all students who attend a complete training course. For classroom training, this is evident by their daily attendance in class. For e-Learning training, this is evident by their record of reviewing all of the course materials**.**	
22-07	All courses will have an available syllabus that shows duration, objectives and content. Each lesson and topic will be outlined providing a thorough overview of the course content. Practical work, such as hands-on activities, will also be clarified.	

22-08	Each course will have a syllabus that indicates duration, objectives and content. Lessons and topics will be detailed, providing a thorough synopsis of the course content. The following is an example of the core subject matter for the Crystal Reports XI course, Level 1 the first three lessons:
	
	Lesson 1: Creating a Report
	        Topic 1A: Set Default Report Settings
	        Topic 1B: Specify Fields for a New Report
	        Topic 1C: Preview a Report
	        Topic 1D: Modify Field Display
	        Topic 1E: Add a Report Title
	        Topic 1F: Position Fields
	        Topic 1G: Add Fields from Other Tables
	Lesson 2: Displaying Specific Report Data
	        Topic 2A: Find Data
	        Topic 2B: Sort Data
	        Topic 2C: Filter Data by a Single Criterion
	Lesson 3: Grouping Report Data
	        Topic 3A: Insert a Group
	        Topic 3B: Add Summaries
	        Topic 3C: Format Summary Information
	        Topic 3D: Change Group Options
	        Topic 3E: Add a Second-Level Grouping
	        Topic 3F: Filter Records by Group
	        Topic 3G: Create a Top N Sort Group	

22-09	Course duration and starting and ending times are clearly indicated in the web-based catalog. Typically, classroom instruction and instructor-led e-Learning begin between 8 and 9 AM and end between 4 and 5 PM. Self-paced e-Learning is available 24 hours a day during the subscription period.	
22-10	Should further study, reading and research be required beyond the normal classroom sessions, it will be clarified in the course description and syllabus. If additional time is involved in completing a course, it will be explained.	
22-11	Training methods are clearly indicated in the web-based catalog: The catalog display will be expanded so that the available methods by course are detailed, adding to the seamlessness of course information offered during the catalog searches. Class size for formal classroom training is normally 10-18 students, depending on the course. Instructor-led e-Learning has no specific size limit, although limits may be applied to certain courses in order to maximize the learning experience. Class size does not apply to self-pace e-Learning.	
22-12	Each course syllabus will contain a section to identify the "targeted student" as well as the prerequisites for the course.	
22-13	Any rules governing student conduct while attending the course, such as dress code shall be provided.	
22-14	The course syllabi will clarify if the particular course is a part of a series or group of related classes.	
22-15	It will be clarified in the course description if further "face-to-face" instruction (as in an introductory, conceptual training session) or practical application scenarios are needed. This may also entail additional course recommendations involving not only topics, but also particular venues (e.g. Instructor-led).	

	FUNCTIONAL REQUIREMENTS
22-16	All formal classroom training at a vendor's facility will include all necessary equipment and materials. If the formal classroom training is conducted at a State facility, then the State will provide the training equipment and software, and the vendor will provide all materials. Hardware and software requirements will be coordinated with the facility manager for the specific course being taught. In the case of e-Learning, both self-paced and instructor-led, the following are the typical requirements for a Microsoft Office course: • Browser: Microsoft Internet Explorer 6.0 or above • Browser: Firefox 1.x or above • Browser: Safari 1.x or above • Operating System: MS-Windows 2000 or above • Operating System: MacOS 10.3.x or above Specific requirements are identified with each course. Most importantly, when taking an e-Learning course, the State needs to provide the student with an environment conducive to learning.
22-17	The Contractor Team will staff help desk with experienced trainers and dedicated support staff who can assist students with problems encountered while trying to perform tasks illustrated in the registered courses the student has attended. Students shall call within the first three months of having attended one of our courses, in order to retain the greatest learning benefit. Support is limited to the material covered in class. Students seeking help desk assistance can expect a 24-hour response time for requests related to this service. For our clients who require support beyond three months, or for a course taken from a different provider, or assistance beyond the scope of the help desk (i.e. programming, system troubleshooting, configuration, and installation), professional consulting services can be arranged to assist the student. Response time for such services will be dependent upon the scope of the request being made. The Contractor Technology Team will strive to address all requests in a timely manner. The specific method to contacting support will be included with each set of course materials, or each purchased e-Learning course.
22-18	The primary requirement is for the State to support the learner in their need to learn, and during their actual e-Learning or classroom time. This is particularly applicable for self-paced e-Learning where a learner frequently conducts the coursework from their workstation.
22-19	All collaboration occurs either in the classroom or online via the instructor-led e-Learning option.
22-20	Course registration and reporting systems allow for the tracking of individual histories by student. These are reported monthly to the MDIT contract administrator, with special reports produced upon request. Learning management for technical training is clearly defined by training plans, which outline training required and curriculum progress.
22-21	Course delivery methods are indicated in the web-based catalog and include instructor-led classroom instruction, self-paced e-Learning, and instructor-led e-Learning: The catalog display will be expanded to clearly indicate available methods by course, adding to the seamlessness of course information available during catalog searches.
22-22	There is no limit on the number of students that can simultaneously access self-paced e-Learning. Limits to instructor-led e-Learning are typically the same as classroom training, in order to ensure that the instructor is able to provide personal attention to all trainees.
22-23	The Contractor will provide qualified support staff in the areas of: accounting, scheduling, customer service, technical support, and technical writing, including Subject Matter Experts to fully meet the requirements of this proposal. For course development and tailoring, these Subject Matter Experts will be called upon to develop and tailor courses for the State of Michigan. The Contractor's Team's robust technical staff are fully certified in the technical courses required by the State of Michigan.
22-24	Detailed process for how the quarterly schedule for *Formal Classroom* training, *Instructor-Led e-Learning* and Blended Value-Add training will be established

	FUNCTIONAL REQUIREMENTS
	The chart below is the general process followed for scheduling. Most desktop training will follow this process, which places demand as the primary consideration. In contrast, much of the technical training uses individual training plans combined with technical projects as the primary considerations for course schedules. **Quarterly Scheduling Process** Education Mgr Develops Schedule See Note 1 Mgmt and Instructors Review Schedule Mgmt Decision - is Schedule Appropriate? — No Yes Publish Schedule Note 1 - Factors that influence schedule include: * Popularity of Class * Customer Requests * Student Wait Lists * Vendor Release Dates (e.g. schedule Office 2003 training near release date) END
23	**Form Requirements**
23-01	All forms on the system will been standardized to the State's requirements and specifications.
23-02	The system uses an industry standard database that can export data to spreadsheets and other database applications.
24	**Financial**
24-01	The system tracks and displays available seat counts in any give class.
25	**Migration**
25-01	Data, and related information, has a migration path to future revisions of the hardware and software and there is a guaranteed and reasonably straightforward "exit path" to systems of other vendors. The web catalog is based on industry standards and has already been seamlessly migrated to current versions of both the RDBMS and operating system. The data is exportable to most any system capable of importing data in an industry standard format.
25-02	Data will migrate smoothly to any future revision of the software and hardware ("smoothly" would be defined as having the system administrator follow Vendor-supplied written instructions to run a Vendor-supplied program or programs in batch mode to convert data, or any process that is simpler or more automatic than this).

Article 2, Terms and Conditions

2.000   Contract Structure and Term

2.001   Contract Term

This Contract is for a period of 3 years beginning September 1, 2009 through August 31, 2012. All outstanding Purchase Orders must also expire upon the termination (cancellation for any of the reasons listed in **Section 2.130**) of the Contract, unless otherwise extended under the Contract. Absent an early termination for any reason, Purchase Orders issued but not expired, by the end of the Contract's stated term, will remain in effect for the balance of the fiscal year for which they were issued.

2.002   Renewal(s)

This Contract may be renewed in writing by mutual agreement of the parties not less than 30 days before its expiration. The Contract may be renewed for up to **3** additional **2** year periods.

2.003   Legal Effect

Contractor shall show acceptance of this Contract by signing two copies of the Contract and returning them to the Contract Administrator. The Contractor shall not proceed with the performance of the work to be done under the Contract, including the purchase of necessary materials, until both parties have signed the Contract to show acceptance of its terms, and the Contractor receives a contract release/purchase order that authorizes and defines specific performance requirements.

Except as otherwise agreed in writing by the parties, the State assumes no liability for costs incurred by Contractor or payment under this Contract, until Contractor is notified in writing that this Contract (or Change Order) has been approved by the State Administrative Board (if required), approved and signed by all the parties, and a Purchase Order against the Contract has been issued.

2.004   Attachments & Exhibits

All Attachments and Exhibits affixed to any and all Statement(s) of Work, or appended to or referencing this Contract, are incorporated in their entirety and form part of this Contract.

2.005   Ordering

The State will issue a written Purchase Order, Blanket Purchase Order, Direct Voucher or Procurement Card Order, which must be approved by the Contract Administrator or the Contract Administrator's designee, to order any Services/Deliverables under this Contract. All orders are subject to the terms and conditions of this Contract. No additional terms and conditions contained on either a Purchase Order or Blanket Purchase Order apply unless they are also specifically contained in that Purchase Order or Blanket Purchase Order's accompanying Statement of Work. Exact quantities to be purchased are unknown, however, the Contractor will be required to furnish all such materials and services as may be ordered during the CONTRACT period. Quantities specified, if any, are estimates based on prior purchases, and the State is not obligated to purchase in these or any other quantities.

2.006   Order of Precedence

The Contract, including any Statements of Work and Exhibits, to the extent not contrary to the Contract, each of which is incorporated for all purposes, constitutes the entire agreement between the parties with respect to the subject matter and supersedes all prior agreements, whether written or oral, with respect to the subject matter and as additional terms and conditions on the purchase order must apply as limited by **Section 2.005.**

In the event of any inconsistency between the terms of the Contract and a Statement of Work, the terms of the Statement of Work will take precedence (as to that Statement of Work only); provided, however, that a Statement of Work may not modify or amend the terms of the Contract, which may be modified or amended only by a formal Contract amendment.

2.007 Headings

Captions and headings used in the Contract are for information and organization purposes. Captions and headings, including inaccurate references, do not, in any way, define or limit the requirements or terms and conditions of the Contract.

2.008 Form, Function & Utility

If the Contract is for use of more than one State agency and if the Deliverable/Service does not the meet the form, function, and utility required by that State agency, that agency may, subject to State purchasing policies, procure the Deliverable/Service from another source.

2.009 Reformation and Severability

Each provision of the Contract is severable from all other provisions of the Contract and, if one or more of the provisions of the Contract is declared invalid, the remaining provisions of the Contract remain in full force and effect.

2.010 Consents and Approvals

Except as expressly provided otherwise in the Contract, if either party requires the consent or approval of the other party for the taking of any action under the Contract, the consent or approval must be in writing and must not be unreasonably withheld or delayed.

2.011 No Waiver of Default

If a party fails to insist upon strict adherence to any term of the Contract then the party has not waived the right to later insist upon strict adherence to that term, or any other term, of the Contract.

2.012 Survival

Any provisions of the Contract that impose continuing obligations on the parties, including without limitation the parties' respective warranty, indemnity and confidentiality obligations, survive the expiration or termination of the Contract for any reason. Specific references to survival in the Contract are solely for identification purposes and not meant to limit or prevent the survival of any other section

2.020 Contract Administration

2.021 Issuing Office

This Contract is issued by the Department of Management and Budget, Purchasing Operations and the Michigan Department of Information Technology (collectively, including all other relevant State of Michigan departments and agencies, the "State"). Purchasing Operations is the sole point of contact in the State with regard to all procurement and contractual matters relating to the Contract. The Purchasing Operations Contract Administrator for this Contract is:

Steve Motz
Buyer
Purchasing Operations
Department of Management and Budget
Mason Bldg, 2nd Floor
PO Box 30026
Lansing, MI 48909
motzs@michigan.gov
Phone: 517-241-3215

2.022 Contract Compliance Inspector

The Director of Purchasing Operations directs the person named below, or his or her designee, to monitor and coordinate the activities for the Contract on a day-to-day basis during its term. **Monitoring Contract activities does not imply the authority to change, modify, clarify, amend, or otherwise alter the prices, terms,**

conditions and specifications of the Contract. Purchasing Operations is the only State office authorized to change, modify, amend, alter or clarify the prices, specifications, terms and conditions of this Contract. The Contract Compliance Inspector for this Contract is:

Patty Bogard
MDIT Contract Office
Michigan Department of Information Technology
Constitution Hall, 1st Floor North
525 W. Allegan
Lansing, MI 48909
bogardp@michigan.gov
Phone: 517-335-4051

2.023   Project Manager

The following individual will oversee the project:

Deborah Stanaway
MDIT Executive Office
Michigan Department of Information Technology
Romney Building, 8th Floor
111 South Capital
Lansing, MI 48913
stanawayd@michigan.gov
Phone: 517-335-6749

2.024   Change Requests

The State reserves the right to request from time to time any changes to the requirements and specifications of the Contract and the work to be performed by the Contractor under the Contract. During the course of ordinary business, it may become necessary for the State to discontinue certain business practices or create Additional Services/Deliverables. At a minimum, to the extent applicable, the State would like the Contractor to provide a detailed outline of all work to be done, including tasks necessary to accomplish the Services/Deliverables, timeframes, listing of key personnel assigned, estimated hours for each individual per task, and a complete and detailed cost justification.

If the State requests or directs the Contractor to perform any Services/Deliverables that are outside the scope of the Contractor's responsibilities under the Contract ("New Work"), the Contractor must notify the State promptly, and before commencing performance of the requested activities, that it believes the requested activities are New Work. If the Contractor fails to notify the State before commencing performance of the requested activities, any such activities performed before the Contractor gives notice shall be conclusively considered to be in-scope Services/Deliverables, not New Work.

If the State requests or directs the Contractor to perform any services or provide deliverables that are consistent with and similar to the Services/Deliverables being provided by the Contractor under the Contract, but which the Contractor reasonably and in good faith believes are not included within the Statements of Work, then before performing such services or providing such deliverables, the Contractor shall notify the State in writing that it considers the services or deliverables to be an Additional Service/Deliverable for which the Contractor should receive additional compensation. If the Contractor does not so notify the State, the Contractor shall have no right to claim thereafter that it is entitled to additional compensation for performing that service or providing that deliverable. If the Contractor does so notify the State, then such a service or deliverable shall be governed by the Change Request procedure in this Section.

In the event prices or service levels are not acceptable to the State, the Additional Services or New Work shall be subject to competitive bidding based upon the specifications.

(1) Change Request at State Request

If the State should require Contractor to perform New Work, Additional Services or make changes to the Services that would affect the Contract completion schedule or the amount of compensation due Contractor (a "Change"), the State shall submit a written request for Contractor to furnish a proposal for carrying out the requested Change (a "Change Request").

(2) Contractor Recommendation for Change Requests:

Contractor shall be entitled to propose a Change to the State, on its own initiative, should it be of the opinion that this would benefit the Contract.

(3) Upon receipt of a Change Request or on its own initiative, Contractor shall examine the implications of the requested Change on the technical specifications, Contract schedule and price of the Deliverables and Services and shall submit to the State without undue delay a written proposal for carrying out the Change. Contractor's proposal will include any associated changes in the technical specifications, Contract schedule and price and method of pricing of the Services. If the Change is to be performed on a time and materials basis, the Amendment Labor Rates shall apply to the provision of such Services. If Contractor provides a written proposal and should Contractor be of the opinion that a requested Change is not to be recommended, it shall communicate its opinion to the State but shall nevertheless carry out the Change as specified in the written proposal if the State directs it to do so.

(4) By giving Contractor written notice within a reasonable time, the State must be entitled to accept a Contractor proposal for Change, to reject it, or to reach another agreement with Contractor. Should the parties agree on carrying out a Change, a written Contract Change Notice must be prepared and issued under this Contract, describing the Change and its effects on the Services and any affected components of this Contract (a "Contract Change Notice").

(5) No proposed Change must be performed until the proposed Change has been specified in a duly executed Contract Change Notice issued by the Department of Management and Budget, Purchasing Operations.

(6) If the State requests or directs the Contractor to perform any activities that Contractor believes constitute a Change, the Contractor must notify the State that it believes the requested activities are a Change before beginning to work on the requested activities. If the Contractor fails to notify the State before beginning to work on the requested activities, then the Contractor waives any right to assert any claim for additional compensation or time for performing the requested activities. If the Contractor commences performing work outside the scope of this Contract and then ceases performing that work, the Contractor must, at the request of the State, retract any out-of-scope work that would adversely affect the Contract.

2.025 Notices

Any notice given to a party under the Contract must be deemed effective, if addressed to the party as addressed below, upon: (i) delivery, if hand delivered; (ii) receipt of a confirmed transmission by facsimile if a copy of the notice is sent by another means specified in this Section; (iii) the third Business Day after being sent by U.S. mail, postage pre-paid, return receipt requested; or (iv) the next Business Day after being sent by a nationally recognized overnight express courier with a reliable tracking system.
State:
State of Michigan
Purchasing Operations
Attention:
PO Box 30026
530 West Allegan
Lansing, Michigan 48909

Contractor:
PTD Technology
3001 Coolidge Rd. Suite 403
East Lansing, MI 48823
karl.meier@ptdtechnology.com

Either party may change its address where notices are to be sent by giving notice according to this Section.

2.026 Binding Commitments

Representatives of Contractor must have the authority to make binding commitments on Contractor's behalf within the bounds set forth in the Contract. Contractor may change the representatives from time to time upon written notice.

2.027 Relationship of the Parties

The relationship between the State and Contractor is that of client and independent contractor. No agent, employee, or servant of Contractor or any of its Subcontractors must be or must be deemed to be an employee, agent or servant of the State for any reason. Contractor will be solely and entirely responsible for its acts and the acts of its agents, employees, servants and Subcontractors during the performance of the Contract.

2.028 Covenant of Good Faith

Each party must act reasonably and in good faith. Unless stated otherwise in the Contract, the parties will not unreasonably delay, condition or withhold the giving of any consent, decision or approval that is either requested or reasonably required of them in order for the other party to perform its responsibilities under the Contract.

2.029 Assignments

Neither party may assign the Contract, or assign or delegate any of its duties or obligations under the Contract, to any other party (whether by operation of law or otherwise), without the prior written consent of the other party; provided, however, that the State may assign the Contract to any other State agency, department, division or department without the prior consent of Contractor and Contractor may assign the Contract to an affiliate so long as the affiliate is adequately capitalized and can provide adequate assurances that the affiliate can perform the Contract. The State may withhold consent from proposed assignments, subcontracts, or novations when the transfer of responsibility would operate to decrease the State's likelihood of receiving performance on the Contract or the State's ability to recover damages.

Contractor may not, without the prior written approval of the State, assign its right to receive payments due under the Contract. If the State permits an assignment, the Contractor is not relieved of its responsibility to perform any of its contractual duties, and the requirement under the Contract that all payments must be made to one entity continues.

If the Contractor intends to assign the contract or any of the Contractor's rights or duties under the Contract, the Contractor must notify the State in writing at least 90 days before the assignment. The Contractor also must provide the State with adequate information about the assignee within a reasonable amount of time before the assignment for the State to determine whether to approve the assignment.

2.030   General Provisions

2.031 Media Releases

News releases (including promotional literature and commercial advertisements) pertaining to the RFP and Contract or project to which it relates shall not be made without prior written State approval, and then only in accordance with the explicit written instructions from the State. No results of the activities associated with the RFP and Contract are to be released without prior written approval of the State and then only to persons designated.

2.032 Contract Distribution

Purchasing Operations retains the sole right of Contract distribution to all State agencies and local units of government unless other arrangements are authorized by Purchasing Operations.

2.033 Permits

Contractor must obtain and pay any associated costs for all required governmental permits, licenses and approvals for the delivery, installation and performance of the Services. The State must pay for all costs and expenses incurred in obtaining and maintaining any necessary easements or right of way.

2.034 Website Incorporation

The State is not bound by any content on the Contractor's website, even if the Contractor's documentation specifically referenced that content and attempts to incorporate it into any other communication, unless the State has actual knowledge of the content and has expressly agreed to be bound by it in a writing that has been manually signed by an authorized representative of the State.

2.035 Future Bidding Preclusion

Contractor acknowledges that, to the extent this Contract involves the creation, research, investigation or generation of a future RFP; it may be precluded from bidding on the subsequent RFP. The State reserves the right to disqualify any bidder if the State determines that the bidder has used its position (whether as an incumbent Contractor, or as a Contractor hired to assist with the RFP development, or as a Vendor offering free assistance) to gain a competitive advantage on the RFP

2.036 Freedom of Information

All information in any proposal submitted to the State by Contractor and this Contract is subject to the provisions of the Michigan Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, et seq (the "FOIA").

2.037 Disaster Recovery

Contractor and the State recognize that the State provides essential services in times of natural or man-made disasters. Therefore, except as so mandated by Federal disaster response requirements, Contractor personnel dedicated to providing Services/Deliverables under this Contract will provide the State with priority service for repair and work around in the event of a natural or man-made disaster.

2.040   Financial Provisions

2.041 Fixed Prices for Services/Deliverables

Each Statement of Work or Purchase Order issued under this Contract shall specify (or indicate by reference to the appropriate Contract Exhibit) the firm, fixed prices for all Services/Deliverables, and the associated payment milestones and payment amounts. The State may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor must show verification of measurable progress at the time of requesting progress payments.

2.042 Adjustments for Reductions in Scope of Services/Deliverables

If the scope of the Services/Deliverables under any Statement of Work issued under this Contract is subsequently reduced by the State, the parties shall negotiate an equitable reduction in Contractor's charges under such Statement of Work commensurate with the reduction in scope.

2.043 Services/Deliverables Covered

For all Services/Deliverables to be provided by Contractor (and its Subcontractors, if any) under this Contract, the State shall not be obligated to pay any amounts in addition to the charges specified in this Contract.

2.044 Invoicing and Payment – In General

(a) Each Statement of Work issued under this Contract shall list (or indicate by reference to the appropriate Contract Exhibit) the prices for all Services/Deliverables, equipment and commodities to be provided, and the associated payment milestones and payment amounts.

(b) Each Contractor invoice will show details as to charges by Service/Deliverable component and location at a level of detail reasonably necessary to satisfy the State's accounting and charge-back requirements. Invoices for Services performed on a time and materials basis will show, for each individual, the number of hours of Services performed during the billing period, the billable skill/labor category for such person and the applicable hourly billing rate. Prompt payment by the State is contingent on the Contractor's

invoices showing the amount owed by the State minus any holdback amount to be retained by the State in accordance with **Section 1.064**.

(c) Correct invoices will be due and payable by the State, in accordance with the State's standard payment procedure as specified in 1984 Public Act No. 279, MCL 17.51 et seq., within 45 days after receipt, provided the State determines that the invoice was properly rendered.

(d) All invoices should reflect actual work done. Specific details of invoices and payments will be agreed upon between the Contract Administrator and the Contractor after the proposed Contract Agreement has been signed and accepted by both the Contractor and the Director of Purchasing Operations, Department of Management & Budget. This activity will occur only upon the specific written direction from Purchasing Operations.

The specific payment schedule for any Contract(s) entered into, as the State and the Contractor(s) will mutually agree upon. The schedule should show payment amount and should reflect actual work done by the payment dates, less any penalty cost charges accrued by those dates. As a general policy statements shall be forwarded to the designated representative by the 15th day of the following month.

The Government may make progress payments to the Contractor when requested as work progresses, but not more frequently than monthly, in amounts approved by the Contract Administrator, after negotiation. Contractor must show verification of measurable progress at the time of requesting progress payments.

2.045 Pro-ration

To the extent there are any Services that are to be paid for on a monthly basis, the cost of such Services shall be pro-rated for any partial month.

2.046 Antitrust Assignment

The Contractor assigns to the State any claim for overcharges resulting from antitrust violations to the extent that those violations concern materials or services supplied by third parties to the Contractor, toward fulfillment of this Contract.

2.047 Final Payment

The making of final payment by the State to Contractor does not constitute a waiver by either party of any rights or other claims as to the other party's continuing obligations under the Contract, nor will it constitute a waiver of any claims by one party against the other arising from unsettled claims or failure by a party to comply with this Contract, including claims for Services and Deliverables not reasonably known until after acceptance to be defective or substandard. Contractor's acceptance of final payment by the State under this Contract shall constitute a waiver of all claims by Contractor against the State for payment under this Contract, other than those claims previously filed in writing on a timely basis and still unsettled.

2.048 Electronic Payment Requirement

Electronic transfer of funds is required for payments on State Contracts. Contractors are required to register with the State electronically at http://www.cpexpress.state.mi.us. As stated in Public Act 431 of 1984, all contracts that the State enters into for the purchase of goods and services shall provide that payment will be made by electronic fund transfer (EFT).

2.050   Taxes

2.051 Employment Taxes

Contractors are expected to collect and pay all applicable federal, state, and local employment taxes, including the taxes.

2.052 Sales and Use Taxes

Contractors are required to be registered and to remit sales and use taxes on taxable sales of tangible personal property or services delivered into the State. Contractors that lack sufficient presence in Michigan to be required to register and pay tax must do so as a volunteer. This requirement extends to: (1) all members of any controlled group as defined in § 1563(a) of the Internal Revenue Code and applicable regulations of which the company is a member, and (2) all organizations under common control as defined in § 414(c) of the Internal Revenue Code and applicable regulations of which the company is a member that make sales at retail for delivery into the State are registered with the State for the collection and remittance of sales and use taxes. In applying treasury regulations defining "two or more trades or businesses under common control" the term "organization" means sole proprietorship, a partnership (as defined in § 701(a) (2) of the Internal Revenue Code), a trust, an estate, a corporation, or a limited liability company.

2.060   Contract Management

2.061 Contractor Personnel Qualifications

All persons assigned by Contractor to the performance of Services under this Contract must be employees of Contractor or its majority-owned (directly or indirectly, at any tier) subsidiaries (or a State-approved Subcontractor) and must be fully qualified to perform the work assigned to them. Contractor must include a similar provision in any subcontract entered into with a Subcontractor. For the purposes of this Contract, independent contractors engaged by Contractor solely in a staff augmentation role must be treated by the State as if they were employees of Contractor for this Contract only; however, the State understands that the relationship between Contractor and Subcontractor is an independent contractor relationship.

2.062 Contractor Key Personnel

(a) The Contractor must provide the Contract Compliance Inspector with the names of the Key Personnel.
(b) Key Personnel must be dedicated as defined in the Statement of Work to the Project for its duration in the applicable Statement of Work with respect to other individuals designated as Key Personnel for that Statement of Work.
(c) The State will have the right to recommend and approve in writing the initial assignment, as well as any proposed reassignment or replacement, of any Key Personnel. Before assigning an individual to any Key Personnel position, Contractor will notify the State of the proposed assignment, will introduce the individual to the appropriate State representatives, and will provide the State with a resume and any other information about the individual reasonably requested by the State. The State reserves the right to interview the individual before granting written approval. In the event the State finds a proposed individual unacceptable, the State will provide a written explanation including reasonable detail outlining the reasons for the rejection.
(d) Contractor must not remove any Key Personnel from their assigned roles or the Contract without the prior written consent of the State. The Contractor's removal of Key Personnel without the prior written consent of the State is an unauthorized removal ("Unauthorized Removal"). Unauthorized Removals does not include replacing Key Personnel for reasons beyond the reasonable control of Contractor, including illness, disability, leave of absence, personal emergency circumstances, resignation or for cause termination of the Key Personnel's employment. Unauthorized Removals does not include replacing Key Personnel because of promotions or other job movements allowed by Contractor personnel policies or Collective Bargaining Agreement(s) as long as the State receives prior written notice before shadowing occurs and Contractor provides 30 days of shadowing unless parties agree to a different time period. The Contractor with the State must review any Key Personnel replacements, and appropriate transition planning will be established. Any Unauthorized Removal may be considered by the State to be a material breach of the Contract, in respect of which the State may elect to exercise its termination and cancellation rights.
(e) The Contractor must notify the Contract Compliance Inspector and the Contract Administrator at least 10 business days before redeploying non-Key Personnel, who are dedicated to primarily to the Project, to other projects. If the State does not object to the redeployment by its scheduled date, the Contractor may then redeploy the non-Key Personnel.

2.063   Re-assignment of Personnel at the State's Request

The State reserves the right to require the removal from the Project of Contractor personnel found, in the judgment of the State, to be unacceptable. The State's request must be written with reasonable detail outlining the reasons for the removal request. Additionally, the State's request must be based on legitimate, good faith reasons. Replacement personnel for the removed person must be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed personnel, the State agrees to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any incident with removed personnel results in delay not reasonably anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Service will not be counted for a time as agreed to by the parties.

2.064   Contractor Personnel Location

All staff assigned by Contractor to work on the Contract will perform their duties either primarily at Contractor's offices and facilities or at State facilities. Without limiting the generality of the foregoing, Key Personnel will, at a minimum, spend at least the amount of time on-site at State facilities as indicated in the applicable Statement of Work. Subject to availability, selected Contractor personnel may be assigned office space to be shared with State personnel.

2.065   Contractor Identification

Contractor employees must be clearly identifiable while on State property by wearing a State-issued badge, as required. Contractor employees are required to clearly identify themselves and the company they work for whenever making contact with State personnel by telephone or other means.

2.066   Cooperation with Third Parties

Contractor agrees to cause its personnel and the personnel of any Subcontractors to cooperate with the State and its agents and other contractors including the State's Quality Assurance personnel. As reasonably requested by the State in writing, the Contractor will provide to the State's agents and other contractors reasonable access to Contractor's Project personnel, systems and facilities to the extent the access relates to activities specifically associated with this Contract and will not interfere or jeopardize the safety or operation of the systems or facilities. The State acknowledges that Contractor's time schedule for the Contract is very specific and agrees not to unnecessarily or unreasonably interfere with, delay or otherwise impeded Contractor's performance under this Contract with the requests for access.

2.067   Contract Management Responsibilities

Contractor shall be responsible for all acts and omissions of its employees, as well as the acts and omissions of any other personnel furnished by Contractor to perform the Services. Contractor shall have overall responsibility for managing and successfully performing and completing the Services/Deliverables, subject to the overall direction and supervision of the State and with the participation and support of the State as specified in this Contract. Contractor's duties will include monitoring and reporting the State's performance of its participation and support responsibilities (as well as Contractor's own responsibilities) and providing timely notice to the State in Contractor's reasonable opinion if the State's failure to perform its responsibilities in accordance with the Project Plan is likely to delay the timely achievement of any Contract tasks.

The Contractor will provide the Services/Deliverables directly or through its affiliates, subsidiaries, subcontractors or resellers. Regardless of the entity providing the Service/Deliverable, the Contractor will act as a single point of contact coordinating these entities to meet the State's need for Services/Deliverables. Nothing in this Contract, however, shall be construed to authorize or require any party to violate any applicable law or regulation in its performance of this Contract.

2.068   Contractor Return of State Equipment/Resources

The Contractor must return to the State any State-furnished equipment, facilities and other resources when no longer required for the Contract in the same condition as when provided by the State, reasonable wear and tear excepted.

2.070   Subcontracting by Contractor

2.071 Contractor full Responsibility

Contractor shall have full responsibility for the successful performance and completion of all of the Services and Deliverables. The State will consider Contractor to be the sole point of contact with regard to all contractual matters under this Contract, including payment of any and all charges for Services and Deliverables.

2.072 State Consent to delegation

Contractor shall not delegate any duties under this Contract to a Subcontractor unless the Department of Management and Budget, Purchasing Operations has given written consent to such delegation. The State shall have the right of prior written approval of all Subcontractors and to require Contractor to replace any Subcontractors found, in the reasonable judgment of the State, to be unacceptable. The State's request shall be written with reasonable detail outlining the reasons for the removal request. Additionally, the State's request shall be based on legitimate, good faith reasons. Replacement Subcontractor(s) for the removed Subcontractor shall be fully qualified for the position. If the State exercises this right, and the Contractor cannot immediately replace the removed Subcontractor, the State will agree to an equitable adjustment in schedule or other terms that may be affected by the State's required removal. If any such incident with a removed Subcontractor results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLA for the affected Work will not be counted for a time agreed upon by the parties.

2.073 Subcontractor bound to Contract

In any subcontracts entered into by Contractor for the performance of the Services, Contractor shall require the Subcontractor, to the extent of the Services to be performed by the Subcontractor, to be bound to Contractor by the terms of this Contract and to assume toward Contractor all of the obligations and responsibilities that Contractor, by this Contract, assumes toward the State. The State reserves the right to receive copies of and review all subcontracts, although Contractor may delete or mask any proprietary information, including pricing, contained in such contracts before providing them to the State. The management of any Subcontractor will be the responsibility of Contractor, and Contractor shall remain responsible for the performance of its Subcontractors to the same extent as if Contractor had not subcontracted such performance. Contractor shall make all payments to Subcontractors or suppliers of Contractor. Except as otherwise agreed in writing by the State and Contractor, the State will not be obligated to direct payments for the Services other than to Contractor. The State's written approval of any Subcontractor engaged by Contractor to perform any obligation under this Contract shall not relieve Contractor of any obligations or performance required under this Contract. A list of the Subcontractors, if any, approved by the State as of the execution of this Contract, together with a copy of the applicable subcontract is attached.

2.074 Flow Down

Except where specifically approved in writing by the State on a case-by-case basis, Contractor shall flow down the obligations in **Sections 2.031, 2.060, 2.100, 2.110, 2.120, 2.130, and 2.200** in all of its agreements with any Subcontractors.

2.075 Competitive Selection

The Contractor shall select subcontractors (including suppliers) on a competitive basis to the maximum practical extent consistent with the objectives and requirements of the Contract.

2.080   State Responsibilities

2.081 Equipment

The State will provide only the equipment and resources identified in the Statements of Work and other Contract Exhibits.

2.082 Facilities

The State must designate space as long as it is available and as provided in the Statement of Work, to house the Contractor's personnel whom the parties agree will perform the Services/Deliverables at State facilities (collectively, the "State Facilities"). The Contractor must have reasonable access to, and unless agreed otherwise by the parties in writing must observe and comply with all rules and regulations relating to each of the State Facilities (including hours of operation) used by the Contractor in the course of providing the Services. Contractor agrees that it will not, without the prior written consent of the State, use any State Facilities or access any State information systems provided for the Contractor's use, or to which the Contractor otherwise gains access in the course of performing the Services, for any purpose other than providing the Services to the State.

2.090   Security

2.091 Background Checks

On a case-by-case basis, the State may investigate the Contractor's personnel before they may have access to State facilities and systems. The scope of the background check is at the discretion of the State and the results will be used to determine Contractor personnel eligibility for working within State facilities and systems. The investigations will include Michigan State Police Background checks (ICHAT) and may include the National Crime Information Center (NCIC) Finger Prints. Proposed Contractor personnel may be required to complete and submit an RI-8 Fingerprint Card for the NCIC Finger Print Check. Any request for background checks will be initiated by the State and will be reasonably related to the type of work requested.

All Contractor personnel will also be expected to comply with the State's security and acceptable use policies for State IT equipment and resources. See http://www.michigan.gov/dit. Furthermore, Contractor personnel will be expected to agree to the State's security and acceptable use policies before the Contractor personnel will be accepted as a resource to perform work for the State. It is expected the Contractor will present these documents to the prospective employee before the Contractor presents the individual to the State as a proposed resource. Contractor staff will be expected to comply with all Physical Security procedures in place within the facilities where they are working.

2.092 Security Breach Notification

If the Contractor breaches this Section, the Contractor must (i) promptly cure any deficiencies and (ii) comply with any applicable federal and state laws and regulations pertaining to unauthorized disclosures. Contractor and the State will cooperate to mitigate, to the extent practicable, the effects of any breach, intrusion, or unauthorized use or disclosure. Contractor must report to the State in writing any use or disclosure of Confidential Information, whether suspected or actual, other than as provided for by the Contract within 10 days of becoming aware of the use or disclosure or the shorter time period as is reasonable under the circumstances.

2.093 PCI DATA Security Requirements

Contractors with access to credit/debit card cardholder data must adhere to the Payment Card Industry (PCI) Data Security requirements. Contractor agrees that they are responsible for security of cardholder data in their possession. Contractor agrees that data can ONLY be used for assisting the State in completing a transaction, supporting a loyalty program, supporting the State, providing fraud control services, or for other uses specifically required by law.

Contractor agrees to provide business continuity in the event of a major disruption, disaster or failure.

The Contractor will contact the Department of Management and Budget, Financial Services immediately to advise them of any breaches in security where card data has been compromised.   In the event of a security intrusion, the Contractor agrees the Payment Card Industry representative, or a Payment Card Industry approved third party, will be provided with full cooperation and access to conduct a thorough security review. The review will validate compliance with the Payment Card Industry Data Security Standard for protecting cardholder data.

Contractor agrees to properly dispose sensitive cardholder data when no longer needed. The Contractor will continue to treat cardholder data as confidential upon contract termination.

The Contractor will provide the Department of Management and Budget, Financial Services documentation showing PCI Data Security certification has been achieved. The Contractor will advise the Department of Management and Budget, Financial Services of all failures to comply with the PCI Data Security Requirements. Failures include, but are not limited to system scans and self-assessment questionnaires. The Contractor will provide a time line for corrective action.

2.100   Confidentiality

2.101 Confidentiality

Contractor and the State each acknowledge that the other possesses and will continue to possess confidential information that has been developed or received by it. As used in this Section, "Confidential Information" of Contractor must mean all non-public proprietary information of Contractor (other than Confidential Information of the State as defined below), which is marked confidential, restricted, proprietary, or with a similar designation. "Confidential Information" of the State must mean any information which is retained in confidence by the State (or otherwise required to be held in confidence by the State under applicable federal, state and local laws and regulations) or which, in the case of tangible materials provided to Contractor by the State under its performance under this Contract, is marked as confidential, proprietary or with a similar designation by the State. "Confidential Information" excludes any information (including this Contract) that is publicly available under the Michigan FOIA.

2.102 Protection and Destruction of Confidential Information

The State and Contractor will each use at least the same degree of care to prevent disclosing to third parties the Confidential Information of the other as it employs to avoid unauthorized disclosure, publication or dissemination of its own confidential information of like character, but in no event less than reasonable care. Neither Contractor nor the State will (i) make any use of the Confidential Information of the other except as contemplated by this Contract, (ii) acquire any right in or assert any lien against the Confidential Information of the other, or (iii) if requested to do so, refuse for any reason to promptly return the other party's Confidential Information to the other party. Each party will limit disclosure of the other party's Confidential Information to employees and Subcontractors who must have access to fulfill the purposes of this Contract. Disclosure to, and use by, a Subcontractor is permissible where (A) use of a Subcontractor is authorized under this Contract, (B) the disclosure is necessary or otherwise naturally occurs in connection with work that is within the Subcontractor's scope of responsibility, and (C) Contractor obligates the Subcontractor in a written Contract to maintain the State's Confidential Information in confidence. At the State's request, any employee of Contractor and of any Subcontractor having access or continued access to the State's Confidential Information may be required to execute an acknowledgment that the employee has been advised of Contractor's and the Subcontractor's obligations under this Section and of the employee's obligation to Contractor or Subcontractor, as the case may be, to protect the Confidential Information from unauthorized use or disclosure.

Promptly upon termination or cancellation of the Contract for any reason, Contractor must certify to the State that Contractor has destroyed all State Confidential Information.

2.103 Exclusions

Notwithstanding the foregoing, the provisions in this Section will not apply to any particular information which the State or Contractor can demonstrate (i) was, at the time of disclosure to it, in the public domain; (ii) after disclosure to it, is published or otherwise becomes part of the public domain through no fault of the receiving party; (iii) was in the possession of the receiving party at the time of disclosure to it without an obligation of confidentiality; (iv) was received after disclosure to it from a third party who had a lawful right to disclose the information to it without any obligation to restrict its further disclosure; or (v) was independently developed by the receiving party without reference to Confidential Information of the furnishing party. Further, the provisions of this Section will not apply to any particular Confidential Information to the extent the receiving party is required by law to disclose the Confidential Information, provided that the receiving party (i) promptly provides

refunded in full. However, a credit or debit may not be carried for more than four invoices. If a balance remains after four invoices, then the remaining amount will be due as a payment or refund within 45 days of the last quarterly invoice that the balance appeared on or termination of the contract, whichever is earlier.

In addition to other available remedies, the difference between the payment received and the correct payment amount is greater than 10%, then the Contractor must pay all of the reasonable costs of the audit.

2.120   Warranties

2.121 Warranties and Representations

The Contractor represents and warrants:
(a) It is capable in all respects of fulfilling and must fulfill all of its obligations under this Contract. The performance of all obligations under this Contract must be provided in a timely, professional, and workman-like manner and must meet the performance and operational standards required under this Contract.
(b) The Contract Appendices, Attachments and Exhibits identify the equipment and software and services necessary for the Deliverable(s) to perform and Services to operate in compliance with the Contract's requirements and other standards of performance.
(c) It is the lawful owner or licensee of any Deliverable licensed or sold to the State by Contractor or developed by Contractor under this Contract, and Contractor has all of the rights necessary to convey to the State the ownership rights or licensed use, as applicable, of any and all Deliverables. None of the Deliverables provided by Contractor to the State under neither this Contract, nor their use by the State will infringe the patent, copyright, trade secret, or other proprietary rights of any third party.
(d) If, under this Contract, Contractor procures any equipment, software or other Deliverable for the State (including equipment, software and other Deliverables manufactured, re-marketed or otherwise sold by Contractor under Contractor's name), then in addition to Contractor's other responsibilities with respect to the items in this Contract, Contractor must assign or otherwise transfer to the State or its designees, or afford the State the benefits of, any manufacturer's warranty for the Deliverable.
(e) The contract signatory has the power and authority, including any necessary corporate authorizations, necessary to enter into this Contract, on behalf of Contractor.
(f) It is qualified and registered to transact business in all locations where required.
(g) Neither the Contractor nor any Affiliates, nor any employee of either, has, must have, or must acquire, any contractual, financial, business, or other interest, direct or indirect, that would conflict in any manner or degree with Contractor's performance of its duties and responsibilities to the State under this Contract or otherwise create an appearance of impropriety with respect to the award or performance of this Agreement. Contractor must notify the State about the nature of the conflict or appearance of impropriety within two days of learning about it.
(h) Neither Contractor nor any Affiliates, nor any employee of either has accepted or must accept anything of value based on an understanding that the actions of the Contractor or Affiliates or employee on behalf of the State would be influenced. Contractor must not attempt to influence any State employee by the direct or indirect offer of anything of value.
(i) Neither Contractor nor any Affiliates, nor any employee of either has paid or agreed to pay any person, other than bona fide employees and consultants working solely for Contractor or the Affiliate, any fee, commission, percentage, brokerage fee, gift, or any other consideration, contingent upon or resulting from the award or making of this Contract.
(j) The prices proposed by Contractor were arrived at independently, without consultation, communication, or agreement with any other bidder for the purpose of restricting competition; the prices quoted were not knowingly disclosed by Contractor to any other bidder; and no attempt was made by Contractor to induce any other person to submit or not submit a proposal for the purpose of restricting competition.
(k) All financial statements, reports, and other information furnished by Contractor to the State as part of its response to the RFP or otherwise in connection with the award of this Contract fairly and accurately represent the business, properties, financial condition, and results of operations of Contractor as of the respective dates, or for the respective periods, covered by the financial statements, reports, other information. Since the respective dates or periods covered by the financial statements, reports, or other

information, there have been no material adverse changes in the business, properties, financial condition, or results of operations of Contractor.

(l)   All written information furnished to the State by or for the Contractor in connection with this Contract, including its bid, is true, accurate, and complete, and contains no untrue statement of material fact or omits any material fact necessary to make the information not misleading.

(m) It is not in material default or breach of any other contract or agreement that it may have with the State or any of its departments, commissions, boards, or agencies. Contractor further represents and warrants that it has not been a party to any contract with the State or any of its departments that was terminated by the State or the department within the previous five years for the reason that Contractor failed to perform or otherwise breached an obligation of the contract.

(n) If any of the certifications, representations, or disclosures made in the Contractor's original bid response change after contract award, the Contractor is required to report those changes immediately to the Department of Management and Budget, Purchasing Operations.

2.122   Warranty of Merchantability

Goods provided by Contractor under this agreement shall be merchantable. All goods provided under this Contract shall be of good quality within the description given by the State, shall be fit for their ordinary purpose, shall be adequately contained and packaged within the description given by the State, shall conform to the agreed upon specifications, and shall conform to the affirmations of fact made by the Contractor or on the container or label.

2.123   Warranty of Fitness for a Particular Purpose

When the Contractor has reason to know or knows any particular purpose for which the goods are required, and the State is relying on the Contractor's skill or judgment to select or furnish suitable goods, there is a warranty that the goods are fit for such purpose.

2.124   Warranty of Title

Contractor shall, in providing goods to the State, convey good title in those goods, whose transfer is right and lawful. All goods provided by Contractor shall be delivered free from any security interest, lien, or encumbrance of which the State, at the time of contracting, has no knowledge. Goods provided by Contractor, under this Contract, shall be delivered free of any rightful claim of any third person by of infringement or the like.

2.125   Equipment Warranty

To the extent Contractor is responsible under this Contract for maintaining equipment/system(s), Contractor represents and warrants that it will maintain the equipment/system(s) in good operating condition and will undertake all repairs and preventive maintenance according to the applicable manufacturer's recommendations for the period specified in this Contract.

The Contractor represents and warrants that the equipment/system(s) are in good operating condition and operates and performs to the requirements and other standards of performance contained in this Contract, when installed, at the time of Final Acceptance by the State, and for a period of (1) one year commencing upon the first day following Final Acceptance.

Within 3 business days of notification from the State, the Contractor must adjust, repair or replace all equipment that is defective or not performing in compliance with the Contract. The Contractor must assume all costs for replacing parts or units and their installation including transportation and delivery fees, if any.

The Contractor must provide a toll-free telephone number to allow the State to report equipment failures and problems to be remedied by the Contractor.

The Contractor agrees that all warranty service it provides under this Contract must be performed by Original Equipment Manufacturer (OEM) trained, certified and authorized technicians.

The Contractor is the sole point of contact for warranty service. The Contractor warrants that it will pass through to the State any warranties obtained or available from the original equipment manufacturer, including any replacement, upgraded, or additional equipment warranties.

2.126 Equipment to be New

If applicable, all equipment provided under this Contract by Contractor shall be new where Contractor has knowledge regarding whether the equipment is new or assembled from new or serviceable used parts that are like new in performance or has the option of selecting one or the other. Equipment that is assembled from new or serviceable used parts that are like new in performance is acceptable where Contractor does not have knowledge or the ability to select one or other, unless specifically agreed otherwise in writing by the State.

2.127 Prohibited Products

The State will not accept salvage, distressed, outdated or discontinued merchandise. Shipping of such merchandise to any State agency, as a result of an order placed against the Contract, shall be considered default by the Contractor of the terms and conditions of the Contract and may result in cancellation of the Contract by the State. The brand and product number offered for all items shall remain consistent for the term of the Contract, unless Purchasing Operations has approved a change order pursuant to **Section 2.024**.

2.128 Consequences for Breach

In addition to any remedies available in law, if the Contractor breaches any of the warranties contained in this section, the breach may be considered as a default in the performance of a material obligation of this Contract.

2.130   Insurance

2.131 Liability Insurance

The Contractor must provide proof of the minimum levels of insurance coverage as indicated below. The insurance must protect the State from claims that may arise out of or result from the Contractor's performance of services under the terms of this Contract, whether the services are performed by the Contractor, or by any subcontractor, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts they may be liable.

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies the Contractor is required to maintain under this Contract.

All insurance coverage provided relative to this Contract/Purchase Order is PRIMARY and NON-CONTRIBUTING to any comparable liability insurance (including self-insurances) carried by the State.

The insurance must be written for not less than any minimum coverage specified in this Contract or required by law, whichever is greater.

The insurers selected by Contractor must have an A.M. Best rating of A or better, or as otherwise approved in writing by the State, or if the ratings are no longer available, with a comparable rating from a recognized insurance rating agency. All policies of insurance required in this Contract must be issued by companies that have been approved to do business in the State.
See www.michigan.gov/dleg.

Where specific limits are shown, they are the minimum acceptable limits. If Contractor's policy contains higher limits, the State must be entitled to coverage to the extent of the higher limits.

The Contractor is required to pay for and provide the type and amount of insurance checked ☑ below:

☑ 1. Commercial General Liability with the following minimum coverage:
$2,000,000 General Aggregate Limit other than Products/Completed Operations
$2,000,000 Products/Completed Operations Aggregate Limit
$1,000,000 Personal & Advertising Injury Limit
$1,000,000 Each Occurrence Limit

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the Commercial General Liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

☑ 2. If a motor vehicle is used to provide services or products under this Contract, the Contractor must have vehicle liability insurance on any auto including owned, hired and non-owned vehicles used in Contractor's business for bodily injury and property damage as required by law.

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the vehicle liability certificate. The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company.

☑ 3. Workers' compensation coverage must be provided according to applicable laws governing the employees and employers work activities in the state of the Contractor's domicile. If a self-insurer provides the applicable coverage, proof must be provided of approved self-insured authority by the jurisdiction of domicile. For employees working outside of the state of qualification, Contractor must provide appropriate certificates of insurance proving mandated coverage levels for the jurisdictions where the employees' activities occur.

Any certificates of insurance received must also provide a list of states where the coverage is applicable.

The Contractor also agrees to provide evidence that insurance policies contain a waiver of subrogation by the insurance company. This provision must not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.

☑ 4. Employers liability insurance with the following minimum limits:
$100,000 each accident
$100,000 each employee by disease
$500,000 aggregate disease

☐ 5. Employee Fidelity, including Computer Crimes, insurance naming the State as a loss payee, providing coverage for direct loss to the State and any legal liability of the State arising out of or related to fraudulent or dishonest acts committed by the employees of Contractor or its Subcontractors, acting alone or in collusion with others, in a minimum amount of one million dollars ($1,000,000.00) with a maximum deductible of fifty thousand dollars ($50,000.00).

☐ 6. Umbrella or Excess Liability Insurance in a minimum amount of ten million dollars ($10,000,000.00), which must apply, at a minimum, to the insurance required in Subsection 1 (Commercial General Liability) above.

☐ 7. Professional Liability (Errors and Omissions) Insurance with the following minimum coverage: three million dollars ($3,000,000.00) each occurrence and three million dollars ($3,000,000.00) annual aggregate.

☐ 8. Fire and Personal Property Insurance covering against any loss or damage to the office space used by Contractor for any reason under this Contract, and the equipment, software and other contents of the office space, including without limitation, those contents used by Contractor to provide the Services to the State, up to its replacement value, where the office space and its contents are under the care, custody and

control of Contractor. The policy must cover all risks of direct physical loss or damage, including without limitation, flood and earthquake coverage and coverage for computer hardware and software. The State must be endorsed on the policy as a loss payee as its interests appear.

2.132 Subcontractor Insurance Coverage

Except where the State has approved in writing a Contractor subcontract with other insurance provisions, Contractor must require all of its Subcontractors under this Contract to purchase and maintain the insurance coverage as described in this Section for the Contractor in connection with the performance of work by those Subcontractors. Alternatively, Contractor may include any Subcontractors under Contractor's insurance on the coverage required in this Section. Subcontractor(s) must fully comply with the insurance coverage required in this Section. Failure of Subcontractor(s) to comply with insurance requirements does not limit Contractor's liability or responsibility.

2.133 Certificates of Insurance and Other Requirements

Contractor must furnish to DMB Purchasing Operations, certificate(s) of insurance verifying insurance coverage or providing satisfactory evidence of self-insurance as required in this Section (the "Certificates"). The Certificate must be on the standard "accord" form or equivalent. **The Contract Number or the Purchase Order Number must be shown on the Certificate Of Insurance To Assure Correct Filing.** All Certificate(s) are to be prepared and submitted by the Insurance Provider. All Certificate(s) must contain a provision indicating that coverage afforded under the policies WILL NOT BE CANCELLED, MATERIALLY CHANGED, OR NOT RENEWED without 30 days prior written notice, except for 10 days for non-payment of premium, having been given to the Director of Purchasing Operations, Department of Management and Budget. The notice must include the Contract or Purchase Order number affected. Before the Contract is signed, and not less than 20 days before the insurance expiration date every year thereafter, the Contractor must provide evidence that the State and its agents, officers and employees are listed as additional insured under each commercial general liability and commercial automobile liability policy. In the event the State approves the representation of the State by the insurer's attorney, the attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

The Contractor must maintain all required insurance coverage throughout the term of the Contract and any extensions and, in the case of claims-made Commercial General Liability policies, must secure tail coverage for at least three years following the expiration or termination for any reason of this Contract. The minimum limits of coverage specified above are not intended, and must not be construed; to limit any liability or indemnity of Contractor under this Contract to any indemnified party or other persons. Contractor is responsible for all deductibles with regard to the insurance. If the Contractor fails to pay any premium for required insurance as specified in this Contract, or if any insurer cancels or significantly reduces any required insurance as specified in this Contract without the State's written consent, then the State may, after the State has given the Contractor at least 30 days written notice, pay the premium or procure similar insurance coverage from another company or companies. The State may deduct any part of the cost from any payment due the Contractor, or the Contractor must pay that cost upon demand by the State.

2.140   Indemnification

2.141 General Indemnification

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from liability, including all claims and losses, and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties), accruing or resulting to any person, firm or corporation that may be injured or damaged by the Contractor in the performance of this Contract and that are attributable to the negligence or tortious acts of the Contractor or any of its subcontractors, or by anyone else for whose acts any of them may be liable.

2.142 Code Indemnification

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from any claim, loss, or expense arising from Contractor's breach of the No Surreptitious Code Warranty.

2.143   Employee Indemnification

In any claims against the State of Michigan, its departments, divisions, agencies, sections, commissions, officers, employees and agents, by any employee of the Contractor or any of its subcontractors, the indemnification obligation under the Contract must not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its subcontractors under worker's disability compensation acts, disability benefit acts or other employee benefit acts. This indemnification clause is intended to be comprehensive. Any overlap in provisions, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other provisions.

2.144   Patent/Copyright Infringement Indemnification

To the extent permitted by law, the Contractor must indemnify, defend and hold harmless the State from and against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the State to the extent that the action or proceeding is based on a claim that any piece of equipment, software, commodity or service supplied by the Contractor or its subcontractors, or the operation of the equipment, software, commodity or service, or the use or reproduction of any documentation provided with the equipment, software, commodity or service infringes any United States patent, copyright, trademark or trade secret of any person or entity, which is enforceable under the laws of the United States.

In addition, should the equipment, software, commodity, or service, or its operation, become or in the State's or Contractor's opinion be likely to become the subject of a claim of infringement, the Contractor must at the Contractor's sole expense (i) procure for the State the right to continue using the equipment, software, commodity or service or, if the option is not reasonably available to the Contractor, (ii) replace or modify to the State's satisfaction the same with equipment, software, commodity or service of equivalent function and performance so that it becomes non-infringing, or, if the option is not reasonably available to Contractor, (iii) accept its return by the State with appropriate credits to the State against the Contractor's charges and reimburse the State for any losses or costs incurred as a consequence of the State ceasing its use and returning it.

Notwithstanding the foregoing, the Contractor has no obligation to indemnify or defend the State for, or to pay any costs, damages or attorneys' fees related to, any claim based upon (i) equipment developed based on written specifications of the State; (ii) use of the equipment in a configuration other than implemented or approved in writing by the Contractor, including, but not limited to, any modification of the equipment by the State; or (iii) the combination, operation, or use of the equipment with equipment or software not supplied by the Contractor under this Contract.

2.145   Continuation of Indemnification Obligations

The Contractor's duty to indemnify under this Section continues in full force and effect, notwithstanding the expiration or early cancellation of the Contract, with respect to any claims based on facts or conditions that occurred before expiration or cancellation.

2.146   Indemnification Procedures

The procedures set forth below must apply to all indemnity obligations under this Contract.
(a)   After the State receives notice of the action or proceeding involving a claim for which it will seek indemnification, the State must promptly notify Contractor of the claim in writing and take or assist Contractor in taking, as the case may be, any reasonable action to avoid the imposition of a default judgment against Contractor. No failure to notify the Contractor relieves the Contractor of its indemnification obligations except to the extent that the Contractor can prove damages attributable to the failure. Within 10 days following receipt of written notice from the State relating to any claim, the Contractor must notify the State in writing whether Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying Contractor of a claim and before the State receiving Contractor's Notice of Election, the State is entitled to defend against the claim, at the

Contractor's expense, and the Contractor will be responsible for any reasonable costs incurred by the State in defending against the claim during that period.

(b) If Contractor delivers a Notice of Election relating to any claim: (i) the State is entitled to participate in the defense of the claim and to employ counsel at its own expense to assist in the handling of the claim and to monitor and advise the State about the status and progress of the defense; (ii) the Contractor must, at the request of the State, demonstrate to the reasonable satisfaction of the State, the Contractor's financial ability to carry out its defense and indemnity obligations under this Contract; (iii) the Contractor must periodically advise the State about the status and progress of the defense and must obtain the prior written approval of the State before entering into any settlement of the claim or ceasing to defend against the claim and (iv) to the extent that any principles of Michigan governmental or public law may be involved or challenged, the State has the right, at its own expense, to control the defense of that portion of the claim involving the principles of Michigan governmental or public law. But the State may retain control of the defense and settlement of a claim by notifying the Contractor in writing within 10 days after the State's receipt of Contractor's information requested by the State under clause (ii) of this paragraph if the State determines that the Contractor has failed to demonstrate to the reasonable satisfaction of the State the Contractor's financial ability to carry out its defense and indemnity obligations under this Section. Any litigation activity on behalf of the State, or any of its subdivisions under this Section, must be coordinated with the Department of Attorney General. In the event the insurer's attorney represents the State under this Section, the insurer's attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State of Michigan.

(c) If Contractor does not deliver a Notice of Election relating to any claim of which it is notified by the State as provided above, the State may defend the claim in the manner as it may deem appropriate, at the cost and expense of Contractor. If it is determined that the claim was one against which Contractor was required to indemnify the State, upon request of the State, Contractor must promptly reimburse the State for all the reasonable costs and expenses.

2.150   Termination/Cancellation

2.151 Notice and Right to Cure

If the Contractor breaches the contract, and the State in its sole discretion determines that the breach is curable, then the State will provide the Contractor with written notice of the breach and a time period (not less than 30 days) to cure the Breach. The notice of breach and opportunity to cure is inapplicable for successive or repeated breaches or if the State determines in its sole discretion that the breach poses a serious and imminent threat to the health or safety of any person or the imminent loss, damage, or destruction of any real or tangible personal property.

2.152 Termination for Cause

(a) The State may terminate this contract, for cause, by notifying the Contractor in writing, if the Contractor (i) breaches any of its material duties or obligations under this Contract (including a Chronic Failure to meet any particular SLA), or (ii) fails to cure a breach within the time period specified in the written notice of breach provided by the State

(b) If this Contract is terminated for cause, the Contractor must pay all costs incurred by the State in terminating this Contract, including but not limited to, State administrative costs, reasonable attorneys' fees and court costs, and any reasonable additional costs the State may incur to procure the Services/Deliverables required by this Contract from other sources. Re-procurement costs are not consequential, indirect or incidental damages, and cannot be excluded by any other terms otherwise included in this Contract, provided the costs are not in excess of 50% more than the prices for the Service/Deliverables provided under this Contract.

(c) If the State chooses to partially terminate this Contract for cause, charges payable under this Contract will be equitably adjusted to reflect those Services/Deliverables that are terminated and the State must pay for all Services/Deliverables for which Final Acceptance has been granted provided up to the termination date. Services and related provisions of this Contract that are terminated for cause must cease on the effective date of the termination.

(d) If the State terminates this Contract for cause under this Section, and it is determined, for any reason, that Contractor was not in breach of contract under the provisions of this section, that termination for cause must be deemed to have been a termination for convenience, effective as of the same date, and the rights and obligations of the parties must be limited to that otherwise provided in this Contract for a termination for convenience.

2.153 Termination for Convenience

The State may terminate this Contract for its convenience, in whole or part, if the State determines that a termination is in the State's best interest. Reasons for the termination must be left to the sole discretion of the State and may include, but not necessarily be limited to (a) the State no longer needs the Services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Services no longer practical or feasible, (c) unacceptable prices for Additional Services or New Work requested by the State, or (d) falsification or misrepresentation, by inclusion or non-inclusion, of information material to a response to any RFP issued by the State. The State may terminate this Contract for its convenience, in whole or in part, by giving Contractor written notice at least 30 days before the date of termination. If the State chooses to terminate this Contract in part, the charges payable under this Contract must be equitably adjusted to reflect those Services/Deliverables that are terminated. Services and related provisions of this Contract that are terminated for cause must cease on the effective date of the termination.

2.154 Termination for Non-Appropriation

(a) Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this Contract. If funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available, the State must terminate this Contract and all affected Statements of Work, in whole or in part, at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to Contractor. The State must give Contractor at least 30 days advance written notice of termination for non-appropriation or unavailability (or the time as is available if the State receives notice of the final decision less than 30 days before the funding cutoff).

(b) If funding for the Contract is reduced by law, or funds to pay Contractor for the agreed-to level of the Services or production of Deliverables to be provided by Contractor are not appropriated or otherwise unavailable, the State may, upon 30 days written notice to Contractor, reduce the level of the Services or the change the production of Deliverables in the manner and for the periods of time as the State may elect. The charges payable under this Contract will be equitably adjusted to reflect any equipment, services or commodities not provided by reason of the reduction.

(c) If the State terminates this Contract, eliminates certain Deliverables, or reduces the level of Services to be provided by Contractor under this Section, the State must pay Contractor for all Work-in-Process performed through the effective date of the termination or reduction in level, as the case may be and as determined by the State, to the extent funds are available. This Section will not preclude Contractor from reducing or stopping Services/Deliverables or raising against the State in a court of competent jurisdiction, any claim for a shortfall in payment for Services performed or Deliverables finally accepted before the effective date of termination.

2.155 Termination for Criminal Conviction

The State may terminate this Contract immediately and without further liability or penalty in the event Contractor, an officer of Contractor, or an owner of a 25% or greater share of Contractor is convicted of a criminal offense related to a State, public or private Contract or subcontract.

2.156 Termination for Approvals Rescinded

The State may terminate this Contract if any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of personal services under Constitution 1963, Article 11, § 5, and Civil Service Rule 7-1. In that case, the State will pay the Contractor for only the work completed to that point under the Contract. Termination may be in whole or in part and may be immediate as of the date of the written notice to Contractor or may be effective as of the date stated in the written notice.

2.157   Rights and Obligations upon Termination

(a) If the State terminates this Contract for any reason, the Contractor must (a) stop all work as specified in the notice of termination, (b) take any action that may be necessary, or that the State may direct, for preservation and protection of Deliverables or other property derived or resulting from this Contract that may be in Contractor's possession, (c) return all materials and property provided directly or indirectly to Contractor by any entity, agent or employee of the State, (d) transfer title in, and deliver to, the State, unless otherwise directed, all Deliverables intended to be transferred to the State at the termination of the Contract and which are resulting from the Contract (which must be provided to the State on an "As-Is" basis except to the extent the amounts paid by the State in respect of the items included compensation to Contractor for the provision of warranty services in respect of the materials), and (e) take any action to mitigate and limit any potential damages, or requests for Contractor adjustment or termination settlement costs, to the maximum practical extent, including terminating or limiting as otherwise applicable those subcontracts and outstanding orders for material and supplies resulting from the terminated Contract.

(b) If the State terminates this Contract before its expiration for its own convenience, the State must pay Contractor for all charges due for Services provided before the date of termination and, if applicable, as a separate item of payment under this Contract, for Work In Process, on a percentage of completion basis at the level of completion determined by the State. All completed or partially completed Deliverables prepared by Contractor under this Contract, at the option of the State, becomes the State's property, and Contractor is entitled to receive equitable fair compensation for the Deliverables. Regardless of the basis for the termination, the State is not obligated to pay, or otherwise compensate, Contractor for any lost expected future profits, costs or expenses incurred with respect to Services not actually performed for the State.

(c) Upon a good faith termination, the State may assume, at its option, any subcontracts and agreements for services and deliverables provided under this Contract, and may further pursue completion of the Services/Deliverables under this Contract by replacement contract or otherwise as the State may in its sole judgment deem expedient.

2.158   Reservation of Rights

Any termination of this Contract or any Statement of Work issued under it by a party must be with full reservation of, and without prejudice to, any rights or remedies otherwise available to the party with respect to any claims arising before or as a result of the termination.

2.160   Termination by Contractor

2.161   Termination by Contractor

If the State breaches the Contract, and the Contractor in its sole discretion determines that the breach is curable, then the Contractor will provide the State with written notice of the breach and a time period (not less than 30 days) to cure the breach. The Notice of Breach and opportunity to cure is inapplicable for successive and repeated breaches.

The Contractor may terminate this Contract if the State (i) materially breaches its obligation to pay the Contractor undisputed amounts due and owing under this Contract, (ii) breaches its other obligations under this Contract to an extent that makes it impossible or commercially impractical for the Contractor to perform the Services, or (iii) does not cure the breach within the time period specified in a written notice of breach. But the Contractor must discharge its obligations under **Section 2.160** before it terminates the Contract.

2.170   Transition Responsibilities

2.171   Contractor Transition Responsibilities

If the State terminates this contract, for convenience or cause, or if the Contract is otherwise dissolved, voided, rescinded, nullified, expires or rendered unenforceable, the Contractor agrees to comply with direction provided by the State to assist in the orderly transition of equipment, services, software, leases, etc. to the State or a third party designated by the State. If this Contract expires or terminates, the Contractor agrees to make all reasonable efforts to effect an orderly transition of services within a reasonable period of time that in

no event will exceed 60 days. These efforts must include, but are not limited to, those listed in **Sections 2.141, 2.142, 2.143, 2.144, and 2.145.**

2.172 Contractor Personnel Transition

The Contractor must work with the State, or a specified third party, to develop a transition plan setting forth the specific tasks and schedule to be accomplished by the parties, to effect an orderly transition. The Contractor must allow as many personnel as practicable to remain on the job to help the State, or a specified third party, maintain the continuity and consistency of the services required by this Contract. In addition, during or following the transition period, in the event the State requires the Services of the Contractor's subcontractors or vendors, as necessary to meet its needs, Contractor agrees to reasonably, and with good-faith, work with the State to use the Services of Contractor's subcontractors or vendors. Contractor will notify all of Contractor's subcontractors of procedures to be followed during transition.

2.173 Contractor Information Transition

The Contractor agrees to provide reasonable detailed specifications for all Services/Deliverables needed by the State, or specified third party, to properly provide the Services/Deliverables required under this Contract. The Contractor will provide the State with asset management data generated from the inception of this Contract through the date on which this Contractor is terminated in a comma-delineated format unless otherwise requested by the State. The Contractor will deliver to the State any remaining owed reports and documentation still in Contractor's possession subject to appropriate payment by the State.

2.174 Contractor Software Transition

The Contractor must reasonably assist the State in the acquisition of any Contractor software required to perform the Services/use the Deliverables under this Contract. This must include any documentation being used by the Contractor to perform the Services under this Contract. If the State transfers any software licenses to the Contractor, those licenses must, upon expiration of the Contract, transfer back to the State at their current revision level. Upon notification by the State, Contractor may be required to freeze all non-critical changes to Deliverables/Services.

2.175 Transition Payments

If the transition results from a termination for any reason, the termination provisions of this Contract must govern reimbursement. If the transition results from expiration, the Contractor will be reimbursed for all reasonable transition costs (i.e. costs incurred within the agreed period after contract expiration that result from transition operations) at the rates agreed upon by the State. The Contractor will prepare an accurate accounting from which the State and Contractor may reconcile all outstanding accounts.

2.176 State Transition Responsibilities

In the event that this Contract is terminated, dissolved, voided, rescinded, nullified, or otherwise rendered unenforceable, the State agrees to reconcile all accounts between the State and the Contractor, complete any pending post-project reviews and perform any others obligations upon which the State and the Contractor agree.
(a) Reconciling all accounts between the State and the Contractor;
(b) Completing any pending post-project reviews.

2.180   Stop Work

2.181 Stop Work Orders

The State may, at any time, by written stop work order to Contractor, require that Contractor stop all, or any part, of the work called for by the Contract for a period of up to 90 calendar days after the stop work order is delivered to Contractor, and for any further period to which the parties may agree. The stop work order must be identified as a stop work order and must indicate that it is issued under this **Section 2.150**. Upon receipt of the stop work order, Contractor must immediately comply with its terms and take all reasonable steps to minimize incurring costs allocable to the work covered by the stop work order during the period of work

stoppage. Within the period of the stop work order, the State must either: (a) cancel the stop work order; or (b) terminate the work covered by the stop work order as provided in **Section 2.130**.

2.182   Cancellation or Expiration of Stop Work Order

The Contractor must resume work if the State cancels a Stop Work Order or if it expires. The parties will agree upon an equitable adjustment in the delivery schedule, the Contract price, or both, and the Contract must be modified, in writing, accordingly, if: (a) the stop work order results in an increase in the time required for, or in Contractor's costs properly allocable to, the performance of any part of the Contract; and (b) Contractor asserts its right to an equitable adjustment within 30 calendar days after the end of the period of work stoppage; provided that, if the State decides the facts justify the action, the State may receive and act upon a Contractor proposal submitted at any time before final payment under the Contract. Any adjustment will conform to the requirements of **Section 2.024**.

2.183   Allowance of Contractor Costs

If the stop work order is not canceled and the work covered by the stop work order is terminated for reasons other than material breach, the termination must be deemed to be a termination for convenience under **Section 2.153**, and the State will pay reasonable costs resulting from the stop work order in arriving at the termination settlement. For the avoidance of doubt, the State is not liable to Contractor for loss of profits because of a stop work order issued under this Section**.**

2.190   Dispute Resolution

2.191   In General

Any claim, counterclaim, or dispute between the State and Contractor arising out of or relating to the Contract or any Statement of Work must be resolved as follows. For all Contractor claims seeking an increase in the amounts payable to Contractor under the Contract, or the time for Contractor's performance, Contractor must submit a letter, together with all data supporting the claims, executed by Contractor's Contract Administrator or the Contract Administrator's designee certifying that (a) the claim is made in good faith, (b) the amount claimed accurately reflects the adjustments in the amounts payable to Contractor or the time for Contractor's performance for which Contractor believes the State is liable and covers all costs of every type to which Contractor is entitled from the occurrence of the claimed event, and (c) the claim and the supporting data are current and complete to Contractor's best knowledge and belief.

2.192   Informal Dispute Resolution

(a)   All disputes between the parties must be resolved under the Contract Management procedures in this Contract. If the parties are unable to resolve any disputes after compliance with the processes, the parties must meet with the Director of Purchasing Operations, DMB, or designee, for the purpose of attempting to resolve the dispute without the need for formal legal proceedings, as follows:

(1)   The representatives of Contractor and the State must meet as often as the parties reasonably deem necessary to gather and furnish to each other all information with respect to the matter in issue which the parties believe to be appropriate and germane in connection with its resolution. The representatives must discuss the problem and negotiate in good faith in an effort to resolve the dispute without the necessity of any formal proceeding.

(2)   During the course of negotiations, all reasonable requests made by one party to another for non-privileged information reasonably related to the Contract will be honored in order that each of the parties may be fully advised of the other's position.

(3)   The specific format for the discussions will be left to the discretion of the designated State and Contractor representatives, but may include the preparation of agreed upon statements of fact or written statements of position.

(4)   Following the completion of this process within 60 calendar days, the Director of Purchasing Operations, DMB, or designee, must issue a written opinion regarding the issue(s) in dispute within 30 calendar days. The opinion regarding the dispute must be considered the State's final action and the exhaustion of administrative remedies.

(b)   This Section will not be construed to prevent either party from instituting, and a party is authorized to institute, formal proceedings earlier to avoid the expiration of any applicable limitations period, to preserve a superior position with respect to other creditors, or under Section 2.193.

(c)   The State will not mediate disputes between the Contractor and any other entity, except state agencies, concerning responsibility for performance of work under the Contract.

2.193 Injunctive Relief

The only circumstance in which disputes between the State and Contractor will not be subject to the provisions of **Section 2.192** is where a party makes a good faith determination that a breach of the terms of the Contract by the other party is the that the damages to the party resulting from the breach will be so immediate, so large or severe and so incapable of adequate redress after the fact that a temporary restraining order or other immediate injunctive relief is the only adequate remedy.

2.194 Continued Performance

Each party agrees to continue performing its obligations under the Contract while a dispute is being resolved except to the extent the issue in dispute precludes performance (dispute over payment must not be deemed to preclude performance) and without limiting either party's right to terminate the Contract as provided in **Section 2.150**, as the case may be.

2.200   Federal and State Contract Requirements

2.201 Nondiscrimination

In the performance of the Contract, Contractor agrees not to discriminate against any employee or applicant for employment, with respect to his or her hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, and marital status, physical or mental disability. Contractor further agrees that every subcontract entered into for the performance of this Contract or any purchase order resulting from this Contract will contain a provision requiring non-discrimination in employment, as specified here, binding upon each Subcontractor. This covenant is required under the Elliot Larsen Civil Rights Act, 1976 PA 453, MCL 37.2101, et seq., and the Persons with Disabilities Civil Rights Act, 1976 PA 220, MCL 37.1101, et seq., and any breach of this provision may be regarded as a material breach of the Contract.

2.202 Unfair Labor Practices

Under 1980 PA 278, MCL 423.321, et seq., the State must not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled under section 2 of the Act. This information is compiled by the United States National Labor Relations Board. A Contractor of the State, in relation to the Contract, must not enter into a contract with a Subcontractor, manufacturer, or supplier whose name appears in this register. Under section 4 of 1980 PA 278, MCL 423.324, the State may void any Contract if, after award of the Contract, the name of Contractor as an employer or the name of the Subcontractor, manufacturer or supplier of Contractor appears in the register.

2.203 Workplace Safety and Discriminatory Harassment

In performing Services for the State, the Contractor must comply with the Department of Civil Services Rule 2-20 regarding Workplace Safety and Rule 1-8.3 regarding Discriminatory Harassment. In addition, the Contractor must comply with Civil Service regulations and any applicable agency rules provided to the Contractor. For Civil Service Rules, see http://www.mi.gov/mdcs/0,1607,7-147-6877---,00.html.

2.210   Governing Law

2.211 Governing Law

The Contract must in all respects be governed by, and construed according to, the substantive laws of the State of Michigan without regard to any Michigan choice of law rules that would apply the substantive law of any other jurisdiction to the extent not inconsistent with, or pre-empted by federal law.

2.212 Compliance with Laws

Contractor shall comply with all applicable state, federal and local laws and ordinances in providing the Services/Deliverables.

2.213 Jurisdiction

Any dispute arising from the Contract must be resolved in the State of Michigan. With respect to any claim between the parties, Contractor consents to venue in Ingham County, Michigan, and irrevocably waives any objections it may have to the jurisdiction on the grounds of lack of personal jurisdiction of the court or the laying of venue of the court or on the basis of forum non conveniens or otherwise. Contractor agrees to appoint agents in the State of Michigan to receive service of process.

2.220   Limitation of Liability

2.221 Limitation of Liability

Neither the Contractor nor the State is liable to each other, regardless of the form of action, for consequential, incidental, indirect, or special damages. This limitation of liability does not apply to claims for infringement of United States patent, copyright, trademark or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract calling for liquidated damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

The Contractor's liability for damages to the State is limited to two times the value of the Contract or $500,000 which ever is higher. The foregoing limitation of liability does not apply to claims for infringement of United States patent, copyright, trademarks or trade secrets; to claims for personal injury or damage to property caused by the gross negligence or willful misconduct of the Contractor; to claims covered by other specific provisions of this Contract calling for liquidated damages; or to court costs or attorney's fees awarded by a court in addition to damages after litigation based on this Contract.

The State's liability for damages to the Contractor is limited to the value of the Contract.

2.230   Disclosure Responsibilities

2.231 Disclosure of Litigation

Contractor must disclose any material criminal litigation, investigations or proceedings involving the Contractor (and each Subcontractor) or any of its officers or directors or any litigation, investigations or proceedings under the Sarbanes-Oxley Act. In addition, each Contractor (and each Subcontractor) must notify the State of any material civil litigation, arbitration or proceeding which arises during the term of the Contract and extensions, to which Contractor (or, to the extent Contractor is aware, any Subcontractor) is a party, and which involves: (i) disputes that might reasonably be expected to adversely affect the viability or financial stability of Contractor or any Subcontractor; or (ii) a claim or written allegation of fraud against Contractor or, to the extent Contractor is aware, any Subcontractor by a governmental or public entity arising out of their business dealings with governmental or public entities. The Contractor must disclose in writing to the Contract Administrator any litigation, investigation, arbitration or other proceeding (collectively, "Proceeding") within 30 days of its occurrence. Details of settlements that are prevented from disclosure by the terms of the settlement may be annotated. Information provided to the State from Contractor's publicly filed documents referencing its material litigation will be deemed to satisfy the requirements of this Section.

If any Proceeding disclosed to the State under this Section, or of which the State otherwise becomes aware, during the term of this Contract would cause a reasonable party to be concerned about:
(a)   the ability of Contractor (or a Subcontractor) to continue to perform this Contract according to its terms and conditions, or
(b)   whether Contractor (or a Subcontractor) in performing Services for the State is engaged in conduct which is similar in nature to conduct alleged in the Proceeding, which conduct would constitute a breach of this Contract or a violation of Michigan law, regulations or public policy, then the Contractor must provide the State all reasonable assurances requested by the State to demonstrate that:

(1) Contractor and its Subcontractors will be able to continue to perform this Contract and any Statements of Work according to its terms and conditions, and

(2) Contractor and its Subcontractors have not and will not engage in conduct in performing the Services which is similar in nature to the conduct alleged in the Proceeding.

(c)   Contractor must make the following notifications in writing:

(1) Within 30 days of Contractor becoming aware that a change in its ownership or officers has occurred, or is certain to occur, or a change that could result in changes in the valuation of its capitalized assets in the accounting records, Contractor must notify DMB Purchasing Operations.

(2) Contractor must also notify DMB Purchasing Operations within 30 days whenever changes to asset valuations or any other cost changes have occurred or are certain to occur as a result of a change in ownership or officers.

(3) Contractor must also notify DMB Purchase Operations within 30 days whenever changes to company affiliations occur.

2.232 Call Center Disclosure

Contractor and/or all subcontractors involved in the performance of this Contract providing call or contact center services to the State must disclose the location of its call or contact center services to inbound callers. Failure to disclose this information is a material breach of this Contract.

2.233 Bankruptcy

The State may, without prejudice to any other right or remedy, terminate this Contract, in whole or in part, and, at its option, may take possession of the "Work in Process" and finish the Works in Process by whatever appropriate method the State may deem expedient if:

(a) the Contractor files for protection under the bankruptcy laws;

(b) an involuntary petition is filed against the Contractor and not removed within 30 days;

(c   the Contractor becomes insolvent or if a receiver is appointed due to the Contractor's insolvency;

(d) the Contractor makes a general assignment for the benefit of creditors; or

(e) the Contractor or its affiliates are unable to provide reasonable assurances that the Contractor or its affiliates can deliver the services under this Contract.

Contractor will fix appropriate notices or labels on the Work in Process to indicate ownership by the State. To the extent reasonably possible, materials and Work in Process must be stored separately from other stock and marked conspicuously with labels indicating ownership by the State.

2.240   Performance

2.241 Time of Performance

(a) Contractor must use commercially reasonable efforts to provide the resources necessary to complete all Services and Deliverables according to the time schedules contained in the Statements of Work and other Exhibits governing the work, and with professional quality.

(b) Without limiting the generality of **Section 2.241,** Contractor must notify the State in a timely manner upon becoming aware of any circumstances that may reasonably be expected to jeopardize the timely and successful completion of any Deliverables/Services on the scheduled due dates in the latest State-approved delivery schedule and must inform the State of the projected actual delivery date.

(c) If the Contractor believes that a delay in performance by the State has caused or will cause the Contractor to be unable to perform its obligations according to specified Contract time periods, the Contractor must notify the State in a timely manner and must use commercially reasonable efforts to perform its obligations according to the Contract time periods notwithstanding the State's failure. Contractor will not be in default for a delay in performance to the extent the delay is caused by the State.

2.242 Service Level Agreement (SLA)

(a) SLAs will be completed with the following operational considerations:

(1) SLAs will not be calculated for individual Incidents where any event of Excusable Failure has been determined; Incident means any interruption in Services.

(2) SLAs will not be calculated for individual Incidents where loss of service is planned and where the State has received prior notification or coordination.

(3) SLAs will not apply if the applicable Incident could have been prevented through planning proposed by Contractor and not implemented at the request of the State. To invoke this consideration, complete documentation relevant to the denied planning proposal must be presented to substantiate the proposal.

(4) Time period measurements will be based on the time Incidents are received by the Contractor and the time that the State receives notification of resolution based on 24x7x365 time period, except that the time period measurement will be suspended based on the following:

    (i) Time period(s) will not apply where Contractor does not have access to a physical State Location and where access to the State Location is necessary for problem identification and resolution.

    (ii) Time period(s) will not apply where Contractor needs to obtain timely and accurate information or appropriate feedback and is unable to obtain timely and accurate information or appropriate feedback from the State.

(b) Chronic Failure for any Service(s) will be defined as three unscheduled outage(s) or interruption(s) on any individual Service for the same reason or cause or if the same reason or cause was reasonably discoverable in the first instance over a rolling 30 day period. Chronic Failure will result in the State's option to terminate the effected individual Service(s) and procure them from a different vendor for the chronic location(s) with Contractor to pay the difference in charges for up to three additional months. The termination of the Service will not affect any tiered pricing levels.

(c) Root Cause Analysis will be performed on any Business Critical outage(s) or outage(s) on Services when requested by the Contract Administrator. Contractor will provide its analysis within two weeks of outage(s) and provide a recommendation for resolution.

(d) All decimals must be rounded to two decimal places with five and greater rounding up and four and less rounding down unless otherwise specified.

2.243 RESERVED - Liquidated Damages

2.244 Excusable Failure

Neither party will be liable for any default, damage or delay in the performance of its obligations under the Contract to the extent the default, damage or delay is caused by government regulations or requirements (executive, legislative, judicial, military or otherwise), power failure, electrical surges or current fluctuations, lightning, earthquake, war, water or other forces of nature or acts of God, delays or failures of transportation, equipment shortages, suppliers' failures, or acts or omissions of common carriers, fire; riots, civil disorders; strikes or other labor disputes, embargoes; injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of a party; provided the non-performing party and its Subcontractors are without fault in causing the default or delay, and the default or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workaround plans or other means, including disaster recovery plans.

If a party does not perform its contractual obligations for any of the reasons listed above, the non-performing party will be excused from any further performance of its affected obligation(s) for as long as the circumstances prevail. But the party must use commercially reasonable efforts to recommence performance whenever and to whatever extent possible without delay. A party must promptly notify the other party in writing immediately after the excusable failure occurs, and also when it abates or ends.

If any of the above-enumerated circumstances substantially prevent, hinder, or delay the Contractor's performance of the Services/provision of Deliverables for more than 10 Business Days, and the State determines that performance is not likely to be resumed within a period of time that is satisfactory to the State in its reasonable discretion, then at the State's option: (a) the State may procure the affected Services/Deliverables from an alternate source, and the State is not be liable for payment for the unperformed Services/ Deliverables not provided under the Contract for so long as the delay in performance continues; (b)

the State may terminate any portion of the Contract so affected and the charges payable will be equitably adjusted to reflect those Services/Deliverables terminated; or (c) the State may terminate the affected Statement of Work without liability to Contractor as of a date specified by the State in a written notice of termination to the Contractor, except to the extent that the State must pay for Services/Deliverables provided through the date of termination.

The Contractor will not have the right to any additional payments from the State as a result of any Excusable Failure occurrence or to payments for Services not rendered/Deliverables not provided as a result of the Excusable Failure condition. Defaults or delays in performance by Contractor which are caused by acts or omissions of its Subcontractors will not relieve Contractor of its obligations under the Contract except to the extent that a Subcontractor is itself subject to an Excusable Failure condition described above and Contractor cannot reasonably circumvent the effect of the Subcontractor's default or delay in performance through the use of alternate sources, workaround plans or other means.

2.250   Approval of Deliverables

2.251 Delivery of Deliverables

A list of the Deliverables to be prepared and delivered by Contractor including, for each Deliverable, the scheduled delivery date and a designation of whether the Deliverable is a document ("Written Deliverable") or a Custom Software Deliverable is attached, if applicable. All Deliverables shall be completed and delivered for State review and written approval and, where applicable, installed in accordance with the State-approved delivery schedule and any other applicable terms and conditions of this Contract.

Prior to delivering any Deliverable to the State, Contractor will first perform all required quality assurance activities, and, in the case of Custom Software Deliverables, System Testing to verify that the Deliverable is complete and in conformance with its specifications. Before delivering a Deliverable to the State, Contractor shall certify to the State that (1) it has performed such quality assurance activities, (2) it has performed any applicable testing, (3) it has corrected all material deficiencies discovered during such quality assurance activities and testing, (4) the Deliverable is in a suitable state of readiness for the State's review and approval, and (5) the Deliverable/Service has all Critical Security patches/updates applied.

In discharging its obligations under this Section, Contractor shall be at all times (except where the parties agree otherwise in writing) in compliance with Level 3 of the Software Engineering Institute's Capability Maturity Model for Software ("CMM Level 3") or its equivalent.

2.252 Contractor System Testing

Contractor will be responsible for System Testing each Custom Software Deliverable in Contractor's development environment prior to turning over the Custom Software Deliverable to the State for User Acceptance Testing and approval. Contractor's System Testing shall include the following, at a minimum, plus any other testing required by CMM Level 3 or Contractor's system development methodology:

Contractor will be responsible for performing Unit Testing and incremental Integration Testing of the components of each Custom Software Deliverable.

Contractor's System Testing will also include Integration Testing of each Custom Software Deliverable to ensure proper inter-operation with all prior software Deliverables, interfaces and other components that are intended to inter-operate with such Custom Software Deliverable, and will include Regression Testing, volume and stress testing to ensure that the Custom Software Deliverables are able to meet the State's projected growth in the number and size of transactions to be processed by the Application and number of users, as such projections are set forth in the applicable Statement of Work.

Contractor's System Testing will also include Business Function Testing and Technical Testing of each Application in a simulated production environment. Business Function Testing will include testing of full work streams that flow through the Application as the Application will be incorporated within the State's computing environment. The State shall participate in and provide support for the Business Function Testing to the extent reasonably requested by Contractor. Within ten (10) days before the commencement of Business Function

Testing pursuant to this Section, Contractor shall provide the State for State review and written approval Contractor's test plan for Business Function Testing.

Within five (5) Business Days following the completion of System Testing pursuant to this **Section**, Contractor shall provide to the State a testing matrix establishing that testing for each condition identified in the System Testing plans has been conducted and successfully concluded. To the extent that testing occurs on State premises, the State shall be entitled to observe or otherwise participate in testing under this Section as the State may elect.

2.253   Approval of Deliverables, In General

All Deliverables (Written Deliverables and Custom Software Deliverables) require formal written approval by the State, in accordance with the following procedures. Formal approval by the State requires that the Deliverable be confirmed in writing by the State to meet its specifications, which, in the case of Custom Software Deliverables, will include the successful completion of State User Acceptance Testing, to be led by the State with the support and assistance of Contractor. The parties acknowledge that the approval process set forth herein will be facilitated by ongoing consultation between the parties, visibility of interim and intermediate Deliverables and collaboration on key decisions.

The State's obligation to comply with any State Review Period is conditioned on the timely delivery of Deliverables being reviewed. If Contractor fails to provide a Deliverable to the State in a timely manner, the State will nevertheless use commercially reasonable efforts to complete its review or testing within the applicable State Review Period.

Before commencement of its review or testing of a Deliverable, the State may inspect the Deliverable to confirm that all components of the Deliverable (e.g., software, associated documentation, and other materials) have been delivered. If the State determines that the Deliverable is incomplete, the State may refuse delivery of the Deliverable without performing any further inspection or testing of the Deliverable. Otherwise, the review period will be deemed to have started on the day the State receives the Deliverable and the applicable certification by Contractor in accordance with this Section.

The State will approve in writing a Deliverable upon confirming that it conforms to and, in the case of a Custom Software Deliverable, performs in accordance with, its specifications without material deficiency. The State may, but shall not be required to, conditionally approve in writing a Deliverable that contains material deficiencies if the State elects to permit Contractor to rectify them post-approval. In any case, Contractor will be responsible for working diligently to correct within a reasonable time at Contractor's expense all deficiencies in the Deliverable that remain outstanding at the time of State approval.

If, after three (3) opportunities (the original and two repeat efforts), Contractor is unable to correct all deficiencies preventing State approval of a Deliverable, the State may: (i) demand that Contractor cure the failure and give Contractor additional time to cure the failure at the sole expense of Contractor; or (ii) keep this Contract in force and do, either itself or through other parties, whatever Contractor has failed to do, in which event Contractor shall bear any excess expenditure incurred by the State in so doing beyond the contract price for such Deliverable and will pay the State an additional sum equal to ten percent (10%) of such excess expenditure to cover the State's general expenses without the need to furnish proof in substantiation of such general expenses; or (iii) terminate this Contract for default, either in whole or in part by notice to Contractor (and without the need to afford Contractor any further opportunity to cure). Notwithstanding the foregoing, the State shall not use, as a basis for exercising its termination rights under this Section, deficiencies discovered in a repeat State Review Period that could reasonably have been discovered during a prior State Review Period.

The State, at any time and in its own discretion, may halt the UAT or approval process if such process reveals deficiencies in or problems with a Deliverable in a sufficient quantity or of a sufficient severity as to make the continuation of such process unproductive or unworkable. In such case, the State may return the applicable Deliverable to Contractor for correction and re-delivery prior to resuming the review or UAT process and, in that event, Contractor will correct the deficiencies in such Deliverable in accordance with the Contract, as the case may be.

Approval in writing of a Deliverable by the State shall be provisional; that is, such approval shall not preclude the State from later identifying deficiencies in, and declining to accept, a subsequent Deliverable based on or which incorporates or inter-operates with an approved Deliverable, to the extent that the results of subsequent review or testing indicate the existence of deficiencies in the subsequent Deliverable, or if the Application of which the subsequent Deliverable is a component otherwise fails to be accepted pursuant to **Section 2.080**.

2.254 Process for Approval of Written Deliverables

The State Review Period for Written Deliverables will be the number of days set forth in the applicable Statement of Work following delivery of the final version of the Written Deliverable (failing which the State Review Period, by default, shall be five (5) Business Days for Written Deliverables of one hundred (100) pages or less and ten (10) Business Days for Written Deliverables of more than one hundred (100) pages). The duration of the State Review Periods will be doubled if the State has not had an opportunity to review an interim draft of the Written Deliverable prior to its submission to the State. The State agrees to notify Contractor in writing by the end of the State Review Period either stating that the Written Deliverable is approved in the form delivered by Contractor or describing any deficiencies that must be corrected prior to approval of the Written Deliverable (or at the State's election, subsequent to approval of the Written Deliverable). If the State delivers to Contractor a notice of deficiencies, Contractor will correct the described deficiencies and within five (5) Business Days resubmit the Deliverable in a form that shows all revisions made to the original version delivered to the State. Contractor's correction efforts will be made at no additional charge. Upon receipt of a corrected Written Deliverable from Contractor, the State will have a reasonable additional period of time, not to exceed the length of the original State Review Period, to review the corrected Written Deliverable to confirm that the identified deficiencies have been corrected.

2.255 Process for Approval of Custom Software Deliverables

The State will conduct UAT of each Custom Software Deliverable in accordance with the following procedures to determine whether it meets the criteria for State approval – i.e., whether it conforms to and performs in accordance with its specifications without material deficiencies.

Within thirty (30) days (or such other number of days as the parties may agree to in writing) prior to Contractor's delivery of any Custom Software Deliverable to the State for approval, Contractor shall provide to the State a set of proposed test plans, including test cases, scripts, data and expected outcomes, for the State's use (which the State may supplement in its own discretion) in conducting UAT of the Custom Software Deliverable. Contractor, upon request by the State, shall provide the State with reasonable assistance and support during the UAT process.

For the Custom Software Deliverables listed in an attachment, the State Review Period for conducting UAT will be as indicated in the attachment. For any other Custom Software Deliverables not listed in an attachment, the State Review Period shall be the number of days agreed in writing by the parties (failing which it shall be forty-five (45) days by default). The State Review Period for each Custom Software Deliverable will begin when Contractor has delivered the Custom Software Deliverable to the State accompanied by the certification required by this **Section** and the State's inspection of the Deliverable has confirmed that all components of it have been delivered.

The State's UAT will consist of executing test scripts from the proposed testing submitted by Contractor, but may also include any additional testing deemed appropriate by the State. If the State determines during the UAT that the Custom Software Deliverable contains any deficiencies, the State will notify Contractor of the deficiency by making an entry in an incident reporting system available to both Contractor and the State. Contractor will modify promptly the Custom Software Deliverable to correct the reported deficiencies, conduct appropriate System Testing (including, where applicable, Regression Testing) to confirm the proper correction of the deficiencies and re-deliver the corrected version to the State for re-testing in UAT. Contractor will coordinate the re-delivery of corrected versions of Custom Software Deliverables with the State so as not to disrupt the State's UAT process. The State will promptly re-test the corrected version of the Software Deliverable after receiving it from Contractor.

Within three (3) business days after the end of the State Review Period, the State will give Contractor a written notice indicating the State's approval or rejection of the Custom Software Deliverable according to the criteria and process set out in this **Section**.

2.256 Final Acceptance

"Final Acceptance" shall be considered to occur when the Custom Software Deliverable to be delivered has been approved by the State and has been operating in production without any material deficiency for fourteen (14) consecutive days. If the State elects to defer putting a Custom Software Deliverable into live production for its own reasons, not based on concerns about outstanding material deficiencies in the Deliverable, the State shall nevertheless grant Final Acceptance of the Project.

2.260 Ownership

2.261 Ownership of Work Product by State

The State owns all Deliverables, as they are work made for hire by the Contractor for the State. The State owns all United States and international copyrights, trademarks, patents or other proprietary rights in the Deliverables.

2.262 Vesting of Rights

With the sole exception of any preexisting licensed works identified in the SOW, the Contractor assigns, and upon creation of each Deliverable automatically assigns, to the State, ownership of all United States and international copyrights, trademarks, patents, or other proprietary rights in each and every Deliverable, whether or not registered by the Contractor, insofar as any the Deliverable, by operation of law, may not be considered work made for hire by the Contractor for the State. From time to time upon the State's request, the Contractor must confirm the assignment by execution and delivery of the assignments, confirmations of assignment, or other written instruments as the State may request. The State may obtain and hold in its own name all copyright, trademark, and patent registrations and other evidence of rights that may be available for Deliverables.

2.263 Rights in Data

The State is the owner of all data made available by the State to the Contractor or its agents, Subcontractors or representatives under the Contract. The Contractor will not use the State's data for any purpose other than providing the Services, nor will any part of the State's data be disclosed, sold, assigned, leased or otherwise disposed of to the general public or to specific third parties or commercially exploited by or on behalf of the Contractor. No employees of the Contractor, other than those on a strictly need-to-know basis, have access to the State's data. Contractor will not possess or assert any lien or other right against the State's data. Without limiting the generality of this Section, the Contractor must only use personally identifiable information as strictly necessary to provide the Services and must disclose the information only to its employees who have a strict need-to-know the information. The Contractor must comply at all times with all laws and regulations applicable to the personally identifiable information.

The State is the owner of all State-specific data under the Contract. The State may use the data provided by the Contractor for any purpose. The State will not possess or assert any lien or other right against the Contractor's data. Without limiting the generality of this Section, the State may use personally identifiable information only as strictly necessary to utilize the Services and must disclose the information only to its employees who have a strict need to know the information, except as provided by law. The State must comply at all times with all laws and regulations applicable to the personally identifiable information. Other material developed and provided to the State remains the State's sole and exclusive property.

2.264 Ownership of Materials

The State and the Contractor will continue to own their respective proprietary technologies developed before entering into the Contract. Any hardware bought through the Contractor by the State, and paid for by the State, will be owned by the State. Any software licensed through the Contractor and sold to the State, will be licensed directly to the State.

2.270   State Standards

2.271   Existing Technology Standards

The Contractor will adhere to all existing standards as described within the comprehensive listing of the State's existing technology standards at http://www.michigan.gov/dit.

2.272   Acceptable Use Policy

To the extent that Contractor has access to the State computer system, Contractor must comply with the State's Acceptable Use Policy, see http://www.michigan.gov/ditservice. All Contractor employees must be required, in writing, to agree to the State's Acceptable Use Policy before accessing the State system. The State reserves the right to terminate Contractor's access to the State system if a violation occurs.

2.273   Systems Changes

Contractor is not responsible for and not authorized to make changes to any State systems without written authorization from the Project Manager. Any changes Contractor makes to State systems with the State's approval must be done according to applicable State procedures, including security, access and configuration management procedures.

2.280   Extended Purchasing

2.281   MiDEAL (Michigan Delivery Extended Agreements Locally)

Public Act 431 of 1984 permits DMB to provide purchasing services to any city, village, county, township, school district, intermediate school district, non-profit hospital, institution of higher education, community, or junior college. A current listing of approved program members is available at: www.michigan.gov/buymichiganfirst. Unless otherwise stated, the Contractor must ensure that the non-state agency is an authorized purchaser before extending the Contract pricing.

The Contractor will supply Contract Services and equipment to these local governmental agencies at the established State of Michigan contract prices and terms to the extent applicable and where available. The Contractor must send its invoices will be submitted to and pay the local unit of government on a direct and individual basis.

To the extent that authorized local units of government purchase quantities of Services and/or equipment under this Contract, the quantities of Services and/or equipment purchased will be included in determining the appropriate rate wherever tiered pricing based on quantity is provided.

2.282   State Employee Purchases

The State allows State employees to purchase from this Contract. Unless otherwise stated, it is the responsibility of the Contractor to ensure that the State employee is an authorized purchaser before extending the Contract pricing.

The Contractor will supply Contract Services and Deliverables at the established State of Michigan contract prices and terms to the extent applicable and where available. The Contractor must send its invoices to and pay the State employee on a direct and individual basis.

To the extent that authorized State employees purchase quantities of Services or Deliverables under this Contract, the quantities of Services and/or Deliverables purchased will be included in determining the appropriate rate wherever tiered pricing based on quantity is provided.

2.290   Environmental Provision

2.291   Environmental Provision

Energy Efficiency Purchasing Policy: The State seeks wherever possible to purchase energy efficient products. This includes giving preference to U.S. Environmental Protection Agency (EPA) certified 'Energy

Star' products for any category of products for which EPA has established Energy Star certification. For other purchases, the State may include energy efficiency as one of the priority factors to consider when choosing among comparable products.

Environmental Purchasing Policy: The State of Michigan is committed to encouraging the use of products and services that impact the environment less than competing products. The State is accomplishing this by including environmental considerations in purchasing decisions, while remaining fiscally responsible, to promote practices that improve worker health, conserve natural resources, and prevent pollution. Environmental components that are to be considered include: recycled content and recyclables; energy efficiency; and the presence of undesirable materials in the products, especially those toxic chemicals which are persistent and bioaccumulative. The Contractor should be able to supply products containing recycled and environmentally preferable materials that meet performance requirements and is encouraged to offer such products throughout the duration of this Contract. Information on any relevant third party certification (such as Green Seal, Energy Star, etc.) should also be provided.

Hazardous Materials: For the purposes of this Section, "Hazardous Materials" is a generic term used to describe asbestos, ACBMs, PCBs, petroleum products, construction materials including paint thinners, solvents, gasoline, oil, and any other material the manufacture, use, treatment, storage, transportation or disposal of which is regulated by the federal, state or local laws governing the protection of the public health, natural resources or the environment. This includes, but is not limited to, materials the as batteries and circuit packs, and other materials that are regulated as (1) "Hazardous Materials" under the Hazardous Materials Transportation Act, (2) "chemical hazards" under the Occupational Safety and Health Administration standards, (3) "chemical substances or mixtures" under the Toxic Substances Control Act, (4) "pesticides" under the Federal Insecticide Fungicide and Rodenticide Act, and (5) "hazardous wastes" as defined or listed under the Resource Conservation and Recovery Act.

(a) The Contractor must use, handle, store, dispose of, process, transport and transfer any material considered a Hazardous Material according to all federal, State and local laws. The State must provide a safe and suitable environment for performance of Contractor's Work. Before the commencement of Work, the State must advise the Contractor of the presence at the work site of any Hazardous Material to the extent that the State is aware of the Hazardous Material. If the Contractor encounters material reasonably believed to be a Hazardous Material and which may present a substantial danger, the Contractor must immediately stop all affected Work, notify the State in writing about the conditions encountered, and take appropriate health and safety precautions.

(b) Upon receipt of a written notice, the State will investigate the conditions. If (a) the material is a Hazardous Material that may present a substantial danger, and (b) the Hazardous Material was not brought to the site by the Contractor, or does not result in whole or in part from any violation by the Contractor of any laws covering the use, handling, storage, disposal of, processing, transport and transfer of Hazardous Materials, the State must order a suspension of Work in writing. The State must proceed to have the Hazardous Material removed or rendered harmless. In the alternative, the State must terminate the affected Work for the State's convenience.

(c) Once the Hazardous Material has been removed or rendered harmless by the State, the Contractor must resume Work as directed in writing by the State. Any determination by the Michigan Department of Community Health or the Michigan Department of Environmental Quality that the Hazardous Material has either been removed or rendered harmless is binding upon the State and Contractor for the purposes of resuming the Work. If any incident with Hazardous Material results in delay not reasonable anticipatable under the circumstances and which is attributable to the State, the applicable SLAs for the affected Work will not be counted in a time as mutually agreed by the parties.

(d) If the Hazardous Material was brought to the site by the Contractor, or results in whole or in part from any violation by the Contractor of any laws covering the use, handling, storage, disposal of, processing, transport and transfer of Hazardous Material, or from any other act or omission within the control of the Contractor, the Contractor must bear its proportionate share of the delay and costs involved in cleaning up the site and removing and rendering harmless the Hazardous Material according to Applicable Laws to the condition approved by applicable regulatory agency(ies).

Labeling: Michigan has a Consumer Products Rule pertaining to labeling of certain products containing volatile organic compounds. For specific details visit http://www.michigan.gov/deq/0,1607,7-135-3310_4108-173523--,00.html

Refrigeration and Air Conditioning: The Contractor shall comply with the applicable requirements of Sections 608 and 609 of the Clean Air Act (42 U.S.C. 7671g and 7671h) as each or both apply to this contract.

Environmental Performance: Waste Reduction Program - Contractor shall establish a program to promote cost-effective waste reduction in all operations and facilities covered by this contract. The Contractor's programs shall comply with applicable Federal, State, and local requirements, specifically including Section 6002 of the Resource Conservation and Recovery Act (42 U.S.C. 6962, et seq.).

2.300   Deliverables

2.301 Software

A list of the items of software the State is required to purchase for execution the Contract is attached. The list includes all software required to complete the Contract and make the Deliverables operable; if any additional software is required in order for the Deliverables to meet the requirements of this Contract, such software shall be provided to the State by Contractor at no additional charge (except where agreed upon and specified in a Statement of Work or Contract Change Notice). The attachment also identifies certain items of software to be provided by the State.

2.302 Hardware

A list of the items of hardware the State is required to purchase for execution the Contract is attached. The list includes all hardware required to complete the Contract and make the Deliverables operable; if any additional hardware is required in order for the Deliverables to meet the requirements of this Contract, such hardware shall be provided to the State by Contractor at no additional charge (except where agreed upon and specified in a Contract Change Notice). The attachment also identifies certain items of hardware to be provided by the State.

2.303 Equipment to be New

If applicable, all equipment provided under this Contract by Contractor shall be new where Contractor has knowledge regarding whether the equipment is new or assembled from new or serviceable used parts that are like new in performance or has the option of selecting one or the other. Equipment that is assembled from new or serviceable used parts that are like new in performance is acceptable where Contractor does not have knowledge or the ability to select one or other, unless specifically agreed otherwise in writing by the State.

2.304 Equipment to be New and Prohibited Products

The State will not accept salvage, distressed, outdated or discontinued merchandise. Shipping of such merchandise to any State agency, as a result of an order placed against the Contract, shall be considered default by the Contractor of the terms and conditions of the Contract and may result in cancellation of the Contract by the State. The brand and product number offered for all items shall remain consistent for the term of the Contract, unless Purchasing Operations has approved a change order pursuant to **Section 2.024.**

2.310   Software Warranties

2.311 Performance Warranty

The Contractor represents and warrants that Deliverables, after Final Acceptance, will perform and operate in compliance with the requirements and other standards of performance contained in this Contract (including all descriptions, specifications and drawings made a part of the Contract) for a period of (90) ninety days. In the event of a breach of this warranty, Contractor will promptly correct the affected Deliverable(s) at no charge to the State.

2.312 No Surreptitious Code Warranty

The Contractor represents and warrants that no copy of licensed Software provided to the State contains or will contain any Self-Help Code or any Unauthorized Code as defined below. This warranty is referred to in this Contract as the "No Surreptitious Code Warranty."

As used in this Contract, "Self-Help Code" means any back door, time bomb, drop dead device, or other software routine designed to disable a computer program automatically with the passage of time or under the positive control of a person other than the licensee of the software. Self-Help Code does not include Software routines in a computer program, if any, designed to permit an owner of the computer program (or other person acting by authority of the owner) to obtain access to a licensee's computer system(s) (e.g. remote access via modem) for purposes of maintenance or technical support.

As used in this Contract, "Unauthorized Code" means any virus, Trojan horse, spyware, worm or other Software routines or components designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data; or to perform any other such actions. The term Unauthorized Code does not include Self-Help Code. Unauthorized Code does not include Software routines in a computer program, if any, designed to permit an owner of the computer program (or other person acting by authority of the owner) to obtain access to a licensee's computer system(s) (e.g. remote access via modem) for purposes of maintenance or technical support.

In addition, Contractor will use up-to-date commercial virus detection software to detect and remove any viruses from any software prior to delivering it to the State.

2.313 Calendar Warranty

The Contractor represents and warrants that all software for which the Contractor either sells or licenses to the State of Michigan and used by the State prior to, during or after the calendar year 2000, includes or shall include, at no added cost to the State, design and performance so the State shall not experience software abnormality and/or the generation of incorrect results from the software, due to date oriented processing, in the operation of the business of the State of Michigan.

The software design, to insure calendar year rollover compatibility, shall include, but is not limited to: data structures (databases, data files, etc.) that provide 4-digit date century; stored data that contain date century recognition, including, but not limited to, data stored in databases and hardware device internal system dates; calculations and program logic (e.g., sort algorithms, calendar generation, event recognition, and all processing actions that use or produce date values) that accommodates same century and multi-century formulas and date values; interfaces that supply data to and receive data from other systems or organizations that prevent non-compliant dates and data from entering any State system; user interfaces (i.e., screens, reports, etc.) that accurately show 4 digit years; and assurance that the year 2000 shall be correctly treated as a leap year within all calculation and calendar logic.

2.314 Third-party Software Warranty

The Contractor represents and warrants that it will disclose the use or incorporation of any third-party software into the Deliverables. At the time of Delivery, the Contractor shall provide in writing the name and use of any Third-party Software, including information regarding the Contractor's authorization to include and utilize such software. The notice shall include a copy of any ownership agreement or license that authorizes the Contractor to use the Third-party Software.

2.315 Physical Media Warranty

Contractor represents and warrants that each licensed copy of the Software provided by the Contractor is free from physical defects in the media that tangibly embodies the copy. This warranty does not apply to defects discovered more than (30) thirty days after that date of Final Acceptance of the Software by the State. This warranty does not apply to defects arising from acts of Excusable Failure. If the Contractor breaches this warranty, then the State shall be entitled to replacement of the non-compliant copy by Contractor, at Contractor's expense (including shipping and handling).

2.320   Software Licensing

2.321   Cross-License, Deliverables Only, License to Contractor

The State grants to the Contractor, the royalty-free, world-wide, non-exclusive right and license under any Deliverable now or in the future owned by the State, or with respect to which the State has a right to grant such rights or licenses, to the extent required by the Contractor to market the Deliverables and exercise its full rights in the Deliverables, including, without limitation, the right to make, use and sell products and services based on or incorporating such Deliverables.

2.322   Cross-License, Deliverables and Derivative Work, License to Contractor

The State grants to the Contractor, the royalty-free, world-wide, non-exclusive right and license under any Deliverable and/or Derivative Work now or in the future owned by the State, or with respect to which the State has a right to grant such rights or licenses, to the extent required by the Contractor to market the Deliverables and/or Derivative Work and exercise its full rights in the Deliverables and/or Derivative Work, including, without limitation, the right to make, use and sell products and services based on or incorporating such Deliverables and/or Derivative Work.

2.323   License Back to the State

Unless otherwise specifically agreed to by the State, before initiating the preparation of any Deliverable that is a Derivative of a preexisting work, the Contractor shall cause the State to have and obtain the irrevocable, nonexclusive, worldwide, royalty-free right and license to (1) use, execute, reproduce, display, perform, distribute internally or externally, sell copies of, and prepare Derivative Works based upon all preexisting works and Derivative Works thereof, and (2) authorize or sublicense others from time to time to do any or all of the foregoing.

2.324   License Retained by Contractor

Contractor grants to the State a non-exclusive, royalty-free, site-wide, irrevocable, transferable license to use the Software and related documentation according to the terms and conditions of this Contract. For the purposes of this license, "site-wide" includes any State of Michigan office regardless of its physical location.

The State may modify the Software and may combine such with other programs or materials to form a derivative work. The State will own and hold all copyright, trademarks, patent and other intellectual property rights in any derivative work, excluding any rights or interest in Software other than those granted in this Contract.

The State may copy each item of Software to multiple hard drives or networks unless otherwise agreed by the parties.

The State will make and maintain no more than one archival copy of each item of Software, and each copy will contain all legends and notices and will be subject to the same conditions and restrictions as the original. The State may also make copies of the Software in the course of routine backups of hard drive(s) for the purpose of recovery of hard drive contents.

In the event that the Contractor shall, for any reason, cease to conduct business, or cease to support the Software, the State shall have the right to convert these licenses into perpetual licenses, with rights of quiet enjoyment, but subject to payment obligations not to exceed the then current rates.

2.325   Pre-existing Materials for Custom Software Deliverables

Neither Contractor nor any of its Subcontractors shall incorporate any preexisting materials (including Standard Software) into Custom Software Deliverables or use any pre-existing materials to produce Custom Software Deliverables if such pre-existing materials will be needed by the State in order to use the Custom Software Deliverables unless (i) such pre-existing materials and their owners are identified to the State in writing and (ii) such pre-existing materials are either readily commercially available products for which Contractor or its Subcontractor, as the case may be, has obtained a license (in form and substance approved by the State) in

the name of the State, or are materials that Contractor or its Subcontractor, as the case may be, has the right to license to the State and has licensed to the State on terms and conditions approved by the State prior to using such pre-existing materials to perform the Services.

2.330   Source Code Escrow

2.331   Definition

"Source Code Escrow Package" shall mean:
(a)   A complete copy in machine-readable form of the source code and executable code of the Licensed Software, including any updates or new releases of the product;
(b)   A complete copy of any existing design documentation and user documentation, including any updates or revisions; and/or
(c)   Complete instructions for compiling and linking every part of the source code into executable code for purposes of enabling verification of the completeness of the source code as provided below. Such instructions shall include precise identification of all compilers, library packages, and linkers used to generate executable code.

2.332   Delivery of Source Code into Escrow

Contractor shall deliver a Source Code Escrow Package to the Escrow Agent, pursuant to the Escrow Contract, which shall be entered into on commercially reasonable terms subject to the provisions of this Contract within (30) thirty days of the execution of this Contract.

2.333   Delivery of New Source Code into Escrow

If at anytime during the term of this Contract, the Contractor provides a maintenance release or upgrade version of the Licensed Software, Contractor shall within ten (10) days deposit with the Escrow Agent, in accordance with the Escrow Contract, a Source Code Escrow Package for the maintenance release or upgrade version, and provide the State with notice of the delivery.

2.334   Verification

The State reserves the right at any time, but not more than once a year, either itself or through a third party contractor, upon thirty (30) days written notice, to seek verification of the Source Code Escrow Package.

2.335   Escrow Fees

The Contractor will pay all fees and expenses charged by the Escrow Agent.

2.336   Release Events

The Source Code Escrow Package may be released from escrow to the State, temporarily or permanently, upon the occurrence of one or more of the following:
(a)   The Contractor becomes insolvent, makes a general assignment for the benefit of creditors, files a voluntary petition of bankruptcy, suffers or permits the appointment of a receiver for its business or assets, becomes subject to any proceeding under bankruptcy or insolvency law, whether domestic or foreign;
(b)   The Contractor has wound up or liquidated its business voluntarily or otherwise and the State has reason to believe that such events will cause the Contractor to fail to meet its warranties and maintenance obligations in the foreseeable future;
(c)   The Contractor voluntarily or otherwise discontinues support of the provided products or fails to support the products in accordance with its maintenance obligations and warranties.

2.337   Release Event Procedures

If the State desires to obtain the Source Code Escrow Package from the Escrow Agent upon the occurrence of an Event in this **Section**, then:
(a)   The State shall comply with all procedures in the Escrow Contract;

(b) The State shall maintain all materials and information comprising the Source Code Escrow Package in confidence in accordance with this Contract;

(c) If the release is a temporary one, then the State shall promptly return all released materials to Contractor when the circumstances leading to the release are no longer in effect.

2.338 License

Upon release from the Escrow Agent pursuant to an event described in this **Section**, the Contractor automatically grants the State a non-exclusive, irrevocable license to use, reproduce, modify, maintain, support, update, have made, and create Derivative Works. Further, the State shall have the right to use the Source Code Escrow Package in order to maintain and support the Licensed Software so that it can be used by the State as set forth in this Contract.

2.339 Derivative Works

Any Derivative Works to the source code released from escrow that are made by or on behalf of the State shall be the sole property of the State. The State acknowledges that its ownership rights are limited solely to the Derivative Works and do not include any ownership rights in the underlying source code.

STATE OF MICHIGAN

OFFICE OF ENTERPRISE SECURITY

Boiler Plate RFP & Contract
Security Standards

Security Standards

The Office of Enterprise Security's mission is to ensure that the appropriate level of security is implemented and maintained in order to protect the integrity of the State of Michigan (SOM) government computing resources and information. Through security awareness, education, incident response, and the enforcement of State policies and procedures, we instill and maintain the confidence and trust of State of Michigan staff and customers. As part of this project the OES office will be an integral part of the review committee and will take pro-active steps to ensure the solution is secure for the SOM and its users.

The best practices would include:

- Microsoft's Guidelines for developing secure applications
- NIST 800 series guidelines located at http://csrc.nist.gov/publications/nistpubs/ especially 800-64, -53
- Michigan State Standards
- COBIT Audit Standards

Security Architecture

In order to protect SOM assets to the fullest extent possible, multi-layered and highly extensible security architecture has been designed. This architecture seeks to utilize the absolute "best of breed" security products, devices and tools, combined with careful planning and policy-making, across the entire State of Michigan enterprise. In addition to utilizing the best products and tools for each situation, an overall design/implementation strategy has been developed to further enhance the security of State of Michigan data and resources. By utilizing risk analysis, security policy creation, applications and data sources can be protected based upon sensitivity levels assigned to them. According to this methodology, each data source or application to be made available in the e-Government initiative is to be evaluated based upon its sensitivity, attractiveness to intruders, and dependencies. Based upon this evaluation, the data source can be given a security rating that corresponds to a predefined level of protection that must be provided for that class of information. These different "levels" of protection will be constructed with the information at stake in mind, they will be composed of different combinations of security devices, tools and configurations designed to guard the data source from theft or attack in the most up to date and effective manner possible at all times.

Vendor will be required upon Contract award to develop a security threat matrix that includes a complete security plan with disaster recovery, business continuity plan, change management, and identify all controls for Confidentiality, Integrity, and Availability.

Enterprise Security POLICY 1350.00

POLICY 1350.00
Issued Date: August 8, 2001
Effective Date: August 20, 2001

Executive Branch departments, boards, commissions or agencies and sub-units shall comply with the standards and guidelines set forth under this Enterprise Security Policy. These standards cover all aspects of security for platforms, networks, and

physical access to information technology support facilities. Practical business risk methodologies will guide technical security infrastructure decisions and determine the degree to which a risk should be mitigated or accepted. Departments will be required
to report their current status in areas where compliance with the State standard is essential to the well being of State information technology resources. To further strengthen the protection of information technology assets, the State will assess events occurring within the State's information technology environment and take actions deemed appropriate to protect the integrity of the Enterprise. The goal of an enterprise security framework of standards established under this policy is to ensure:

- **Individual Confidentiality and Privacy** – ensure information classified as protected by law or having the potential of being personal identifying information is processed in ways to prevent unauthorized access to the extent permitted by current technology.
- **System Integrity** – information is protected from tampering and unauthorized modification while in route and residing within the State's controlled infrastructure.
- **Application Availability** – authorized users of information technology resources can access appropriate resources in a timely manner. Procedures and standards resulting from this Enterprise Security Policy will address and support the security functions of:
  o **Authentication –** certainty of source.
  o **Authorization** -- granting of rights and privileges.
  o **Administration** – security management.
  o **Auditing –** enforcement and reporting.

The standards described in this section are the minimum level of protection that will be implemented across the Enterprise. State Departments desiring to implement more stringent procedures for their information technology environments may do so with the
approval of Enterprise Security.

Vendor & Vendor Payees must follow Statement on Auditing Standards (SAS) No. 70, auditing standard. SAS No. 70 is the authoritative guidance that allows service organizations to disclose their control activities and processes to their customers and their customers' auditors in a uniform reporting format. A SAS 70 examination signifies that a service organization has had its control objectives and control activities examined by an independent accounting and auditing firm. A formal report including the auditor's opinion ("Service Auditor's Report") is issued to the service organization at the conclusion of a SAS 70 examination.

Vendor & Vendor Payees must use ISO 17799 as a baseline or framework for the information security function, to assist in identifying the controls that have been placed into operation. ISO 17799 is intended to provide a single reference point for the wide range of controls needed for most situations where information technology is used in industry, commerce, and communication. This detailed security standard is divided into 10 key sections:

1. Information Security Policy	6. Computer and Network Management
2. Security Organization	7. System Access Control
3. Asset Classification and Control	8. Systems Development and Maintenance
4. Personnel Security	9. Business Continuity Planning
5. Physical and Environmental Security	10. Compliance

A COBIT (or equivalent) process of controlled migration of the configuration, through development, test and production environments while maintaining separation of duties is preferred. A process which may be perpetuated by the technical administration staff after the system has been delivered is preferred. At no time shall developers have administrative access to test or production environments.

Prior to delivering any of the above-mentioned Statement of Work Physical Deliverables or Services to the State, Contractor will first perform all required quality assurance activities to verify that the Physical Deliverable or Service is complete and in conformance with its specifications listed in the applicable Statement of Work or Purchase Order and the Deliverable/Service has all Critical Security patches/updates applied and meets full PCI compliance,

MICHIGAN DEPARTMENT OF DIT INFORMATION TECHNOLOGY	MICHIGAN DEPARTMENT OF INFORMATION TECHNOLOGY IT SERVICES STATEMENT OF WORK	
Project Title:	**Period of Coverage:**	
Requesting Department:	**Date:**	
Agency Project Manager/ Contact:	**Phone:**	
MDIT Contract Liaison:	**Phone:**	

Brief Description of Services to be provided:

BACKGROUND:

PROJECT OBJECTIVE:

SCOPE OF WORK:
[Attach and reference a detailed Work Statement if needed]

TASKS:
Technical support is required to assist with the following tasks:

DELIVERABLES:
Deliverables will not be considered complete until the Agency Project Manager has formally accepted them. Deliverables for this project include:

PROJECT CONTROL AND REPORTS:
A bi-weekly progress report must be submitted to the Agency Project Manager throughout the life of this project. This report may be submitted with the billing invoice. Each bi-weekly progress report must contain the following:

1. **Hours**: Indicate the number of hours expended during the past two weeks, and the cumulative total to date for the project. Also state whether the remaining hours are sufficient to complete the project.

2. **Accomplishments**: Indicate what was worked on and what was completed during the current reporting period.

3. **Funds**: Indicate the amount of funds expended during the current reporting period, and the cumulative total to date for the project.

SPECIFIC DEPARTMENT STANDARDS:
Agency standards, if any, in addition to DIT standards.

PAYMENT SCHEDULE:
NOTE: Payment can be based upon:
- *Time and Materials*
- *Satisfactory acceptance of each Deliverable*
- *Satisfactory acceptance of each Milestone (major part of the contract)*
- *Satisfactory Final Acceptance at conclusion of the contract.*
- *Optional Provision - The AGENCY may withhold 10 percent from each payment until acceptance by the AGENCY of the final report (or completion of the project, etc.).*

Payment will be made on a [Insert one from above] basis. DIT will pay CONTRACTOR upon receipt of properly completed invoices which shall be submitted to the Project Manager not more often than monthly. All invoices should reflect actual work completed by payment date, and must be approved by the Agency Project Manager prior to payment. The invoices shall describe and document to the Project Manager's satisfaction a description of the work performed, the progress of the project, and fees. When expenses are invoiced, provide a detailed breakdown of each type.

Payment shall be considered timely if made by the DIT within forty-five (45) days after receipt of properly completed invoices.

EXPENSES:

NOTE: ***Expenses are optional. Do not include Expenses paragraph below if expenses are not allowable. If allowable, include only expenses, which are appropriate for the contract. Choose one of the following:***

In the event it is necessary for contractual staff to travel for this project, prior approval must be obtained by the project manager. Additionally, travel charges will only be reimbursed at current state-authorized rates as outlined by DMB guidelines (http://www.michigan.gov/dmb/1,1607,7-150-9141---,00.html.) and must be accompanied by actual receipts. Travel time will not be reimbursed.

OR

The State will not pay for any travel expenses, including hotel, mileage, meals, parking, etc.

PROJECT CONTACTS:
The designated Agency Project Manager is:

Name
Department
Area
Building/Floor
Address
City/State/Zip
Phone Number
Fax Number
Email Address

The DIT Contract Administrator for this project is:

Name
Michigan Department of Information Technology
Building/Floor
Address
City/State/Zip
Phone Number
Fax Number
Email Address

AGENCY RESPONSIBILITIES/ASSUMPTIONS:

LOCATION OF WHERE THE WORK IS TO BE PERFORMED:
Consultants will work at ?? in Lansing, Michigan.

EXPECTED CONTRACTOR WORK HOURS AND CONDITIONS:
Work hours are not to exceed eight (8) hours a day, forty (40) hours a week. Normal working hours of 8:00 am to 5:00 pm are to be observed unless otherwise agreed to in writing.

No overtime will be permitted without prior written approval of both ? and ?.

Zone 1

Allegan	Clinton	Ionia	Livingston	Newago	St. Clair
Barry	Eaton	Isabella	Macomb	Oakland	St. Jose
Bay	Genesee	Jackson	Mecosta	Oceana	Tuscola
Berrien	Gratiot	Kalamazoo	Midland	Ottawa	Van Buren
Branch	Hillsdale	Kent	Monroe	Saginaw	Washtenaw
Calhoun	Huron	Lapeer	Montcalm	Sanilac	Wayne
Cass	Ingham	Lenawee	Muskegon	Shiawassee	

Zone 2

Alcona	Charlevoix	Gladwin	Leelanau	Ogemaw	Roscommon
Alpena	Cheboygan	Grand Traverse	Manistee	Osceola	Wexford
Antrim	Clare	Iosco	Mason	Oscoda	
Arenac	Crawford	Kalkaska	Missaukee	Otsego	
Benzie	Emmet	Lake	Montmorency	Presque Isle	

Zone 3

Alger	Delta	Houghton	Luce	Menominee
Baraga	Dickinson	Iron	Mackinac	Ontonagon
Chippewa	Gogebic	Keweenaw	Marquette	

MMCC Zone Layout

Zone 3 Upper Peninsula

Zone 2

Zone 1