



Commonwealth of Virginia
Virginia Information Technologies Agency

COMPUTER BASED TRAINING PRODUCTS & SERVICES

Optional Use Contract

Date: April 13, 2011

Contract #: VA-080505-SKIL

Authorized User: State Agencies, Institutions and Other Public Bodies as defined by §2.2-4301 and referenced by §2.2-4304 of the *Code of Virginia*,

Contractor: SkillSoft
107 Northeastern Boulevard
Nashua, NH 03062

FIN: 02-0496115

Contact Person: Mike Allen
Phone: 919-380-2701
Fax: 919-380-2731
MAllen@skillsoft.com

Contract Discount From Price List: See attached "Pricing Schedule" - Exhibit A

Term: May 1, 2011 – April 30, 2012

Payment: Net 30 days

For Additional Information, Please Contact:

Virginia Information Technologies Agency
Supply Chain Management

John Tackley
Phone: 804-416-6165
E-Mail: john.tackley@vita.virginia.gov
Fax: 804-416-6361

NOTES: Individual Commonwealth of Virginia employees are not authorized to purchase equipment or services for their personal use from this Contract.

For updates, please visit our Website at <http://www.vita.virginia.gov/procurement/contracts.cfm>

VIRGINIA INFORMATION TECHNOLOGIES AGENCY (VITA): Prior review and approval by VITA for purchases in excess of \$100,000.00 is required for State Agencies and Institutions only.



COMMONWEALTH *of* VIRGINIA

Samuel A. Nixon
CIO
Email: CIO@vita.virginia.gov

VIRGINIA INFORMATION TECHNOLOGIES AGENCY
11751 Meadowville Lane
Chester, VA 23836
(804) 416-6100

TDD VOICE -TEL. NO.
711

April 11, 2011

VIA EMAIL

TO: Skillsoft
Mike_Allen@skillsoft.com

RE: VA-080505-SKIL

In accordance with Section 2 of the above referenced contract, entitled "Contract Term," please consider this correspondence your notification of the Commonwealth's extension of the above referenced contract.

The expiration of the agreement is now extended to April 30, 2012.

Regards,

John Tackley, VCO

Strategic Sourcing Specialist, Supply Chain Management
Virginia Information Technologies Agency (VITA)
VITA - Enabling the Business of Government

John.Tackley@vita.virginia.gov

www.vita.virginia.gov

804-416-6165

c: contract file

**MODIFICATION # 1
TO
CONTRACT NUMBER VA-080505-SKIL
BETWEEN THE
COMMONWEALTH OF VIRGINIA
AND
SKILLSOFT Corporation**

This MODIFICATION # 1 is an agreement between the Commonwealth of Virginia, hereinafter referred to as "State" or "Commonwealth" or "VITA" (Virginia Information Technologies Agency), and SkillSoft Corporation hereinafter referred to as "Contractor". This Modification is hereby incorporated into and made an integral part of Contract VA-080505-SKIL (the Agreement).

The purpose of this Modification is to document both parties' agreement to modify the Contract as follows:

This products listed under this Agreement will include a hosted, dedicated SkillPort site for use by VITA, at no additional cost.

The foregoing is the complete and final expression of the parties' agreement to modify Contract VA-080805-SKIL and cannot be modified, except by a writing signed by duly authorized representatives of both parties.

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

PERSONS SIGNING THIS CONTRACT ARE AUTHORIZED REPRESENTATIVES OF EACH PARTY TO THIS CONTRACT AND ACKNOWLEDGE THAT EACH PARTY AGREES TO BE BOUND BY THE TERMS AND CONDITIONS OF THE CONTRACT.

SKILLSOFT CORPORATION

BY: _____

NAME: _____

Mark P. Murray

Senior Director

TITLE: _____

Revenue & Contract Accounting

DATE: _____

October 5, 2010

COMMONWEALTH OF VIRGINIA

BY: _____

NAME: _____

Dary Crenshaw

TITLE: _____

VITA Savings Mgr.

DATE: _____

10/6/10



COMMONWEALTH *of* VIRGINIA

Samuel A. Nixon
CIO
Email: CIO@vita.virginia.gov

VIRGINIA INFORMATION TECHNOLOGIES AGENCY
11751 Meadowville Lane
Chester, VA 23836
(804) 416-6100

TDD VOICE -TEL. NO.
711

April 26, 2010

VIA EMAIL

TO: Skillsoft
mallen@skillsoft.com

RE: VA-080505-SKIL

In accordance with Section 2 of the above referenced contract, entitled "Contract Term," please consider this correspondence your notification of the Commonwealth's extension of the above referenced contract.

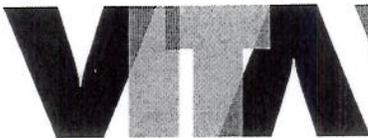
The expiration of the agreement is now extended to April 30, 2011.

Regards,



Digitally signed by John Tackley
DN: cn=John Tackley, c=US,
o=Supply Chain Management,
ou=Virginia Information Technologies
Agency, email=John.Tackley@vita.
virginia.gov
Reason: On behalf of the
Commonwealth of Virginia
Location: Chester VA 23836
Date: 2010.04.26 10:45:35 -04'00'

c: contract file



COMMONWEALTH of VIRGINIA

VIRGINIA INFORMATION TECHNOLOGIES AGENCY
 SUPPLY CHAIN MANAGEMENT
 11751 Meadowville Lane
 Chester, VA 23836

INVITATION for BID: IFB 2008-08 R

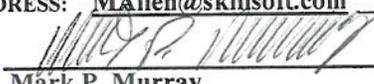
Date Issued: March 5, 2008 Date/Time Due: Mar. 20, 2008 @ 2:00 pm Public Opening Date/Time: Mar. 20, 2008 @ 2:15 pm

THIS PROCUREMENT IS BEING CONDUCTED ON BEHALF OF VITA AND OTHER PUBLIC BODIES.

Sealed Bids for furnishing the Products and/or Services set forth in this Solicitation will be returned to the Issuing Office address above.

This is an advertised Solicitation consisting of the Adobe PDF file as posted in eVA, which contains (1) This page; (2) Solicitation Instructions; (3) Contract Terms and Conditions and all Exhibits thereto; and any other amendments, provisions, representations, certifications or specifications as are attached or incorporated therein by reference.

SUPPLIER

COMPANY NAME: <u>SkillSoft</u>	SALES CONTACT: <u>Mike Allen</u>
ADDRESS: <u>107 Northeastern Blvd</u>	TITLE: <u>Public Sector Account Executive</u>
	PHONE NO: <u>919-380-2701</u>
CITY/STATE/ZIP: <u>Nashua, NH 03062</u>	FAX: <u>919-380-2731</u>
FEIN: <u>02-0496115</u>	E-MAIL ADDRESS: <u>MAllen@skillsoft.com</u>
WEBSITE URL: <u>www.skillsoft.com</u>	Signature: 
	<u>Mark P. Murray</u> <u>Director, Corporate Accounting</u>

COMPUTER BASED LEARNING PRODUCTS and SERVICES

Products/Services:	Computer Based Training Products and Services
Authorized Users:	State agencies, institutions and other Public bodies as defined in VA Code § 2.2-4304.
Contract Term:	Two (2) years, with three optional one (1) year renewals
Pricing:	SEE Exhibit "A"
Delivery:	7 days After Receipt of Order (ARO), or as stated in order
Shipping Costs:	FOB Destination
Pricing:	Government and Education discounts taken from Index list price (see Pricing Schedule)
Warranty:	Standard warranty
Orders:	Order Process Required: via eVA Direct Order (preferred) or Local Purchase Order

VITA SCM Contacts:

Solicitation

George S. Goodman, Jr.
 Voice: (804) 416-6162
 Fax: (804) 416-6361
 E-mail Address george.goodman@vita.virginia.gov

Contract Administration/Compliance

Charles Townes, Acting Contracts Manager
 (804) 416-6088
 (804) 416-6361

This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, §2.2-4343.1 or against any Bidder because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.



COMMONWEALTH of VIRGINIA

Lemuel C. Stewart, Jr.
CIO of the Commonwealth
Email: lem.stewart@vita.virginia.gov

Virginia Information Technologies Agency
11751 Meadowville Lane
Chester, Virginia 23836-6315
(804) 416-6100

George Goodman
804-416-6162

March 24, 2008

IFB #2008-08R

MEMORANDUM: All Potential Bidders

Re: Amendment # 2 to the IFB

Note: All potential bidders should sign this document in the space provided and return

The Solicitation documents, IFB #2008-08 for Computer Based Training and its Pricing Spreadsheet, issued on February 29, 2008 were previously amended on March 5, 2008.

The attached changes are made to the terms and conditions of IFB 2008-08R for Computer Based Training via this amendment #2.

The Due Date and Time of the IFB is here by changed to 2:00 pm on March 27, 2008.

George S. Goodman, Jr., Sourcing Specialist
Supply Chain Management, VITA

By signing and returning this document the bidder acknowledges all the changes incorporated herein.

Name of company: SkillSoft Corporation

Date: 25 March 2008

Signature: 

Title: Director – Corporate Accounting

Telephone: 603-324-3000

IFB #2008-08R

MEMORANDUM: All Potential Bidders

Re: Amendment # 2 to IFB #2008-08R

March 24, 2008

This Amendment #2 to IFB #2008-08R, for Computer Based Training, modifies the terms and conditions set forth in the solicitation. This Amendment #2 is hereby incorporated into and made an integral part of any contract resulting from the award of the referenced solicitation and shall become binding upon contract award.

IFB #2008-08R, Exhibit D:

TERM OF LICENSE

Delete the entire paragraph and replace with the following:

“All licenses granted under this Contract are purchased on a nonexclusive, non-transferable license (without permission of the contractor) for the License Term set forth in the applicable Order, to use and to allow the applicable Authorized User to access and use the Contractor Product(s) set forth therein for internal training purposes only.”

TERMS OF USE

- i) Under this subsection (i) delete the word “unlimited”.
- iv) Add the following to the end of this subsection:

“Provided that VITA and the Authorized User(s) reproduce all copyright and other proprietary notices, VITA and the Authorized User(s) may make copies of the Contractor Product(s) available and licensed by VITA and the Authorized User(s) in CD-ROM format for deployment and backup purposes as reasonably necessary to carry out the rights expressly granted by the Contract. VITA and Authorized User(s) shall take all reasonable security precautions to ensure that only the authorized audience accessed the Contractor Property.”

- v) Add the following paragraph as subsection (v):

“Except as may otherwise be permitted in this Contract, VITA and Authorized User(s) shall not (a) reproduce publish, display, distribute, sell, sublicense, transfer, rent, lease, publish, broadcast, timeshare, loan, disclose, or otherwise make available the Contractor property, or any part thereof, to any third party; (b) reverse engineer, disassemble, decompile or otherwise attempt to derive source code from the Contractor Property, or any part thereof; (c) modify, translate, adapt, alter or create derivative works (as defined under the United States copyright laws) based upon the Contractor Property or any part thereof; (d) remove any proprietary notices, labels, or trademarks or service marks on any Contractor Property; (e) merge the Contractor Property, or any component thereof with another program (unless otherwise authorized herein); (f) use the Contractor Property, or any component thereof, for any purposes other than those explicitly stated in the Agreement; (g) have any right to any source code for the Contractor Property (h) permit

any party not specifically licensed herein to use the Contractor property; (i) use download functionality enhancement tools for purposes contrary to those authorized under this Contract and any applicable Order; or (j) post any note or comment using a Contractor product which permits such posting functionality that is unlawful, hateful, defamatory, obscene, abusive, sexually explicit, racist, threatening or otherwise objectionable or encouraging of conduct that would constitute a criminal offense or give rise to civil liability. Further, VITA and the Authorized User(s) shall cooperate in Contractor's efforts to protect its rights in the Contractor Property."

SOFTWARE UPGRADES AND EVOLUTION

Add the following words at the end of the first sentence: "provided the Commonwealth pays annual subscription price in accordance with this agreement.

Delete the second sentence in its entirety.

Add the following paragraph to the end of this section:

"Except for Contractor's obligations under the paragraph above, in no event shall Contractor's aggregate liability arising out of any kind of claim (whether in contract, tort, or otherwise), under this Contract or arising out of or resulting from VITA's use of any Contractor Product(s) exceed twice the Commitment Fee paid under this Contract or award with respect to such Contractor Product(s)."



Lemuel C. Stewart, Jr.
Chief Information Officer

COMMONWEALTH of VIRGINIA
Virginia Information Technologies Agency
Supply Chain Management
11751 Meadowville Lane
Chester, Virginia 23836
March 14, 2008

Phone: (804) 416-6162
Fax: (804) 416-6361
Email: george.goodman@vita.virginia.gov

QUESTIONS, ANSWERS AND COMMENTS FOR IFB #2008-08R

1. It is not the standard practice in this business, we believe, to offer perpetual licenses as requested by VITA. We believe the best value solution for VITA users is for annual subscription licenses.
Ans. Agreed, the licensing term will be changed to an annual subscription type license instead of the requested perpetual license option.
2. What is the process for including additional product and service bundling options to provide VITA users with enhanced value?
ans. Include any additional training offerings/pricing in an optional catalog/spreadsheet (i.e. additional or other courses, group or bundle pricing, etc.) but remember these additional offerings/pricing must be tied to the same benchmark as required in the two categories of 25 market basket sample. You are not required to price each additional course three times (i.e. one up, 2 to 10 and 11 to 25 etc.).
3. The only published pricing we maintain is our GSA Schedule. Is it acceptable to index VITA pricing and solutions to those offered on our GSA schedule?
ans. It is completely acceptable to list GSA as your benchmark or the OEM which ever lists the pricing that you want to use in your benchmark index.
4. There will be an addendum issued Monday, March 17, 2008 changing some language of the Terms and Conditions but not changing any of the requirements.
5. Don't forget under Exhibit B: Section 1, G. 6. there is a requirement to provide a written confirmation from the Publisher or OEM stating that bidder is an authorized reseller of all Publisher or OEM products offered.
6. The Due Date for IFB #2008-8R will extended until March 26, 2008 at 2:00 p.m. EDST.

If you have any questions, please contact me at (804) 416-6162 or via email at george.goodman@vita.virginia.gov. Thanks so much.

/s/ George S. Goodman, Jr.
IT Sourcing Consultant

AN EQUAL OPPORTUNITY EMPLOYER



COMMONWEALTH of VIRGINIA

Lemuel C. Stewart, Jr.
CIO of the Commonwealth
Email: lem.stewart@vita.virginia.gov

Virginia Information Technologies Agency
11751 Meadowville Lane
Chester, Virginia 23836-6315
(804) 416-6100

George Goodman
804-416-6162

March 5, 2008

RFP 2008-08

MEMORANDUM: All Potential Bidders

Re: Amendment # 1 to the IFB

Note: All potential bidders should sign this document in the space provided and submit with their response

The following changes were made to IFB 2008-08 via this amendment #1:

The Solicitation document, IFB #2008-08 for Computer Based Training, and accompanying Pricing Spreadsheet have been replaced in their entirety with IFB #2008-08R and the accompanying Revised Pricing Spreadsheet for IFB #2008-08R. Please disregard the IFB document #2008-08 and its Pricing Spreadsheet issued on February 29, 2008.

Changes to the IFB #2008-08 were primarily for the purpose of clarification and elimination of duplication. There were some changes in the software titles listed in the Pricing Spreadsheet to bring the listed software up to the latest versions.

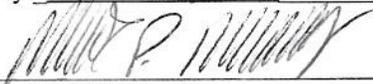
The Due Date and Time of the IFB has not been changed.

George S. Goodman, Jr., Sourcing Specialist
Supply Chain Management, VITA

By signing and returning this document the bidder acknowledges all the changes incorporated herein.

Name of company: SkillSoft Corporation

Date: 21 March 2008

Signature: 

Mark P. Murray

Title: Director, Corporate Accounting

Telephone: 603-324-3000

SOLICITATION INSTRUCTIONS

A. Explanation to Bidders

Any request for clarification or explanation regarding this solicitation, including the specifications, terms and conditions, or Pricing Exhibit, must be submitted in writing to the Single Point of Contact (SPOC) identified on the cover page of this solicitation not later than five (5) days prior to bid opening.

BIDDER IS STRONGLY ADVISED TO READ THESE INSTRUCTIONS, REVIEW THE PRICING EXHIBIT located at "A", AND READ ALL TERMS AND CONDITIONS PRIOR TO SUBMITTING A BID. BIDDER IS FURTHER ADVISED TO CHECK THE VIRGINIA E-PROCUREMENT WEBSITE (<http://www.eva.virginia.gov/>) FOR ANY AMENDMENTS OR CHANGES TO THIS SOLICITATION. THIS SOLICITATION IS SUBJECT TO THE PROVISIONS OF THE VIRGINIA PUBLIC PROCUREMENT ACT (VPPA) (§§ 2.2-4300 et seq. of the Code of Virginia).

Any explanation from VITA will be in the form of an amendment to the solicitation (see "AMENDMENT OF SOLICITATION" below). Oral explanations or instructions given before the award of a contract will not be binding.

eVA, the Virginia e-procurement website, located at <http://www.eva.virginia.gov/>, also provides information about acquisitions conducted by VITA for Information Technology-related products and services. Bidders are invited to check eVA regularly. This solicitation and any related documents are available from eVA.

B. Amendment of Solicitation

Any amendment or change to this solicitation will be issued in writing and will identify the changes to be made in the bid. All amendments will be posted to eVA.

If the bid opening date is extended, the new date and time will be clearly shown on the face of the amendment.

Bidder is required to sign and return a copy of any and all amendments with its bid to indicate that it has a copy of the document(s) and is aware of the changes made.

C. Preparation of Bid

Bid shall be submitted on the forms furnished unless otherwise specified in the solicitation and must bear an original signature by an individual authorized to bind the company submitting the bid. If erasures or other changes appear on the form, each erasure or change must be initialed by the person signing the bid. Bids submitted by electronic means (e.g., e-mail, fax) other than eVA will not be considered. Bidder may not submit multiple (additional or alternate) bids in a single envelope.

Bidder is required to enter its Federal Employer Identification Number (FEIN) in the space provided on the cover page of this solicitation. Failure to enter a number in the space provided or to provide a correct FEIN may delay award or result in VITA determining that the Bidder is not able to conduct business with the Commonwealth. It is the Bidder's responsibility to provide the correct FEIN and to keep VITA updated as to any changes in Bidder's status.

The Pricing bid form may provide for submission of a price or prices for one or more items. All prices shall be entered in the Pricing Exhibit unless otherwise specified therein. The Pricing Exhibit A may be a representation of some sub-group of contract line items used simply for evaluation purposes, thus creating a "Market Basket" of contract items. This may be done in cases where a fixed contract discount percentage or other discount schedule is requested (such as separate government and education pricing/discounts) instead of actual line item prices. If discount pricing is requested, the discount bid must be taken from a publicly available price list (such as an OEM/publisher's "List Price" document or GSA Schedule).

Where the Pricing Exhibit A explicitly requires that the Bidder bid on all items (i.e., an all-or-none requirement), Bidder's failure to do so will disqualify the bid. When submission of a price on all items is not required, Bidder should insert the words "no bid" in the space provided for any item on which no price is submitted.

Bidder shall include with its bid a signed copy of the Certification Regarding Lobbying which is provided as Exhibit C to this solicitation.

Additional bids may be submitted, when in the Bidder's judgment it can provide more than one solution which meets the required specifications of the procurement. Any additional bid shall be submitted on either a duplicate copy of the bid document or on plain paper and shall be clearly identified with the words "ADDITIONAL BID" written or printed on the face of each additional bid. An additional bid shall not be considered unless detailed specifications or descriptions sufficient to establish quality, utility and merit accompany the additional bid.

BIDDERS SUBMITTING ADDITIONAL BIDS ARE REMINDED THAT THE TERMS AND CONDITIONS WHICH APPLY TO THE ORIGINAL BID SHALL ALSO APPLY TO THE ADDITIONAL BIDS AND ANY MODIFICATION TO

TERMS AND CONDITIONS OF A SOLICITATION OR THE ADDITION OF RESTRICTIVE PROVISIONS BY A BIDDER SHALL BE CAUSE FOR REJECTION OF ITS BID.

D. Submission of Bids

TO BE CONSIDERED, A BID MUST BE RECEIVED AT THE ISSUING OFFICE ADDRESS ON OR BEFORE THE DATE AND HOUR DESIGNATED. If hand carried, deliver to the VITA receptionist located at the Issuing Office address indicated on the cover page of this solicitation. Bidder must pay particular attention to ensure that the bid is properly addressed. VITA is not responsible if the bid is not properly addressed. VITA is not responsible if the bid does not reach the Issuing Office's address specified by the date and time identified on the cover page of this solicitation. Sealed bids received after the date and hour specified are automatically disqualified and will not be considered. All bids must be sealed, addressed to the address shown as the Issuing Office of the solicitation, and marked on the outside of the Bidder's envelope as in the example below. Failure of the Bidder to comply with the aforesaid sealing, addressing, and marking requirement may result in a premature opening of, or a failure to open, the bid.

From: Name of Bidder, Street or Box Number, City, State, ZIP Code Due Date IFB No.

Submission of a "no bid" is neither required nor requested.

By submitting a bid, Bidder certifies that it is not currently debarred by the Commonwealth of Virginia from submitting bids on Contracts for the type of goods and/or services covered by this solicitation, nor is Bidder an agent of any person or entity that is currently so debarred.

E. Registration with eVA

In order to be awarded any contract as a result of this solicitation, Bidder is required, by date of award, to be registered with eVA. If already registered with eVA, Bidder is advised to print the eVA page which lists its firm name and submit it with the bid response. If not registered, Bidder is advised to register at <http://evaregishelp.dqs.virginia.gov>.

Bidder is advised to print a copy of the completed registration confirmation and submit it with the bid response.

F. Late Bids, Modifications of Bids Or Withdrawals of Bids

Any bid received at the Issuing Office designated on the cover page of this solicitation after the exact date and time specified for receipt will not be considered for award.

A bid may be amended and/or withdrawn by a Bidder if the office issuing the bid receives a written request to amend or withdraw such bid before the date and hour for receipt of bids set forth on the cover page of this solicitation. The request must be signed by a person authorized to represent the person or firm that submitted the bid. Submission of a subsequent bid shall constitute the withdrawal of any prior bid submitted by the same Bidder on the same solicitation, unless specified otherwise.

G. Public Opening of Bids

Bids will be publicly opened at the time and date specified on the cover page of this solicitation. Bids will not normally be evaluated at the bid opening. All bids will be opened at the Issuing Office location shown on the cover page of this solicitation.

H. Demonstrations and Investigations

VITA reserves the right to require a Bidder to demonstrate, to the satisfaction of VITA, that the products or services offered will perform in a completely acceptable manner and will meet or exceed the specifications referenced in the solicitation. The demonstration site and time will be subject to agreement between VITA and Bidder.

VITA may make such reasonable investigations as deemed proper and necessary to determine the Bidder's qualifications to perform services or furnish the goods as outlined in this solicitation. The Bidder shall furnish to VITA all such information for this purpose as may be requested. VITA reserves the right to inspect the Bidder's physical facilities prior to award to satisfy questions regarding Bidder's capabilities. VITA further reserves the right to reject any bid if the evidence submitted by, or investigation of, such Bidder fails to satisfy VITA that such Bidder is qualified to carry out the obligations of the contemplated contract.

I. Pricing

Bidder is required to complete and submit the Exhibit A, Pricing included in this solicitation.

J. Contract Terms and Conditions

The terms and conditions contained in Exhibit D are mandatory and are the only terms and conditions that will govern any contract awarded as a result of this solicitation. Any modification, addition, clarification, or change to the mandatory terms and conditions by the Bidder shall cause the bid to be rejected.

If the Bidder includes additional terms and conditions, regardless of form, they will not be considered by VITA and will have no consequence to any resulting contract.

Neither VITA nor any public body which may place an order pursuant to any contract resulting from this solicitation is authorized to sign or execute any additional contract, license or other agreement, including shrink-wrap Software, containing contractual terms and conditions as a result of this procurement. Any documents signed by persons other than the individuals identified on the cover page of this solicitation, or individuals having contractually binding authority of the bidder, shall not be binding on VITA or any other public body. Bidder is encouraged to carefully read all of the Terms and Conditions prior to submitting a bid.

K. Bid Validity Period

Any bid submitted in response to this solicitation shall be valid for ninety (90) days. At the end of ninety (90) days the bid may be withdrawn at the written request of the Bidder. If the bid is not withdrawn at that time it shall remain in effect until an award is made or the solicitation is canceled.

L. Award of Contract

An award, if made, will be up to a total of four (4) responsive and responsible Bidders per category; three (3) with the lowest total price for the items listed on the Exhibit A, Pricing and one award may be made to a certified DMBE small business offering a reasonable price that is other than the lowest bidder.

VITA and any other public body or authorized user to place an order pursuant to any contract resulting from this solicitation reserve the right to purchase additional quantities of any of the items listed at the price quoted, or at a lower price, at any time during the term of the contract, if any, resulting from this solicitation, including any extensions thereto.

Pursuant to § 2.2-4318 of the Code of Virginia, VITA reserves the right to negotiate with the lowest responsive and responsible Bidder if such Bidder's bid exceeds available funds. VITA reserves the right to reject any or all bids, in whole or in part, to waive informalities and to delete items prior to making an award or awards, whenever it is deemed in the sole opinion of VITA to be in the best interest of the Commonwealth.

VITA, in its sole discretion, may not make an award to any Bidder who is not current with its Industrial Funding Adjustment (IFA) payments as of the date of the award. Pursuant to §2.2-4321.1 of the Code of Virginia, and except as provided therein, VITA is prohibited from awarding a contract to any Bidder who owes back taxes to the Commonwealth of Virginia.

No award shall be made pursuant to this solicitation to any Bidder who, as of the date of award, is debarred from being a contractor to the Commonwealth of Virginia.

No award shall be made pursuant to this solicitation to any Bidder who, as of the date of award, appears on any of the Lists of Parties Excluded from Federal Procurement and Non-procurement Programs. Any Bidder awarded a contract pursuant to this solicitation who becomes a party excluded from Federal Procurement and Non-procurement Programs is hereby notified that its status as such a party shall be grounds for termination of its contract.

M. Award Notices

Upon the completion of evaluation, and if VITA determines to make an award, VITA will post a NOTICE OF AWARD (NOA). The notice will be publicly posted ten (10) days on eVA.

TELEPHONIC REQUESTS FOR BID RESULTS WILL NOT BE HONORED. Results will be made available in eVA as soon as a decision is made.

N. Anti-Collusion Certification

By Bidder's signature on the face of its bid, Bidder certifies that its bid is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a bid for the same equipment, software, or services, and is in all respects fair and without collusion or fraud. Bidder understands collusive bidding is a violation of the Virginia Governmental Frauds Act and Federal Law and can result in fines, prison sentences, and civil damage awards. Bidder agrees to abide by all conditions of this bid and Bidder's representative certifies that he or she is authorized to sign the bid for the Bidder's firm.

O. Protests of Awards

All protests of awards shall be conducted in accordance with the provisions of the VPPA and VITA's Alternative Dispute Resolution procedure.

P. Bidder Trade Secrets or Proprietary Information

VITA reserves the right to use information submitted in response to this document in any manner it may deem appropriate in evaluating the responsiveness and responsibility of the Bidder. Ownership of all data, materials, and documentation originated and prepared for VITA pursuant to this solicitation shall rest exclusively with VITA and shall be subject to public inspection in accordance with the §2.2-4342 of the Virginia Public Procurement Act and the Virginia Freedom of Information Act.

Trade secrets or proprietary information submitted by a bidder, offeror or contractor in connection with a procurement transaction or prequalification application submitted pursuant to subsection B of §2.2-4317 of the Code of Virginia shall not be subject to the Virginia Freedom of Information Act (§ 2.2- 3700 et seq.) if the bidder, offeror, or contractor requests protection of such trade secrets or proprietary information by the following:

- i). invoking the protections of this section in writing prior to or upon submission of the data or other materials,
- ii). identifying specifically the data or other materials to be protected, and
- iii). stating the reasons why protection is necessary.

FAILURE TO COMPLY WILL RESULT IN THE DATA OR OTHER MATERIALS BEING RELEASED TO SUPPLIERS OR THE PUBLIC AS PROVIDED FOR IN THE VIRGINIA FREEDOM OF INFORMATION ACT.

Bidder must provide as a separate appendix to its bid a list of all pages in the bid that contain proprietary information and the reason it deems such information proprietary. Only pages referenced in that list will be treated as proprietary. The classification of an entire bid as proprietary or trade secret, or the classification of line item prices as proprietary or trade secret, is not acceptable and may be deemed non-responsive. Bidder may be asked to provide a fully redacted copy of its bid on CD-ROM and hardcopy to be utilized in those circumstances where public bid review is needed.

Q. Alternative Dispute Resolution

By signing and submitting a bid under this solicitation, the Bidder agrees to submit any dispute, protest, or appeal of a protest denial to VITA's alternative dispute resolution procedures. Such use of VITA's alternative dispute resolution procedures shall be concurrent with and not in lieu of the Bidder's other statutory protest appeals outlined in §§2.2-4364 and 4365 of the Code of Virginia.

R. Small, Woman, and Minority (SWaM) Owned Businesses and Service-Disabled Veteran-Owned Businesses

It is the policy of the Commonwealth of Virginia to contribute to the establishment, preservation and strengthening of small businesses and businesses owned by women and minorities as well as businesses owned by service-disabled veterans and to encourage their participation in State procurement activities. The Commonwealth encourages all suppliers to provide for the participation of small businesses and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other contractual opportunities.

A supplier which is a SWaM business or a business owned by a service-disabled veteran, and is registered with the Department of Minority Business Enterprise (DMBE), should include a copy of its certification or its certification number in its proposal. A Supplier which is a SWaM business or a business owned by a service-disabled veteran but which is not registered with DMBE, can register at <http://www.DMBE.virginia.gov>.

If Supplier intends to utilize subcontractors to provide any good or service under its contract then Supplier shall provide a Small Business Subcontracting plan. If Supplier does not plan to use subcontractors in executing a contract resulting from this IFB, Supplier shall so state.

By the 10th day of every month, Supplier shall submit to VITA the Small, Woman, and Minority Owned Business (SWaM) Subcontracting Monthly Report (template available at <http://www.vita.virginia.gov/procurement/documents/SWaMSubcontractingReportTemplate.xls> Supplier's report should include spend on all Supplier's contracts with second-tier suppliers which provide products or service under this Contract. Supplier shall submit the report to SWaM@vita.virginia.gov. The SwaM subcontracting report should also include spend on all Supplier's contacts with second-tier suppliers who may be small businesses owned by service-disabled veterans.

S. Solicitation Description and Invitation For Bid Process.

VITA will use the competitive sealed bidding process for this solicitation. Bidders must submit their responses in a sealed package; clearly marked "IFB #2008-08R" with the Due Date and Time clearly marked.

The solicitation consists of:

- IFB 2008-08R Cover Page
- Solicitation Instructions
- Exhibit A - Pricing
- Exhibit B - Requirements

- Exhibit C - Certification Regarding Lobbying
- Exhibit D – Contract Terms and Conditions

VITA reserves the right to initiate any inquiries and conduct any tests it may deem advisable and to make all evaluations necessary. VITA also reserves the right to reject any or all bids, in whole or in part, to waive informalities and to delete items prior to making the award, whenever it is deemed in the sole opinion of VITA to be in its best interest.

VITA, in its sole discretion, will **accept** or **reject** each Response, based upon each bid's responsiveness, the responsibility of the bidding firm, and Qualifications of the Bidder.

Bidders will be notified of the results of this competitive procurement when the Notice of Award is posted in eVA. Verbal or telephonic inquiries regarding the status of bids will not be accepted.

T. Contract Terms and Conditions

See the electronic document entitled "IFB 2008-08R Computer Based Training.doc" posted with this solicitation at the eVA website. Exhibit D contains the mandatory Contract Terms and Conditions. Bidder shall print a copy of the requested sections of the solicitation document, including any and all exhibits, attachments or amendments thereto, and include such copies with all required signatures, with its bid response.

EXHIBIT B: SECTION 1: IFB PROCEDURES

A. PURPOSE

The purpose of this Invitation for Bids is to establish a statewide contract for the purchase of computer based training (CBT) courses, materials and related services by Commonwealth entities, hereinafter called Authorized Users¹.

For purposes of this solicitation, CBT offerings are divided into two (2) course categories,

- Information Technology (IT) Professional Development,
- Desktop Applications/End User Computing.

A "market basket" sample of courses is listed in the "Pricing Spreadsheet" for award and evaluation purposes. However, this sampling is not intended to limit the bidder's course offerings and bidders are encouraged to list as many courses as they want to be included under a proposed contract, if so awarded by VITA.

Contract usage or purchase volume is uncertain for the awarded contracts. These contracts will be optional-use contracts. An award does not guarantee any purchase by a Commonwealth of Virginia Authorized User.

B. Scope

This document contains the instructions governing the bid offer being submitted and the material and format in which bid offers are to be structured. Also included are mandatory contractual terms and conditions.

1. GOVERNING DOCUMENTS

The governing documents for this solicitation shall be only the most recently dated solicitation as issued and published on the DGS website at: [www.http://www.eva.virginia.gov](http://www.eva.virginia.gov). These files include the IFB 2008-08 solicitation documents and MS Excel spreadsheet file for use in submitting the pricing and other data, as well as any and all appendices, attachments, answers to vendor questions, amendments and other pertinent documents if and as appropriate.

¹ Any state agency, institution of higher education, locality or local school division, political subdivision or other public body as defined in the Code of Virginia, §2.2-4304.

C. Pre-Bid Conference

None.

D. Vendor Understanding of Requirements

It is the Bidder's responsibility to inquire about and clarify any requirement of this IFB that is not clearly understood by the Bidder. Verbal questions are discouraged as verbal answers provided are non-binding to this solicitation. The Commonwealth will not be bound by any verbal responses to questions. All inquiries concerning this IFB should be submitted in writing to:

George S. Goodman
Virginia Information Technologies Agency
11751 Meadowville Lane
Chester, Virginia 23836

All written inquiries must be received by the Issuing Office on or before the close of business, March 14, 2008. E-mail is preferred. Please direct e-mail, with "IFB 2008-08R" in the Subject line, to the attention of : George . Goodman. at this e-mail address:

George.goodman@vita.virginia.gov

No further written inquiries will be accepted after the above referenced date. In the event the due date of this solicitation is changed, for whatever reason, further written inquiries must be received within sufficient time prior to the revised due date so that written amendment(s) can be issued in eVA.

E. Identification of Bids

The cover page of the solicitation must be returned, bearing the authorized signature of a responsible representative of the bidder, and other requested information on that page, including the offering firm's Federal Identification Number (FIN). One paper copy of the complete bid offer, including pricing must be submitted for contractual purposes. Bid offer must also be submitted on CD-ROM discs, and shall be clearly marked on the outside cover of all envelopes, boxes, CD-covers or packages, and also on the individual CD-ROM discs themselves, as follows:

From: Name of Bidder
Street or P.O. Box Number
City, State, Zip Code
IFB Number 2008-08R
(*Bid offer, Redacted Bid Offer or Pricing Spreadsheet*)

The CD-ROM discs must be individually labeled with their contents. The labeling information should be printed on the CD-ROM media.

F. Oral Presentation/Demonstration

An oral presentation and or demonstration by the Bidder may be required. If an oral presentation/demonstration is required to clarify or substantiate any area contained in the bidder's response, the Issuing Office will schedule a time and place for the presentation. The bid offer must be complete in all respects, as oral presentations and demonstrations MAY NOT be scheduled. All costs incurred by a Bidder to provide oral presentations/demonstrations are the responsibility of the Bidder.

G. Bid Format

When preparing a bid offer, bidders must adhere to the following general instructions in order to bring clarity and order to their solicitation response and the subsequent evaluation process. The bid offer is to be delivered in several parts or elements, all within a single main response envelope labeled with the Bidder Firm name and the Solicitation number. All parts are to be submitted, both paper/hard copy and separate CD-ROM discs, each clearly and appropriately labeled. The required bid elements are as follows:

1. The first element is the cover sheet of this solicitation document. It must be signed by the Bidder's contractually binding authority, and must be submitted to the issuing Office identified on the face page of the solicitation. The firm's address, contact person and other information, including the firm's FEIN must also be entered in the spaces provided on this page.
2. One complete paper/hard copy of each separate bid offer, including the complete solicitation document, and hard copies printed from all files submitted on CD-ROM, must be submitted in a sealed envelope labeled "*IFB 2008-08R Bid Response – Paper Copy.*" The paper/hard copy documents will be used for contractual purposes when making a bid award.

3. All CBT courses and related services offered must be listed in a **Listing Spreadsheet**. This Listing must include the information shown in the table below. A complete CBT product and optional service(s) listing shall consist of all:
- CBT courses/products offered.
 - Related services offered.
 - Bid prices offered (derived from the Cost Ratio and URL, both from the **Pricing Spreadsheet**)
 - URL of Publisher's web page(s) where pricing can be verified and information and descriptions of CBT courses offered can be viewed.

All document(s) file(s) must also be submitted in an appropriately labeled sealed envelope, in MS Word format on an appropriately labeled CD-ROM disc, in a Table formatted as follows:

Company Name	Course Title	Delivery Medium	Course ID#	Bid Price (CR x IP)	Cost Ratio	Index Price	Index URL
SAMPLE CO.	MS Word 2003 – Level 1	1 user, CD-ROM	PI- 111222c	\$77	.77	\$100	www.sampleco.com/msword/111222.htm

4. **Pricing Spreadsheet**, (see Section 2). The Pricing Spreadsheet (downloaded from the eVA website) is to be submitted on a clearly marked CD-ROM disc. The Pricing Spreadsheet must be delivered in accordance with instructions contained in Section 2. Be advised, you are required to download a MS Excel spreadsheet file for your required use in submitting this cost information. You must follow the instructions given for downloading and supplying required information and costs by inserting data into the spreadsheet file supplied at the eVA website (see Section 1.10). This cost information must be submitted in MS Excel format, and only one CD-ROM disc is required.
5. A redacted bid offer, but only if necessary, for identification of proprietary information. The revised bid offer, with proprietary information redacted, is to be submitted on a separate CD-ROM disc. Data that has been removed must be so noted and there must be an explanation for each item removed as proprietary. **NOTE: IT IS NOT ACCEPTABLE TO MARK AN ENTIRE DOCUMENT AS PROPRIETARY. IT IS ALSO UNACCEPTABLE TO MARK THE BID PRICING AS PROPRIETARY.**
6. If the Bidder is not the Publisher or OEM of CBT products offered, the Bidder must supply a hard copy, written confirmation, signed by a responsible person from the Publisher or OEM, that states that the bidder is an authorized reseller of all Publisher or OEM products and services offered.

H. eVA Website

The Commonwealth maintains an e-procurement portal at <http://www.eva.virginia.gov>. Bidders are requested to check this site prior to submitting bids, in the event the solicitation is amended or extended. Failure to check for amendments does not relieve the Bidder from complying with all terms of any such amendment.

EXHIBIT B: SECTION 2 - MANDATORY REQUIREMENTS

A. 1. CBT Categories and Requirements

The Commonwealth is seeking to establish multiple Statewide Master Contracts in two CBT categories. The categories are:

- a. Information Technology (IT) Professional Development,
- b. Desktop Applications/End User Computing.

B. A "market basket" sample of courses is listed in the "Pricing Spreadsheet" for award and evaluation purposes. However, this sampling is not intended to limit the bidder's course offerings and bidders are encouraged to list as many courses as they want to be included under a proposed contract, if so awarded by VITA.

c. The following mandatory requirements apply to these categories:

- o The minimum number of course offerings to be listed in each category to be considered for award shall be:
 - 200 IT Professional Development courses
 - 200 Desktop Apps/End User Computing courses
- o The following delivery mediums must be provided, but are not limited to:
 - DESKTOP based:
(DISKETTE/CD-ROM/DVD-ROM (or other recorded, mailable medium)
 - WEB based: (Internet/Intranet, online or downloadable)
 - LAN based: (Customer Server, online or downloadable)
- o The following course features must be provided, but are not limited to:
 - Skill Assessments
 - HELP feature
 - Book-marking
 - 30 Day No-Cost Preview
 - Administrative features:
 - registration
 - tracking
 - reporting

C. Bid Pricing (Pricing Schedule)

1. PRICING WORKSHEET:

BIDDERS MUST SUBMIT BID PRICING WITHIN THE PROVIDED MS EXCEL FILE, located herein as Exhibit "A", WHICH BEARS THE NAME OF:

"IFB 2008-08R Pricing Spreadsheet.xlsm"

2. THIS FILE MUST BE DOWNLOADED FROM THE eVA WEBSITE LOCATED AT URL:

<http://www.eva.virginia.gov/>

(α) **THIS FILE MUST BE USED UNMODIFIED (EXCEPT For Bidder Information and Pricing) FOR SUBMISSION OF ALL BID PRICING ON THE CD-ROM DISC SUBMITTED IN RESPONSE TO THIS SOLICITATION. PRICING not organized in this manner may cause bid to be ruled non-responsive for failing to specifically address these requirements.**

The instructions for completing the two category worksheets are re-printed here.

INSTRUCTIONS:

On the following worksheets, enter your firm's data per the following instructions:

NOTE:

Sample data, shown in red font color, has been inserted as a guide on each sheet.

Enter your firm's name in the "COMPANY NAME" column.

Enter your firm's course data that most closely matches the provided titles.

Enter the course ID number, your part number, as appropriate.

Enter your firm's bid price in the "BID PRICE" column. (NOTE: Bid Price = Index Price x Cost Ratio)

Enter the Publisher's purchase price in the "Index Price" column.

Enter the Publisher's website URL in the "INDEX URL" column (where the published index price for the course can always be found).

2. EVALUATION OF PRICING:

Evaluated Cost (EC) for each CBT course/product offered will be determined by the numeric sum of bid costs for the Market Basket Sampling of 15 courses (for single course, for 2 to 25 courses and for 100 courses) listed in the Pricing Spreadsheet workbooks, for each category, separately. Ranking of bidders within categories will be ordered in ascending **EC** for the purpose of making multiple awards, up to a total of 4 awards (one of the four will be made to a SWaM supplier) within the two CBT categories.

Awards will be made based upon lowest cost total for the 25 sample courses listed (single user delivered, 2 to 25 user delivered and 100 user delivered pricing). Other courses may be offered and bidders are encouraged to list as many other courses as they can provide using the price index they have calculated/offered.

3. PRICE CHANGES:

ALL PURCHASE PRICES SHOWN FOR CBT courses/products/services MUST BE NOT-TO-EXCEED PRICES. At no time during this agreement will a Contractor be allowed to exceed the prices offered in the IFB response, except as provided herein. The Master Contract pricing shall therefore be Not-To-Exceed (NTE) pricing. VITA will use the NTE prices in the following manner. Pricing will be tied to an Index (i.e. OEM publisher listed price, etc.). CBT courses/products/services purchase prices offered must be verifiable at the Publisher's or OEM's web site, from the Publisher's or OEM's web-published purchase prices. Government: (i.e. state and local, GSA) purchase prices are preferred, but the OEM's web-published purchase pricing for any class of customer (i.e. retail, etc.) may be utilized to index CBT courses/products/services offered. VITA will use the web-published pricing to calculate a CBT Cost Ratio (CR)¹. For each training course, and related products and services, the web site URL identified for the OEM shall be the Index web site.

The CR will be determined by first calculating a contract dollar amount (CDA) equal to the purchase price offered. The CR is then calculated by dividing the CDA by the manufacturer's current published government purchase price (MPP). (Figures rounded to the nearest whole dollar.)

All subsequent contract item *purchase price* changes will be governed by the CR for the life of the Master Contract. Any new prices charged for product replacements, whether caused by manufacturer price changes, obsolescence, etc. shall maintain the CR established by the original CR calculation described above. (See example CR calculation below.)

(α) ¹ **Example CR calculation:**

(β) Course ID# "X" purchase price offered is \$109. Therefore, the CDA= \$109.

(γ) The Publisher/OEM published government purchase price, for the same course ID#, is \$149.99. Therefore, (using all rounded figures), CR = \$109 / \$150 = .726. (CR = CDA / MPP).

(δ) **.73 (rounded)** shall be the CR, for Course ID "X". This CR shall be maintained for the life of the contract for Course ID# "X".

(ε)

B. Product Substitutions

The Contractor may substitute or replace products that are of equal or greater value and equivalent or greater specification to existing contract items, as necessary, when the change is required due to the Publishers or OEM's course product/service

changes. All changes must be reflected on the Index web site/page designated for that item prior to substitutions of contract items. All subsequent contract item changes, including price, will be governed by the CR for the life of the Master Contract.

C. URL Changes

It is the intent of the Commonwealth to be able to use all URL(s) supplied with the bid offer for the life of the contract. In the event that the URL provided cannot be persistently maintained, the contractor must notify the Contracts Officer, VITA of any and all changes to the index URL(s) 30 days prior to any changes. For award purposes, the URL provided on the printed hard copy will be used to calculate the Cost Ratios for courses/products/services offered. Should any change to the URL(s) provided with the bid offer be made prior to award, but after this solicitation's due date, bidder must notify VITA/SCM immediately. E-mail notification is preferred. Please direct e-mail, with **"IFB 2008-08R, URL Change Notification"** in the Subject line, to the attention of George Goodman at the following e-mail address:

George.goodman@vita.virginia.gov

and also follow up the e-mail message notification with an original hard copy mailed to:

Mr. George Goodman
Virginia Information Technologies Agency
11751 Meadowville Lane
Chester, Virginia 23836

D. Bid Evaluation Period

The Commonwealth may elect to conduct testing of products offered before the award of the Contract. All Bidders should be prepared to provide offered courses/products for such testing prior to award. Should the Commonwealth elect to test a Bidder's offering, the Bidder must provide one (1) evaluation unit for each course listed in the Market Basket sampling. The Delivery medium specified in the Pricing Spreadsheet will determine how the product is provided for bid evaluation. If the Commonwealth determines that the Bidder's offering does not meet the specifications as stated in the IFB, the bid will be rejected. The Bidder shall be liable for all costs associated with the courses/products submitted for evaluation.

E. Warranty/Maintenance

Contractor shall provide a toll free technical support contact number where end user may obtain assistance with the installation, configuration and use of the CBT product identified in individual purchase orders for the duration of the contract term.

F. Use Restrictions

1. Title to all CBT products ordered under this contract shall remain solely that of the contractor.
2. Delivery medium specified shall determine how CBT products are to be licensed and used by the ordering Agency/Authorized Contract User(s). Usage rights extend to contractors employed by the ordering agency.

The ordering Agency is authorized to copy installed CBT products for backup and archival purposes only.

The ordering Agency shall be responsible for any and all problems arising from hardware or software compatibility problems arising from installation of the CBT product ordered. The contractor will assist in correcting any and all such problems to the maximum feasible degree.

H. eVA Business-To-Government Vendor Registration:

The eVA Internet electronic procurement solution, website portal www.eva.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution either through the eVA Basic Vendor Registration Service or eVA Premium Vendor Registration Service. All bidders or offerors must register in eVA; failure to register will result in the bid/proposal being rejected.

- a. eVA Basic Vendor Registration Service: \$25 Annual Registration Fee plus the appropriate order Transaction Fee specified below. eVA Basic Vendor Registration Service includes electronic order receipt, vendor catalog posting, on-line registration, electronic bidding, and the ability to research historical procurement data available in the eVA purchase transaction data warehouse.
- b. eVA Premium Vendor Registration Service: \$25 Annual Registration Fee plus the appropriate order Transaction Fee specified below. eVA Premium Vendor Registration Service includes all benefits of the eVA Basic Vendor Registration Service plus automatic email or fax notification of solicitations and amendments.
- c. For orders issued prior to August 16, 2006, the Vendor Transaction Fee is 1%, capped at a maximum of \$500 per order.
- d. For orders issued August 16, 2006 and after, the Vendor Transaction Fee is:
 - (i) DMBE-certified Small Businesses: 1%, capped at \$500 per order.
 - (ii) Businesses that are not DMBE-certified Small Businesses: 1%, capped at \$1,500 per order.

EXHIBIT B: SECTION 3 - DATA SHEET

- A. Qualifications of Offeror: Bidder must have the capability and capacity in all respects to fully satisfy all of the contractual requirements.
- B. Must be an authorized reseller and /or approved provider of the products and/or services by the manufacturer.
- C. Must have provided similar products/services in a similar environment. Please record such information in reference blocks below.
- D. Years in Business: Indicate the length of time your company has been in business providing products/services requested herein.

_____ 8 _____ Years _____ 7 _____ Months (Incorporated 8 Aug 1989)

- E. References: Indicate below a listing of references for which your company has recently provided this type of services. Include the dates service was provided, the name, address and phone number of person VITA has permission to contact.

Client	Street Address and Email Address	Contact Person and Phone Number	Begin and End Dates of Service
United State Air Force, Air Force Communications Agency	AFCA/CAFT 203 Losey St. Room 1200 Scott AFB, IL 62225-5219 lisa.mccoy@scott.af.mil	Lisa McCoy Chief, Training Management Branch 618-229-5698	Jul 1996- Sep 2012
United States Army	Army PMO DLS 11846 Rock Landing Drive, Ste B Newport News, VA 23606 Stanley.C.Davis@us.army.mil	Stanley C. Davis Deputy Product Manager & Project Officer, Army e-Learning Program 757- 369-3091	Nov 2006 – Oct 2011
Council for Logistics Research, Inc	201 12th St S. Suite 800 Arlington, VA 22202 roger-whitehead@comcast.net	Roger Whitehead Contracts Administrator 703-412-1563	Dec 2004 – Dec 2008
Virginia DOT	1401 East Broad Street Richmond, VA 23219 Jeffrey.shrader@vdot.virginia.gov	Jeff Shrader 804-786-4242	Oct 2003 – Oct 2008

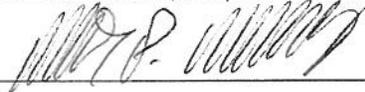
EXHIBIT C: CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief, that:

- i). No Federal appropriated funds have been paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee or an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal Contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal Contract, grant, loan, or cooperative agreement.
- ii). If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal Contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- iii). The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and Contracts under grants, loans and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature:



Printed Name:

Mark P. Murray

Organization:

SkillSoft Corporation

Date:

25 March 2008

EXHIBIT D: MANDATORY CONTRACTUAL TERMS AND CONDITIONS
INVITATION FOR BID (IFB) #2008-08

This Contract ("Contract") is entered into between the Virginia Information Technologies Agency (VITA) pursuant to §2.2-2012 of the Code of Virginia, (hereinafter referred to as "VITA") on behalf of the Commonwealth of Virginia and other public bodies ("Authorized User") identified on the VITA order to which these terms and conditions are attached ("Order"), and the supplier identified on such Order ("Contractor"). This Contract shall be effective upon execution of the Order by VITA and Contractor.

1. SCOPE

Nothing contained in this Contract shall be construed as authority for either party to make commitments beyond the items set forth herein or on the Order.

2. INCORPORATED CONTRACTUAL PROVISIONS

The contractual provisions at the following URL are required provisions that are hereby incorporated by reference: <http://www.vita.virginia.gov/procurement/documents/StatutorilyMandatedTsandCs.pdf>

The contractual claims provision §2.2-4363 of the Code of Virginia and the required eVA provisions at <http://www.vita.virginia.gov/procurement/documents/eVATsandCs.pdf> are also incorporated by reference.

The terms and conditions in documents posted to the aforereferenced URLs are subject to change pursuant to action by the legislature of the Commonwealth of Virginia or the adoption of revised eVA business requirements. If a change is made to the terms and conditions, a new effective date will be noted in the document title. Contractor is advised to check the URLs periodically.

3. Governing Law

This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia without regard to that body of law controlling choice of law. Any and all litigation shall be brought in the circuit courts of the Commonwealth of Virginia. The English language version of this Contract prevails when interpreting this Contract. The United Nations Convention on Contracts for the International Sale of Goods and all other laws and international treaties or conventions relating to the sale of goods are expressly disclaimed. UCITA shall apply to this Contract only to the extent required by §59.1-501.15 of the Code of Virginia.

2. Contract Term

The term of this Contract shall be two (2) years from the date of award by VITA with three optional one (1) year renewals at the sole discretion of the Commonwealth. Expiration of the term of the Contract shall not affect any perpetual license granted hereunder.

3. TERMINATION AND CANCELLATION

VITA may terminate this Contract, in whole or in part, upon not less than thirty (30) days prior written notice at any time for any reason ("Termination for Convenience"). Upon Termination for Convenience, neither the Commonwealth, nor VITA, nor any Authorized User shall have any future liability except for services rendered or products delivered by Contractor prior to the termination date.

VITA shall have the unilateral right to terminate this Contract for Default, in the event that any one or more of the following events of default occur or continue during the term of this Contract,

- i). the Contractor shall fail to deliver the equipment or services required by this Contract within the time limits set forth in the Contract, or
- ii). the Contractor shall repeatedly fail to respond to requests for maintenance or other services within the time limits set forth in the Contract, or
- iii). the Contractor shall default on any of the other terms set forth within this Contract.

If VITA or an Authorized User deems the Contractor to be in default, VITA or VITA on behalf of any Authorized User shall issue a "Show Cause Notice" identifying the failure/nonperformance and providing Contractor ten (10) days to cure such failure/nonperformance. If Contractor fails to answer the Show Cause Notice, or does not correct the deficiencies noted, VITA may immediately terminate this Contract, in whole or in part. Such termination shall be deemed a Termination for Default. In such event, the Commonwealth will only be liable for

products and services accepted prior to the date of termination. All costs of de-installation and return of material will be the Contractor's expense.

The Commonwealth's failure to exercise its right to terminate for default under this provision shall not be construed as a waiver of its right to terminate, rescind or revoke this Contract in the event of any subsequent default on any provisions of this Contract.

Contractor shall submit for resolution any contractual dispute or order dispute to the Commonwealth according to the terms of the Disputes Section of this Contract. Termination of this Contract, for Convenience or for Default, shall not affect any perpetual license granted to an Authorized User pursuant to this Contract, provided such Authorized User has paid all fees for such license and unless Authorized User has terminated such license in accordance with this Contract.

4. DEFAULT

In case of failure to deliver goods or services in accordance with the Contract terms and conditions, VITA, after due written notice to contractor, may procure the goods and services from other sources and hold the Contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies that VITA or the Authorized User may have.

5. ~~TERM OF LICENSE~~ - See Addendum #2 (Replaced)

All licenses granted under this Contract are purchased on a non-exclusive, non-irrevocable perpetual license basis and shall commence upon acceptance of the software by the Authorized User. It is expressly understood that "perpetual" license rights shall commence upon delivery of the Software to the Authorized User and shall exist in perpetuity unless otherwise terminated in accordance with the applicable provisions of the Contract. Notwithstanding the foregoing, VITA or the Authorized User may terminate any license at any time. This license is perpetual and in no event shall Contractor's remedies for any breach of this Contract include the right to terminate any license or support services hereunder.

6. TERMS OF USE

The rights of VITA or the Authorized User in software developed at private expense may be restricted by the Contractor in accordance with this Contract. At a minimum however, the Authorized User shall have:

- i). ~~Unlimited~~ ^{see addendum #2} use of such software on the equipment for which it is acquired or on any replacement equipment whether or not of similar processing power; ~~unlimited~~ ^{see addendum #2}
- ii). Use of such software with a backup system if the system(s) for which or with which it was acquired is inoperative because of a malfunction, or during an emergency, or the performance of engineering changes or changes in features or model;
- iii). The right to use such software at any Commonwealth installation to which the computer(s) may be transferred by the Commonwealth;
- iv). The right to copy such software for safekeeping (archives) or backup purposes.

7. ~~No Shrink Wrap~~ ^{See addendum #2}

Notwithstanding any other provision or other unilateral license terms which may be issued by Contractor after the Effective Date of this Contract, and irrespective of whether any such provisions have been proposed prior to or after the issuance of an order for software, or the fact that such other agreement may be affixed to or accompany software upon delivery ("shrink wrap"), the terms and conditions set forth herein shall supersede and govern licensing and delivery of all products and services hereunder (and any EULA addendum to this contract, if applicable).

8. WARRANTY

Contractor warrants the operation of the software identified in this Contract for a minimum of twelve (12) months, or such longer period as may be agreed to, after installation. Software that fails to operate in accordance with the Contractor's Proposal or published specifications will be returned, at Contractor's expense, for replacement. Contractor agrees to replace any non-conforming software within five (5) calendar days after its receipt of the returned software. Warranty service shall include, but not necessarily be limited to, detection and correction of errors, updating of all software to operate with all updated or revised versions of the operating systems for which the software is licensed, and provision of enhancements to the software as they are generally made available. Warranty charges shall include unlimited telephonic support and all travel, labor, and documentation necessary to maintain the software in accordance with Contractor's published specifications.

Contractor warrants the operation of the software/firmware products identified in the Order for a period of twelve (12) months after acceptance. Products failing to meet vendor's published specifications will be

returned (at the Contractor's expense) for replacement or a full refund at the Authorized User's option. Contractor agrees to replace the software within three (3) days after receipt of the returned product.

9. Malicious Code

Contractor warrants that, to the best of its knowledge, there are no computer viruses, worms, time bombs, or similar components or undocumented features in the software at the time of delivery to an Authorized User; and the software does not contain any embedded device or code (e.g., time bomb) that is intended to obstruct or prevent any Authorized User's use of the software. Notwithstanding any rights granted under this Contract or at law, Contractor hereby waives under any and all circumstances any right it may have or may hereafter have to exercise Electronic Self-Help. Contractor agrees that an Authorized User may pursue all remedies provided under law in the event of a breach or threatened breach of this Section, including injunctive or other equitable relief.

10. SOFTWARE UPGRADES and Evolution ← See addendum #2

The Authorized User shall be entitled to receive any and all upgraded versions of the software that Contractor may make available in the future. The maximum charge to the Authorized User shall not exceed the differential cost of the original version compared to the price of the upgraded version. Should Contractor merge or splinter the Software previously provided to any Authorized User, such action on the part of Contractor shall not in any way result in any Authorized User being charged additional license or support fees in order to receive enhancements, releases, upgrade or support for the Software. See addendum #2

11. TESTING AND INSPECTION

The Authorized User reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.

12. DATE OF ACCEPTANCE

The date of acceptance for all software shall be the first day after completion of successful installation or testing, or the final acceptance of any services provided. The Authorized User shall be given fifteen (15) days to test the software or services provided under this Contract.

17. CONDITIONS OF PAYMENT

All equipment, software, or services provided by Contractor pursuant to this Contract shall be delivered/performed to the satisfaction of the Authorized User and in accordance with all applicable federal, state, and local laws, ordinances, rules, and regulations. Contractor shall not receive payment for defective material or work found by the Authorized User to be unsatisfactory, or performed in violation of federal, state, or local laws, ordinances, rules, or regulations.

18. NON-APPROPRIATION

All payment obligations under this Contract are subject to the availability of legislative appropriations at the federal, state, or local level, for this purpose. In the event of non-appropriation of funds, irrespective of the source of funds, for the items under this Contract, VITA may terminate this Contract, in whole or in part, or any order, in whole or in part, or an Authorized User may terminate an order, in whole or in part, for those goods or services for which funds have not been appropriated. Written notice will be provided to the Contractor as soon as possible after legislative action is completed. Termination for lack of appropriations shall not affect any perpetual license granted to an Authorized User pursuant to this Contract, provided such Authorized User has already paid all fees for such license.

19. TAXES

Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request, and can be obtained online at <http://www.tax.state.va.us/>. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

20. TITLE (SOFTWARE/FIRMWARE)

Contractor represents and warrants that it is the sole owner of the software or, if not the owner, has received all proper authorizations from the owner to license the software, and has the full right and power to grant the rights contained in this Contract. Contractor further warrants and represents that the software is of original development, and that the package and its use will not violate or infringe upon any patent, copyright, trade secret or other property right of any other person. Title for all material, other than software, provided pursuant to this Contract shall pass to the Authorized User upon payment.

21. Liability and Indemnification

Contractor agrees to indemnify, defend and hold harmless VITA, any Authorized User, their officers, directors, agents and employees ("Commonwealth's Indemnified Parties") from and against any and all third party claims, demands, proceedings, suits and actions, including any related liabilities, obligations, losses, damages, fines, judgments, settlements, expenses (including attorneys' and accountants' fees and disbursements) and costs (each, a "Claim" and collectively, "Claims"), incurred by, borne by or asserted against any of Commonwealth's Indemnified Parties to the extent such Claims in any way relate to, arise out of or result from: (i) any intentional or willful conduct or negligence of any employee or subcontractor of Contractor, (ii) breach of any representation, warranty or covenant of Contractor contained herein, (iii) any defect in the Software or the Services, or (iv) any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Software or Services. Selection and approval of counsel and approval of any settlement shall be accomplished in accordance with all applicable laws, rules and regulations. For state agencies the applicable laws include §§ 2.2-510 and 2.2-514 of the Code of Virginia. In all cases the selection and approval of counsel and approval of any settlement shall be satisfactory to VITA or the Authorized User against whom the claim has been asserted.

In the event of a Claim pursuant to any actual or alleged infringement or misappropriation of any third party's intellectual property rights by any of the Software or Services, and in addition to all other obligations of Contractor in this Section, Contractor shall at its expense, either (a) procure for all Authorized Users the right to continue use of such infringing Software or Services, or any component thereof; or (b) replace or modify such infringing Software or Services, or any component thereof, with non-infringing products or services satisfactory to VITA. And in addition, Contractor shall provide any Authorized User with a comparable temporary replacement Software or reimburse VITA or any Authorized User for the reasonable costs incurred by VITA or such Authorized User in obtaining an alternative product in the event such Authorized User cannot use the affected Software. If Contractor cannot accomplish any of the foregoing within a reasonable time and at commercially reasonable rates, then Contractor shall accept the return of the infringing component of the Software or Services, along with any other components of any products rendered unusable by any Authorized User as a result of the infringing component, and refund the price paid to Contractor for such components.

EXCEPT WITH REGARD TO CLAIMS FOR PROPERTY DAMAGE, PERSONAL INJURY OR INFRINGEMENT, AND THE INDEMNIFICATION AND CONFIDENTIALITY OBLIGATIONS, WITH RESPECT TO EACH OF WHICH LIABILITY SHALL NOT BE LIMITED PURSUANT TO THIS SECTION, IN NO EVENT WILL ANY PARTY BE LIABLE TO ANY OTHER PARTY (OR THE INDEMNIFIED PARTIES OF SUCH PARTY) FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES, INCLUDING (WITHOUT LIMITATION) LOSS OF PROFIT, INCOME OR SAVINGS, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, EXCEPT WHEN SUCH DAMAGES ARE CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF THE PARTY, ITS EMPLOYEES, AGENTS OR SUBCONTRACTORS.

22. CONFIDENTIALITY

When the software is proprietary to Contractor and has been developed or acquired at Contractor's expense, the Authorized User shall hold and use the software in the same manner as it would deal with its own confidential information. The Authorized User shall not knowingly divulge, nor knowingly permit any of its employees, agents, or representatives to divulge, any proprietary information with respect to the software, the technology embodied therein, or any other documentation, models, descriptions, forms, instructions or other proprietary information relating thereto, except as specifically authorized by Contractor, in writing, or as may be required by the laws of the Commonwealth of Virginia.

The Authorized User shall take all reasonable steps necessary or appropriate to insure compliance with this Section by the Authorized User's employees, agents and representatives, including copying reproducible legends and markings on all physical components of the software.

The Authorized User's obligation under this Contract shall terminate three years after the Authorized User ceases using the software containing the proprietary information. The Authorized User shall have no obligation under this section in the event Contractor's proprietary information or materials enter the public domain through no action of the Authorized User.

23. DISPUTES

In accordance with §2.2-4363 of the Code of Virginia, Contractual claims, whether for money or other relief, shall be submitted in writing to the public body from whom the relief is sought no later than sixty (60) days after final payment; however, written notice of the Contractor's intention to file such claim must be given to such public body at the time of the occurrence or beginning of the work upon which the claim is based. Pendency of claims shall not delay payment of amounts agreed due in the final payment. The relevant public body shall render a final decision in writing within thirty (30) days after its receipt of the Contractor's written claim.

The Contractor may not invoke any available administrative procedure under §2.2-4365 of the Code of Virginia nor institute legal action prior to receipt of the decision of the relevant public body on the claim, unless that public body fails to render its decision within thirty (30) days. The decision of the relevant public body shall be final and conclusive unless the Contractor, within six (6) months of the date of the final decision on the claim, invokes appropriate action under §2.2-4364, Code of Virginia or the administrative procedure authorized by §2.2-4365, Code of Virginia.

Upon request from the public body from whom the relief is sought, Contractor agrees to submit any and all contractual disputes arising from this Contract to such public body's alternative dispute resolution (ADR) procedures, if any. Contractor may invoke such public body's ADR procedures, if any, at any time and concurrently with any other statutory remedies prescribed by the Code of Virginia.

In the event of any breach by a public body, Contractor's remedies shall be limited to claims for damages and Prompt Payment Act interest and, if available and warranted, equitable relief, all such claims to be processed pursuant to this Section. In no event shall Contractor's remedies include the right to terminate any license or support services hereunder.

24. ASSIGNMENT OF CONTRACT

This Contract shall not be assignable by the Contractor in whole or in part without the written consent of VITA except as follows: Contractor may assign all or any of its rights and obligations to a third party as a result of a merger or acquisition or sale of all or substantially all of its assets to such third party so long as the assignee agrees in writing to be bound by the terms and conditions set forth in this contract, or to an affiliate of Contractor, provided Contractor remains liable for affiliate's compliance with the terms and conditions set forth in this Contract. VITA may assign this Contract to any entity, upon providing written notice to the contractor.

25. SEVERABILITY

Invalidity of any term of this Contract, in whole or in part, shall not affect the validity of any other term. VITA and Contractor further agree that in the event such provision is an essential part of this Contract, they shall immediately begin negotiations for a suitable replacement provision.

26. CONTRACTUAL RECORDS

All contractual books, records and other documents related to matters under this Contract shall be made available by Contractor to VITA and its designated agents for a period of three (3) years after final payment for purposes of audit and examination.

Contractual records are hereby further defined as this Contract and all delivery/purchase orders, invoices or correspondence directly relating to this agreement.

27. Additional Terms and Conditions and Amendments to the Contract

Any and all terms and conditions contained in, incorporated into, or referenced by the Contractor's proposal, quote, or bid shall be deemed invalid. This Contract may only be amended by an instrument in writing signed by VITA and Contractor.



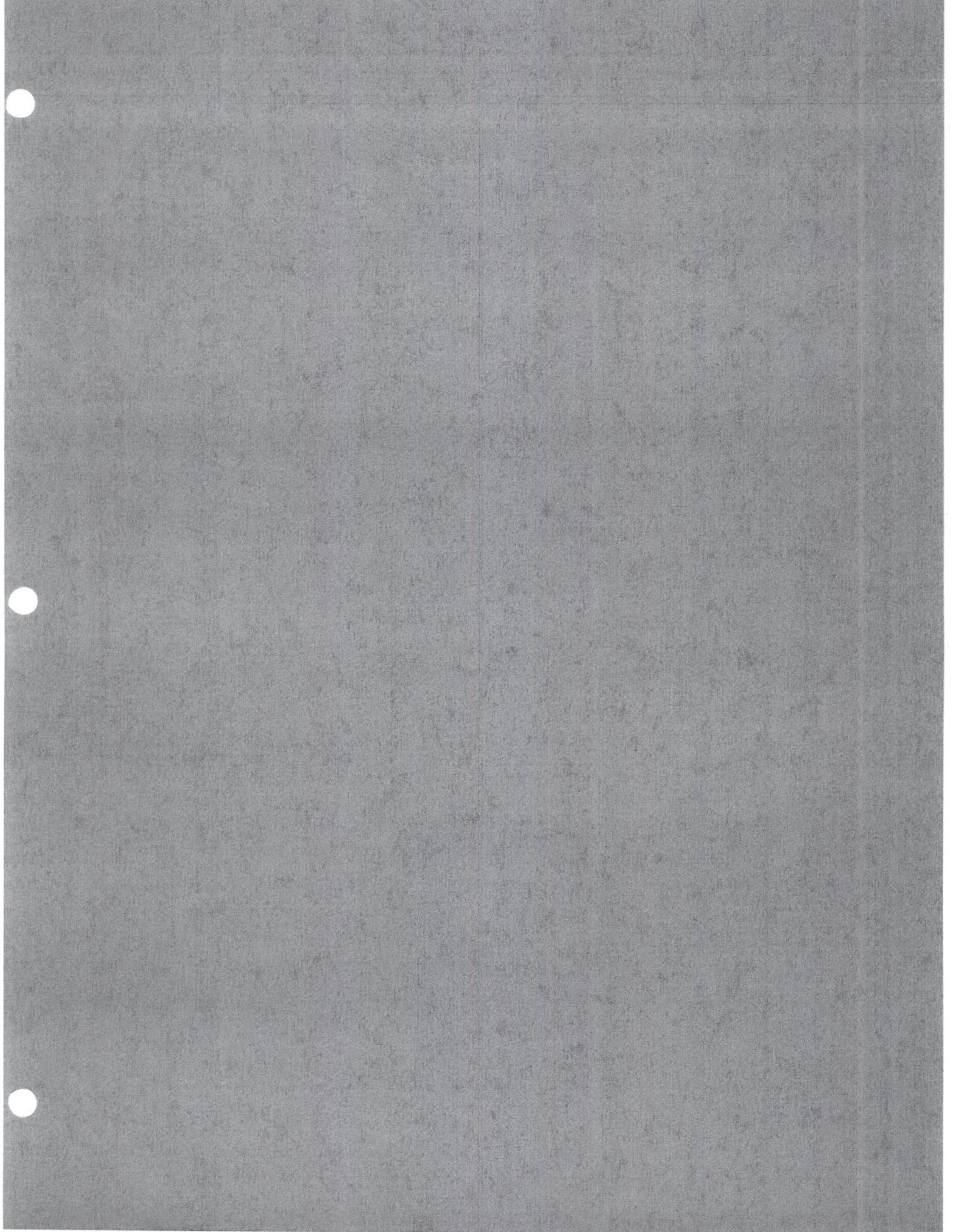
COMPANY NAME	Ref. #	Requested Course Title	Delivery Medium/# users	ID #	Bid Price	CR	Index Price	Index URL
		Market Basket Sampling					(Enter the price found on the OEM's website.)	(Enter the Publisher's website where published pricing for the individual course can be found.)
sample data>>>		Visual Basic Introduction	single user delivered on CD-ROM	pl-111222s	\$ 99.00	0.77	\$ 129.00	http://xyzcompany.com/Cprice.html
sample data>>>		Visual Basic Introduction	2 to 25 users delivered LAN Based	pl-333444L	\$ 149.00	0.83	\$ 179.00	http://hhhcompany.com/Lcost.html
sample data>>>		Visual Basic Introduction	100 user delivered WEB Based	pl-1234W	\$ 1,295.00	0.76	\$ 1,695.00	http://hhhcompany.com/Wcost.html
Professional Development Market Basket Courses (15)								
Enter the number of courses in your library for this category				1,730+ (IT Library)				GSA Pricing is 50-70% Discount off Commercial 3-Year Prices
SkillSoft	1A	Working with TCP/IP	single user delivered on CD-ROM	221224 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	1B	Working with TCP/IP	2 to 25 users delivered LAN Based	221224 ENG	\$102.25	1.10	\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	1C	Working with TCP/IP	100 user delivered WEB Based	221224 ENG	\$247.50	1.10	\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	2A	Moving to Visual Basic .NET	single user delivered on CD-ROM	61588 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	2B	Moving to Visual Basic .NET	2 to 25 users delivered LAN Based	61588 ENG	\$102.25	1.10	\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	2C	Moving to Visual Basic .NET	100 user delivered WEB Based	61588 ENG	\$247.50	1.10	\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	3A	JavaScript: Language Basics	single user delivered on CD-ROM	115406 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	3B	JavaScript: Language Basics	2 to 25 users delivered LAN Based	115406 ENG	\$102.25	1.10	\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	3C	JavaScript: Language Basics	100 user delivered WEB Based	115406 ENG	\$247.50	1.10	\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	4A	Design Concepts for Web Sites	single user delivered on CD-ROM	31587 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	4B	Design Concepts for Web Sites	2 to 25 users delivered LAN Based	31587 ENG	\$102.25	1.10	\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	4C	Design Concepts for Web Sites	100 user delivered WEB Based	31587 ENG	\$247.50	1.10	\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm



SkillSoft	5A	Introduction to Oracle and SQL in Oracle Database 10g	single user delivered on CD-ROM	216104 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	5B	Introduction to Oracle and SQL in Oracle Database 10g	2 to 25 users delivered LAN Based	216104 ENG	\$102.25		\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	5C	Introduction to Oracle and SQL in Oracle Database 10g	100 user delivered WEB Based	216104 ENG	\$247.50		\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	6A	Windows Server 2003: Managing the Server Environment	single user delivered on CD-ROM	123605 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	6B	Windows Server 2003: Managing the Server Environment	2 to 25 users delivered LAN Based	123605 ENG	\$102.25		\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	6C	Windows Server 2003: Managing the Server Environment	100 user delivered WEB Based	123605 ENG	\$247.50		\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	7A	Managing and Maintaining SQL Server 2005 Databases	single user delivered on CD-ROM	234704 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	7B	Managing and Maintaining SQL Server 2005 Databases	2 to 25 users delivered LAN Based	234704 ENG	\$102.25		\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	7C	Managing and Maintaining SQL Server 2005 Databases	100 user delivered WEB Based	234704 ENG	\$247.50		\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	8A	ANSI C Programming: Introducing C	single user delivered on CD-ROM	116604 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	8B	ANSI C Programming: Introducing C	2 to 25 users delivered LAN Based	116604 ENG	\$102.25		\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	8C	ANSI C Programming: Introducing C	100 user delivered WEB Based	116604 ENG	\$247.50		\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	9A	Introduction to Cisco Security Design Concepts	single user delivered on CD-ROM	108679 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	9B	Introduction to Cisco Security Design Concepts	2 to 25 users delivered LAN Based	108679 ENG	\$102.25		\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	9C	Introduction to Cisco Security Design Concepts	100 user delivered WEB Based	108679 ENG	\$247.50		\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm



SkillSoft	10A	Introduction to UNIX	single user delivered on CD-ROM	78920 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	10B	Introduction to UNIX	2 to 25 users delivered LAN Based	78920 ENG	\$102.25	1.10	\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	10C	Introduction to UNIX	100 user delivered WEB Based	78920 ENG	\$247.50	1.10	\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	11A	The Database Design Methodology	single user delivered on CD-ROM	78580 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	11B	The Database Design Methodology	2 to 25 users delivered LAN Based	78580 ENG	\$102.25	1.10	\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	11C	The Database Design Methodology	100 user delivered WEB Based	78580 ENG	\$247.50	1.10	\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	12A	Web Development Fundamentals	single user delivered on CD-ROM	211519 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	12B	Web Development Fundamentals	2 to 25 users delivered LAN Based	211519 ENG	\$102.25	1.10	\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	12C	Web Development Fundamentals	100 user delivered WEB Based	211519 ENG	\$247.50	1.10	\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	13A	XML Language Basics	single user delivered on CD-ROM	70151 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	13B	XML Language Basics	2 to 25 users delivered LAN Based	70151 ENG	\$102.25	1.10	\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	13C	XML Language Basics	100 user delivered WEB Based	70151 ENG	\$247.50	1.10	\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	14A	Networking Security Fundamentals	single user delivered on CD-ROM	211518 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	14B	Networking Security Fundamentals	2 to 25 users delivered LAN Based	211518 ENG	\$102.25	1.10	\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	14C	Networking Security Fundamentals	100 user delivered WEB Based	211518 ENG	\$247.50	1.10	\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	15A	Data Warehousing: Fundamentals	single user delivered on CD-ROM	DW0001E	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	15B	Data Warehousing: Fundamentals	2 to 25 users delivered LAN Based	DW0001E	\$102.25	1.10	\$93.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	15C	Data Warehousing: Fundamentals	100 user delivered WEB Based	DW0001E	\$247.50	1.10	\$225.00	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm





COMPANY NAME	Ref. #	Requested Course Title	Delivery Medium/# users	ID #	Bid Price	CR	Index Price	Index URL
		Market Basket Sampling					(Enter the price found on the OEM's website.)	(Enter the Publisher's website where published pricing for the individual course can be found.)
sample data>>>		MS Word, Level 1	single user delivered on CD-ROM	pl-111222C	\$ 99.00	0.77	\$ 129.00	http://xyzcompany.com/Cprice.html
sample data>>>		MS Word, Level 1	2 to 25 users delivered LAN Based	pl-333444L	\$ 149.00	0.83	\$ 179.00	http://hhhcompany.com/Lcost.html
sample data>>>		MS Word, Level 1	100 user delivered WEB Based	pl-1234W	\$ 1,295.00	0.76	\$ 1,695.00	http://hhhcompany.com/Wcost.html
Desktop Applications/End User Computing (15)								
Enter the number of courses in your library for this category				387+ (Desktop Library)		GSA Pricing is 50-70% Discount off Commercial 3-Year Prices		
SkillSoft	1A	Getting Started with Word 2003	single user delivered on CD-ROM	112997 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	1B	Getting Started with Word 2003	2 to 10 users delivered LAN Based	112997 ENG	\$40.92	1.10	\$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	1C	Getting Started with Word 2003	11 to 25 users delivered WEB Based	112997 ENG	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	2A	Basic Features of Excel 2003	single user delivered on CD-ROM	113187 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	2B	Basic Features of Excel 2003	2 to 10 users delivered LAN Based	113187 ENG	\$40.92	1.10	\$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	2C	Basic Features of Excel 2003	11 to 25 users delivered WEB Based	113187 ENG	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	3A	Creating Basic Presentations using PowerPoint 2003	single user delivered on CD-ROM	121838 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	3B	Creating Basic Presentations using PowerPoint 2003	2 to 10 users delivered LAN Based	121838 ENG	\$40.92	1.10	\$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	3C	Creating Basic Presentations using PowerPoint 2003	11 to 25 users delivered WEB Based	121838 ENG	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	4A	Getting Started with Access 2003	single user delivered on CD-ROM	125937 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm

SkillSoft	4B	Getting Started with Access 2003	2 to 10 users delivered LAN Based	125937 ENG	\$40.92	1.10	\$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	4C	Getting Started with Access 2003	11 to 25 users delivered WEB Based	125937 ENG	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	5A	Creating and Defining a Project	single user delivered on CD-ROM	132490 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	5B	Creating and Defining a Project	2 to 10 users delivered LAN Based	132490 ENG	\$40.92	1.10	\$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	5C	Creating and Defining a Project	11 to 25 users delivered WEB Based	132490 ENG	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	6A	Advanced Formatting in Word 2007	single user delivered on CD-ROM	mo adwd a01 dt enus	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	6B	Advanced Formatting in Word 2007	2 to 10 users delivered LAN Based	mo adwd a01 dt enus	\$40.92	1.10	\$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	6C	Advanced Formatting in Word 2007	11 to 25 users delivered WEB Based	mo adwd a01 dt enus	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	7A	Excel 2007 Formulas and Functions	single user delivered on CD-ROM	mo bgex a04 dt enus	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	7B	Excel 2007 Formulas and Functions	2 to 10 users delivered LAN Based	mo bgex a04 dt enus	\$40.92	1.10	\$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	7C	Excel 2007 Formulas and Functions	11 to 25 users delivered WEB Based	mo bgex a04 dt enus	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	8A	Getting Started with PowerPoint 2007	single user delivered on CD-ROM	mo bgpp a01 dt enus	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	8B	Getting Started with PowerPoint 2007	2 to 10 users delivered LAN Based	mo bgpp a01 dt enus	\$40.92	1.10	\$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	8C	Getting Started with PowerPoint 2007	11 to 25 users delivered WEB Based	mo bgpp a01 dt enus	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	9A	Getting Started with Access 2007	single user delivered on CD-ROM	mo bgac a01 dt enus	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	9B	Getting Started with Access 2007	2 to 10 users delivered LAN Based	mo bgac a01 dt enus	\$40.92	1.10	\$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	9C	Getting Started with Access 2007	11 to 25 users delivered WEB Based	mo bgac a01 dt enus	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	10A	Specifying and Assigning Resources in Project 2007	single user delivered on CD-ROM	mo bgpr a02 dt enus	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	10B	Specifying and Assigning Resources in Project 2007	2 to 10 users delivered LAN Based	mo bgpr a02 dt enus	\$40.92	1.10	\$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	10C	Specifying and Assigning Resources in Project 2007	11 to 25 users delivered WEB Based	mo bgpr a02 dt enus	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm



SkillSoft	11A	Getting Started with Windows Vista	single user delivered on CD-ROM	mv vveu a01 it enus	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	11B	Getting Started with Windows Vista	2 to 10 users delivered LAN Based	mv vveu a01 it enus	\$40.92	1.10	\$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	11C	Getting Started with Windows Vista	11 to 25 users delivered WEB Based	mv vveu a01 it enus	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	12A	Installing Windows Server 2003	single user delivered on CD-ROM	119151 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	12B	Installing Windows Server 2003	2 to 10 users delivered LAN Based	119151 ENG	\$40.92	1.10	\$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	12C	Installing Windows Server 2003	11 to 25 users delivered WEB Based	119151 ENG	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
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SkillSoft	13B	Tracking, Categorizing, Searching, and Printing in Outlook 2003	2 to 10 users delivered LAN Based	131341 ENG	\$40.92	1.10	\$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	13C	Tracking, Categorizing, Searching, and Printing in Outlook 2003	11 to 25 users delivered WEB Based	131341 ENG	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
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SkillSoft	14C	Getting Started with Outlook 2007	11 to 25 users delivered WEB Based	mo bgol a01 dt enus	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	15A	Getting Started with FrontPage 2003	single user delivered on CD-ROM	121449 ENG	\$10.69	1.10	\$9.72	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	15B	Getting Started with FrontPage 2003	2 to 10 users delivered LAN Based	121449 ENG	\$40.92	1.10	\$37.20	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm
SkillSoft	15C	Getting Started with FrontPage 2003	11 to 25 users delivered WEB Based	121449 ENG	\$111.25	1.10	\$101.25	https://www.gsaadvantage.gov/ref_text/GS35F0099J/GS35F0099J_online.htm



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			70-320 Developing XML Web Services and Server Components with Microsoft Visual C# .NET and the Microsoft .NET Framework	TP70320 ENG
			70-528 C# - TS: Microsoft .NET Framework 2.0 - Web-Based Client Development	TP70528CS ENG
			70-528 VB - TS: Microsoft .NET Framework 2.0 - Web-Based Client Development	TP70528VB ENG
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			CX-310-035 Sun Certified Programmer for the Java 2 Platform 1.4	TP310035 ENG
			CX-310-055 Sun Certified Programmer for the Java 2 Platform 5.0	TP310055 ENG
			TestPrep 220-602 A+ IT Technician	TP220602 ENG
			TestPrep 70-526 VB - TS: Microsoft .NET Framework 2.0 - Windows-Based Client Development	TP70526VB ENG

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		70-529 VB - TS: Microsoft .NET Framework 2.0 - Distributed Application Development	TP70529VB ENG
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		Security, Safety, and Communication	242528 ENG
		CompTIA A+ 2006 IT Technician	
		Installing, Configuring, and Troubleshooting PC Components	245875 ENG
		Working with Laptops and Portable Devices	245876 ENG
		Understanding and Maintaining Networks	245877 ENG
		Maintaining Operating Systems	245878 ENG
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		Managing IT Security	245880 ENG
		Recognizing Safety Procedures, Effective Communication, and Professional Behavior	245881 ENG
		CompTIA A+ 2006 Remote Support Technician	
		Adding, Optimizing, and Troubleshooting PC Components	250846 ENG
		Understanding and Supporting Networks	250847 ENG
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		Adding and Fixing Printers and Scanners	250875 ENG
		Implementing IT Security	250883 ENG
		Using Effective Remote Communication	250893 ENG
		CompTIA A+ 2006 Depot Technician	
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		Customer Support Specialist Professionalism Simulation	CUST001A
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		Program Management Processes and the Initiating Process Group	proj 02 a03 bs enus
		Program Planning	proj 02 a04 bs enus
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		Project Communications Management (PMBOK® Guide - Third Edition-aligned)	
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		Migrating to Oracle DB 10g: Oracle Database Architectural Framework	en_US_67421_ng
		Migrating to Oracle DB 10g: Schema Objects and Planning Migration	en_US_67422_ng
		Migrating to Oracle DB 10g: Performing Migrations with OMWB	en_US_67423_ng
		Oracle Development 10g	

			Oracle Forms Developer 10g: Object Sharing, WebUtil, Multiple Forms	en_US_67447_ng
			Oracle Forms Developer 10g: Query Builder Features	en_US_67448_ng
			Oracle Forms Developer 10g: Working with Canvases and Triggers	en_US_67444_ng
			Oracle Forms Developer 10g: Interacting with Form Components	en_US_67445_ng
			Oracle Forms Developer 10g: Working with Validation and Navigation	en_US_67446_ng
			Oracle Forms Developer 10g: Architectural Environment and Services	en_US_67441_ng
			Oracle Forms Developer 10g: Building Internet Applications	en_US_67442_ng
			Oracle Forms Developer 10g: Creating and Working with Form Elements	en_US_67443_ng
		Oracle Discoverer 10g		
			OracleBI Discoverer Admin 10g: Advanced Administration	en_US_67439_ng
			OracleBI Discoverer Admin 10g: Work with LOVs, Items, & Folders	en_US_67436_ng
			OracleBI Discoverer Admin 10g: Manage Items, Drills & Summaries	en_US_67437_ng
			OracleBI Discoverer Admin 10g: Manage & Maintain EULs	en_US_67438_ng
			OracleBI Discoverer Plus 10g: OLAP	en_US_67433_ng
			OracleBI Discoverer Plus 10g: Viewer and Portlets	en_US_67434_ng
			OracleBI Discoverer Admin 10g: Create EULs & Business Areas	en_US_67435_ng
			OracleBI Discoverer Plus 10g: Queries	en_US_67430_ng
			OracleBI Discoverer Plus 10g: Reports	en_US_67431_ng
			OracleBI Discoverer Plus 10g: Calculations, Graphs, and Drills	en_US_67432_ng
		Oracle Development		
			Oracle Reports Developer 10g: OracleAS Reports Services, Guidelines	en_US_67457_ng
			Oracle Reports Developer 10g: Working with Layout Objects	en_US_67454_ng
			Oracle Reports Developer 10g: Web and XML Report, Report Parameters	en_US_67455_ng
			Oracle Reports Developer 10g: Matrix Reports, Triggers, SRW Package	en_US_67456_ng
			Oracle Reports Developer 10g: Working with Oracle Reports Developer	en_US_67451_ng
			Oracle Reports Developer 10g: Paper, Web Reports, and Templates	en_US_67452_ng
			Oracle Reports Developer 10g: Working with the Data Model	en_US_67453_ng
	OS Technologies			
		OS Technologies		
			HDI Help Desk Manager: Support Method Integration and Metrics	en_US_16517_ng
			HDI Help Desk Manager: Communication and Management Skills	en_US_16514_ng
			HDI Help Desk Manager: Business Management and Alignment	en_US_16515_ng
			HDI Help Desk Manager: Operational Management	en_US_16516_ng
			HDI Help Desk Analyst: Troubleshooting Skills	en_US_16511_ng
			HDI Help Desk Analyst: Support Center Tools and Technologies	en_US_16512_ng
			HDI Help Desk Manager: The Strategic Role of the Support Center	en_US_16513_ng
			HDI Help Desk Analyst: Support Center Introduction	en_US_16508_ng
			HDI Help Desk Analyst: Help Desk Processes	en_US_16509_ng
			HDI Help Desk Analyst: Communication Skills	en_US_16510_ng
	Programming			
		Object-Oriented Technologies		
			OOAD: Static Modeling with UML 2.0	en_US_86128_ng
			OOAD: Dynamic Modeling with UML 2.0	en_US_86129_ng

		OOAD: OO Design Patterns	en_US_86130_ng
		OOAD: Introduction to Object-Oriented Concepts	en_US_86125_ng
		OOAD: Introduction to Object-Oriented Analysis and Design	en_US_86126_ng
		OOAD: Unified Modeling Language (UML) 2.0	en_US_86127_ng
	Technologies		
	IBM		
		IBM IMS Essentials Part 2: IMS Transaction Manager	en_US_14398_ng
		IBM IMS Essentials Part 3: DEDBs, Advanced IMS Systems, and DB2	en_US_14399_ng
		IBM IMS Essentials Part 1: IMS Database Manager	en_US_14397_ng
	Web Development		
	HTML		
		Programming with XHTML 1.1: CSS, Metadata, RDF, & Namespaces	en_US_86049_ng
		Programming with XHTML 1.1: DOM and Dynamic XHTML	en_US_86050_ng
		Programming with XHTML 1.1: Advanced Concepts	en_US_86051_ng
		Programming with XHTML 1.1: Basic Concepts	en_US_86046_ng
		Programming with XHTML 1.1: Embedded Objects and Hyperlinks	en_US_86047_ng
		Programming with XHTML 1.1: Advanced Tags	en_US_86048_ng
	Master CIW Administrator		
		CIW Server Administrator Part 1: Configuring	en_US_87001_ng
	Operations		
	Strategic Planning Curriculum		
		Managing Business Risk: Developing a Risk Management Plan	en_US_42521_ng
		Managing Business Risk: Risk Assessment and Control	en_US_42522_ng
		Managing Business Risk: Financing and Contingency Planning	en_US_42523_ng
	SAP		
	SAP R/3		
		ABAP Web Application Server Development	en_US_14338_ng
		ABAP 6.10 Overview	en_US_14210_ng
		ABAP Reporting 6.10	en_US_14211_ng
		ABAP Objects 6.10 Overview	en_US_14212_ng



Institution Area	Curriculum	Series	Course Title	Course#
Prices based on GSA + 10%			Catalog: http://www.skillsoft.com/catalog/curriculum.asp?oid=5002124	
BUSINESS STRATEGY and OPERATIONS				
Business Law				
Fundamentals of Business Law				
			A Manager's Introduction to Business Law	LAW0101
			Contracts in Commercial Transactions	LAW0102
			Employment and Labor Law	LAW0103
			American Business Formations in the 21st Century	LAW0104
			Intellectual Property and Proprietary Rights	LAW0105
			Lawsuits and Negotiations	LAW0106
Operations Curriculum				
Six Sigma Green Belt: Six Sigma and the Organization				
			Six Sigma and Lean in the Organization	oper 05 a01 bs enus
			Design for Six Sigma in the Organization	oper 05 a02 bs enus
Six Sigma Green Belt: Define				
			Processes and Customer Analysis in Six Sigma Projects	oper 06 a01 bs enus
			Basics of Six Sigma Projects and Teams	oper 06 a02 bs enus
			Tools for Planning and Managing Six Sigma Project Opportunities	oper 06 a03 bs enus
Six Sigma Green Belt: Measure				
			Modeling and Analyzing Processes in Six Sigma	oper 07 a01 bs enus
Managing Customer-Driven Process Improvement				
			Why Customer Driven?	OPER0121
			Identifying What the Customer Wants	OPER0122
			Translating Requirements into Process Goals	OPER0123
			Understanding Processes	OPER0124
			Implementing Improvements	OPER0125
			Managing Process Improvements	OPER0126
			Managing Customer-Driven Process Improvement Simulation	OPER0120
Six Sigma Foundations				
			Six Sigma Introduction	OPER0131
			Final Exam: Six Sigma Foundations	FE0001_eng
Six Sigma Team Implementation				
			Six Sigma: Reducing Variation to Improve Quality	OPER0141
			Six Sigma: Listening to the Voice of the Customer	OPER0142
			Six Sigma DMAIC: Defining the Problem	OPER0143
			Six Sigma DMAIC: Measuring the Process	OPER0144
			Six Sigma DMAIC: Analyzing the Data	OPER0145
			Six Sigma DMAIC: Analyzing the Process	OPER0146
			Six Sigma DMAIC: Improving the Process	OPER0147
			Six Sigma DMAIC: Controlling the Improved Process	OPER0148
			Six Sigma Team Implementation	BLTOP014
			Final Exam: Six Sigma Team Implementation	FE0002_eng
Lean Manufacturing				
			Lean Logic	OPER0151
			Lean Value	OPER0152
			Lean Techniques	OPER0153
			Lean Strategies	OPER0154
			Final Exam: Lean Manufacturing	FE0003_eng
Six Sigma Black Belt: Deployment				
			Six Sigma and the Corporate Enterprise	OPER0161

		Leadership in Six Sigma	OPER0162
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		History of Organizational Improvement and the Foundations of Six Sigma	OPER0164
		Overview of Business Process Management	OPER0165
		The Importance of Metrics to Six Sigma	OPER0166
		Six Sigma Black Belt: The Define Phase	
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		The Six Sigma Project Charter and Plan	OPER0172
		Six Sigma Team Leadership	OPER0173
		Six Sigma Team Dynamics and Performance	OPER0174
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		Six Sigma and Critical Customer Requirements	OPER0178
		Defining and Mapping the Six Sigma Process	OPER0179
		Scoping the Six Sigma Project	OPER0181
		Six Sigma Black Belt: The Measurement Phase	
		Process Analysis and Documentation	OPER0191
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		Analyzing Process Capability	OPER0196
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		Design of Experiments (DOE)	OPER0211
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		Six Sigma Black Belt: The Control Phase	
		Six Sigma--Statistical Process Control	OPER0221
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		Six Sigma--Measurement System Re-analysis	OPER0224
		Six Sigma Black Belt: The Analyze Phase	
		Exploratory Data Analysis	OPER0251
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		Variance, Contingency Tables, and Nonparametric Tests	OPER0254
		Six Sigma Black Belt: The Lean Enterprise	
		Lean Concepts	oper 01 a01 bs enus
		Non-value added Steps and Tasks	oper 01 a02 bs enus
		Lean Tools	oper 01 a03 bs enus
		Total Productive Maintenance	oper 01 a04 bs enus
		Six Sigma Black Belt: Design for Six Sigma Black Belt	
		Quality Function Deployment (QFD)	oper 02 a01 bs enus
		Robust Design and Process	oper 02 a02 bs enus
		Failure Mode and Effect Analysis	oper 02 a03 bs enus
		Design for X (DFX)	oper 02 a04 bs enus
		Special Design Tools	oper 02 a05 bs enus
		Six Sigma: Champion Training	



		Introduction to Six Sigma	oper 03 a01 bs enus
		Six Sigma Process Improvement	oper 03 a02 bs enus
		Six Sigma Projects and Project Teams	oper 03 a03 bs enus
		Managing and Deploying Six Sigma	oper 03 a04 bs enus
	Certified Manager of Quality/Organizational Excellence		
		Leadership	oper 04 a01 bs enus
		Team Dynamics	oper 04 a02 bs enus
		Developing and Deploying Strategic Plans	oper 04 a03 bs enus
		Managerial Skills and Abilities	oper 04 a04 bs enus
		Communication Skills and Project Management	oper 04 a05 bs enus
		Quality Systems, Models, and Theories	oper 04 a06 bs enus
		Problem Solving and Process Management Tools	oper 04 a07 bs enus
		Measurement: Assessment and Metrics	oper 04 a08 bs enus
		Customer Focused Management	oper 04 a09 bs enus
		Supply Chain Management	oper 04 a10 bs enus
		Training and Development	oper 04 a11 bs enus
	Logistics Management		
		Overview of Logistics Management	OPER0321
		Inventory Management	OPER0322
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	ISO 9000:2000 Overview		
		The Who, What & Why of ISO 9000:2000	OPER0401
		Building a Quality Management System	OPER0402
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		Customer Satisfaction Through Resource Management	OPER0404
		Processes for Quality Products and Services	OPER0405
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		Transitioning from ISO 9000:1994 to ISO 9001:2000	OPER0408
	Supply Chain Management		
		The Fundamentals of Supply Chain Management	OPER0501
		Supply Chain Management Strategies	OPER0502
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		Supply Chain Transportation and Facility Design	OPER0505
	Strategic Planning Curriculum		
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		Setting the Stage for IT Success	STGY0221
		Strategic Decision Making	STGY0222
		IT Challenges: Present and Future	STGY0223
		Strategic IT Planning Simulation	STGY0220
	Strategic Management		
		Strategic Management - Planning	STGY0301
		Strategic Management - Analysis and Choice	STGY0302
		Strategic Management - Corporate Implementation	STGY0303
	The Fundamentals of Globalization		
		Globalization and Our Changing World	STGY0351
		Globalization and Your Company	STGY0352
		The Process of Globalizing a Product or Service	STGY0353
		Managing from a Global Viewpoint	STGY0354
	Systems Thinking in the 21st Century		
		What is Systems Thinking?	STGY0401

		Building a Healthy System	STGY0402
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		Redesigning Your Organization: Part 1	STGY0405
		Redesigning Your Organization: Part II	STGY0406
		Taking Systems Thinking into Your Personal Life	STGY0407
	Moving From an Operational Manager to a Strategic Thinker		
		Thinking Strategically	stgy_01_a01_bs_enus
		Sustaining Competitive Advantage	stgy_01_a02_bs_enus
		The Imperatives of Innovation and Leadership in Strategy	stgy_01_a03_bs_enus
		Planning and Implementing a Business Strategy	stgy_01_a04_bs_enus
	Marketing Curriculum		
	Strategic Marketing in Action		
		Elements of Marketing Strategy	MKT0201
		Analyzing the Market	MKT0202
		Competitive Factors in Strategic Marketing	MKT0203
		Writing a Marketing Plan: Phase 1	MKT0204
		Writing the Marketing Plan: Creative Strategy	MKT0205
		Creating a Marketing Campaign	MKT0206
		Marketing Management	MKT0207
		Financial Analysis for Successful Marketing	MKT0208
	Strategic Brand Management		
		Introduction to Brand Management	MKT0211
		Building Brand Equity	MKT0212
		Managing the Creative Elements of Brand	MKT0213
		Promoting Your Brand to Consumers	MKT0214
		Evaluating Brand Effectiveness	MKT0215
		Managing and Maintaining Brand Equity	MKT0216
	Online Branding Strategy		
		Introduction to Online Branding	MKT0221
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		Strategies for Building an Online Brand	MKT0223
	Competitive Marketing Strategies		
		Competitive Strategies for a New Marketplace	MKT0231
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	Product Management Essentials		
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		Developing a New-product Strategy	MKT0242
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FINANCE, HUMAN RESOURCES and ADMINISTRATION			
	Finance & Accounting Curriculum		
	Accounting 101		
		Accounting Fundamentals	FIN0121
		Accrual Accounting Procedures	FIN0122
		Accounting Systems and Closing Activities	FIN0123
		Accounting for Cash Control	FIN0124
		Accounting for Merchandising Businesses	FIN0125
		Final Exam: Accounting 101	FE0004_eng
	Finance Fundamentals for non-Finance Professionals		
		Principles of Financial Management	FIN0151
		Basics of Budgeting	FIN0152
		Managing Cash Flows	FIN0153

		Understanding Financial Statements	FIN0154
		Practical Budgeting Skills for Business	
		Creating and Analyzing an Operating Budget	FIN0161
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		Investment Project Analysis and Selection	FIN0212
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		Accounting 102	
		Accounting for Partnerships	FIN0221
		Accounting for Corporations	FIN0222
		Analyzing Cash Flow Statements	FIN0223
		Master Budgets	FIN0224
		Final Exam: Accounting 102	FE0006_eng
		Auditing: A Practical Approach	
		Introduction to Auditing	FIN0231
		Introduction to Internal Auditing	FIN0232
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		Managerial Accounting	
		Overview of Managerial Accounting	FIN0241
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		Managing for Asset Control	FIN0243
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		Using Financial Statements (co-Developed with Wharton)	
		Principles of Financial Statements	FIN0251
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		Analyzing the Income Statement and Balance Sheet	FIN0253
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		Analyzing Cash Flow	FIN0255
		Ratio Analysis for Financial Statements	FIN0256
		Credibility and Disclosure in an Annual Report	FIN0257
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		Administrative Support Curriculum	
		The Effective Administrative Support Professional	
		Getting Started--The Administrative Support Professional	ADM0101
		Overview to Effective Business Communication	ADM0102
		Using Effective Business Communication	ADM0103
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		Advancing Your Administrative Career	ADM0105
		Effective Administrative Support Professional Simulation	ADM0100
		Advanced Skills for Administrative Support Professionals	
		Behavior: Putting Your Best Foot Forward	ADM0111
		Managing Yourself and Those Around You	ADM0112
		Partnering with Your Boss	ADM0113

		Communicating with Power and Confidence	ADM0114
		Advanced Administrative Support Simulation	ADM0110
	Knowledge Management		
		Knowledge Management Fundamentals	
		The Art of Knowledge Management	KNOW0101
		Knowledge as Capital	KNOW0102
		Putting Knowledge to Work	KNOW0103
		Managing Knowledge Workers	KNOW0104
		Being a Knowledge Activist	KNOW0105
		Final Exam: Knowledge Management Fundamentals	FE0008_eng
		The 21st Century Learning Curve	
		Knowledge as Strategy: Performance Improvement	KNOW0111
		The Power of the Learning Organization	KNOW0112
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		Benchmarking for Best Practices	KNOW0116
		Implementing and Evaluating Self-directed Learning	KNOW0114
		Performance Support	KNOW0115
		Achieving Measurable Performance Impact from Training	
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	Human Resources Curriculum		
		Managing Diversity in the Workplace	
		The Reasons Why Diversity Matters	hr 02 a01 bs enus
		Changing Corporate Culture	hr 02 a02 bs enus
		Planning a Diversity Initiative	hr 02 a03 bs enus
		Diversity: the Future	hr 02 a04 bs enus
		Managing Diversity in the Workplace Simulation	HR002A
		Effective Hiring and Interviewing	
		What to Consider When Hiring	hr 03 a01 bs enus
		Interviewing Effectively	hr 03 a02 bs enus
		Choosing the Best Applicant	hr 03 a03 bs enus
		Effective Hiring and Interviewing Simulation	HR003A
		HRCI Professional in Human Resources (PHR)	
		Human Resources Fundamentals (HRCI/PHR)	HR0261
		Strategic Management (HRCI/PHR)	HR0262
		Affirmative Action and the EEO (HRCI/PHR)	HR0263
		Employment Management (HRCI/PHR)	HR0264
		Recruiting and Selecting Candidates (HRCI/PHR)	HR0265
		Offers, Contracts, and Exit from the Organization (HRCI/PHR)	HR0266
		Developing Employees (HRCI/PHR)	HR0267
		Developing Human Resources (HRCI/PHR)	HR0268
		Compensating Employees (HRCI/PHR)	HR0269
		Programs to Benefit Employees (HRCI/PHR)	HR0271
		Employment Relations (HRCI/PHR)	HR0272
		Sexual Harassment at Work (HRCI/PHR)	HR0273
		Non-Unionized Workplaces (HRCI/PHR)	HR0274
		Unionized Workplaces (HRCI/PHR)	HR0275
		Health and Safety in the Workplace (HRCI/PHR)	HR0276
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		Behavioral Interviewing	
		Building a Firm Foundation	HR0211
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		Conducting the Behavioral-based Interview	HR0214
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	Recruiting & Retention Strategies for the Tight Labor Market		
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		Recruiting for the 21st Century: Strategies	HR0222
		Recruiting Successfully	HR0223
		Online Recruiting	HR0224
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		Retention	HR0226
	HRCI Senior Professional in Human Resources (SPHR)		
		HR's Strategic Role in the Organization (HRCI/SPHR)	hr 04 a01 bs enus
		Management of the HR Process (HRCI/SPHR)	hr 04 a02 bs enus
		Strategic Approaches to Workforce Planning and Employment (HRCI/SPHR)	hr 04 a03 bs enus
		Strategic Approaches to Human Resource Development (HRCI/SPHR)	hr 04 a04 bs enus
		Strategic Approaches to Total Rewards (HRCI/SPHR)	hr 04 a05 bs enus
		Strategic Approaches to Labor Relations (HRCI/SPHR)	hr 04 a06 bs enus
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	Test Preps		
		Professional in Human Resources (PHR) BOK 2005 Aligned	TPPHR05ED ENG
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MANAGEMENT and LEADERSHIP			
	Management Curriculum		
	Effectively Managing Top Performers		
		Managing and Rewarding Top Performers	mgmt 01 a01 bs enus
	Advanced Management Skills		
		Managing in a Global Business Environment	mgmt 02 a01 bs enus
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		Advanced Management Skills Simulation	MGMT002A
	Moving into Management		
		Taking on a Management Role	mgmt 03 a01 bs enus
		Becoming a Manager: Responsibilities and Fears	mgmt 03 a02 bs enus
		Becoming a Manager: Leading and Communicating	mgmt 03 a03 bs enus
		A New Manager and the Company's Future	mgmt 03 a04 bs enus
		Moving into a Management Role Simulation	MGMT003A
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	Crucial Skills for Tomorrow's Managers		
		Tomorrow's Managers' Competencies	mgmt 04 a01 bs enus
		Tomorrow's Managers' Development Tools	mgmt 04 a02 bs enus
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		A Primer for Ensuring Accountability	mgmt 04 a05 bs enus
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	Problem Performance Management		

		Problem Performance Prevention	mgmt 05 a01 bs enus
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		Problem Performance Improvement	mgmt 05 a03 bs enus
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		Avoiding Problem Performance Simulation	MGMT005A
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		Using Change Process to Support Employees	
		Starting the Change Process	mgmt 06 a01 bs enus
		Managing the Change Process	mgmt 06 a02 bs enus
		Integrating Change in Your Organization	mgmt 06 a03 bs enus
		Using Change Process to Support Employees Simulation	MGMT006A
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		Effective Delegation	
		The Basics of Delegation	mgmt 07 a01 bs enus
		Delegation: the Personal Approach	mgmt 07 a02 bs enus
		Managing Delegation	mgmt 07 a03 bs enus
		Delegating Effectively Simulation	MGMT007A
		Facilitating Successfully	
		The Facilitator Role	mgmt 08 a01 bs enus
		Facilitative Fundamentals: Tools and Techniques	mgmt 08 a02 bs enus
		Facilitating Meetings and Work Groups	mgmt 08 a03 bs enus
		Facilitating Difficult Situations	mgmt 08 a04 bs enus
		Facilitative Tools and Formats: Offering Options	mgmt 08 a05 bs enus
		Facilitative Leadership	mgmt 08 a06 bs enus
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		Coaching with Confidence	
		Business Coaching	mgmt 09 a01 bs enus
		Successfully Coaching Relationships	mgmt 09 a02 bs enus
		The Key Stages of Coaching	mgmt 09 a03 bs enus
		The Coaching Skillset	mgmt 09 a04 bs enus
		Emotions, Mindsets and Coaching	mgmt 09 a05 bs enus
		Trends in Coaching	mgmt 09 a06 bs enus
		Coaching with Confidence Simulation	MGMT009A
		Coaching Teams and Personalities Simulation	MGMT009B
		Moving from Technical Professional to Management	
		Management Development for Technical Professionals	MGMT0121
		Communication Skills for Successful Management	MGMT0122
		Process Management Skills	MGMT0123
		Leadership Development for Technical Professionals	MGMT0124
		Strategies for Transitioning into Management	MGMT0125
		Transitioning From Technical Professional to Management	MGMT0120
		From Technical Professional to Leadership Simulation	MGMT012S
		360-Degree Performance Appraisal	
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		Preparing for Business Crises	MGMT0171
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		The Fundamentals of Business Crises Management Simulation	MGMT0170
		Mentoring Essentials	
		Effective Mentoring	MGMT0251
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		Implementing an Organization-wide Mentoring Program	MGMT0253
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		Managing Technical Professionals	
		Understanding Technical Professionals	MGMT0291
		Attracting, Motivating, and Retaining Technical Professionals	MGMT0292
		Models for Managing Technical Professionals	MGMT0293
		Developing Career Plans for Your Technical Professionals	MGMT0294
		How to Overcome Negativity in the Workplace	
		The Path from Pessimism to Optimism	MGMT0311
		Proactive Approaches to Stop Negativity	MGMT0312
		Overcoming Organizational Negativity	MGMT0313
		Performance Appraisal	
		Continuous Performance Assessment	MGMT0341
		Reviewing Performance	MGMT0342
		Performance Appraisals Simulation	MGMT0340
		Performance Appraisals Blended Learning Toolkit	BLTMG034
		Managing Contractors and Temporary Employees	
		Doing Business with Independent Contractors	MGMT0701
		Hiring Temporary (Contingent) Employees	MGMT0702
		Managing Contingent Employees	MGMT0703
		Legal Pitfalls Regarding Independent Contractors	MGMT0704
		Working with Temporary Agencies	MGMT0705
		Hiring and Managing Contractors Simulation	MGMT0700
		Final Exam: Managing Contractors and Temporary Employees	FE0009_eng
		Leadership Curriculum	
		Leading from the Front Line	
		Challenges of the 21st Century	LEAD0121
		Organizational Culture and Leadership	LEAD0122
		Energizing and Empowering Employees	LEAD0123
		Leadership and the Knowledge Worker	LEAD0124
		Leading Change from the Front Line	LEAD0125
		Dynamics of Leadership	LEAD0126
		Leading from the Front Line Simulation	LEAD0120
		Going from Management to Leadership	
		The Mark of a Leader	LEAD0141
		Communicating a Shared Vision	LEAD0142
		The Enabling Leader	LEAD0143
		Communicating as a Leader	LEAD0145
		Coaching for Performance	LEAD0146
		Leading through Change	LEAD0147
		The Leader as a Model	LEAD0148
		Going from Management to Leadership Simulation	LEAD0140
		Growing from a Manager to a Leader Simulation	LEAD014S
		Going from Management to Leadership	BLTLE014

		Business Execution	
		Foundations for Business Execution	LEAD0151
		Creating a Business Execution Culture	LEAD0152
		Business Execution in Action	LEAD0153
		Business Execution Simulation	LEAD0150
		Business Execution Blended Learning Toolkit	BLTLE015
		Leading the Workforce Generations	
		Introduction to Work Force Generations	LEAD0231
		Attracting, Developing, and Retaining Generations	LEAD0232
		Leading Silent Generation and Baby Boom Workers	LEAD0233
		Leading Generations X and Next	LEAD0234
		Making Cross-generational Teams Work	LEAD0235
		Cross-generational Workers in the 21st Century	LEAD0236
		Leading the Workforce Generations Simulation	LEAD0230
		Succession Planning for Business Environment	
		Succession Planning Overview	LEAD0301
		Succession Planning Strategies	LEAD0302
		Succession Planning and Human Resources	LEAD0303
		Succession Planning Management	LEAD0304
		Initiating a Succession Plan Simulation	LEAD0300
		Implementing a Succession Plan Simulation	LEAD030S
PROFESSIONAL EFFECTIVENESS			
		Communication Curriculum	
		How to Write an Effective Internal Business Case	
		Preparing a Business Case	comm 01 a01 bs enus
		Writing a Business Case	comm 01 a02 bs enus
		Presenting Your Case	comm 01 a03 bs enus
		Preparing an Effective Internal Business Case Simulation	COMM001A
		Business Interpersonal Communication Skills	
		The Process of Interpersonal Communication	comm 02 a01 bs enus
		The Mechanics of Communicating Effectively	comm 02 a02 bs enus
		Workplace Communication Skills	comm 02 a03 bs enus
		Communicating for Results	comm 02 a04 bs enus
		Leadership Communication Skills	comm 02 a05 bs enus
		Resolving Conflict with Communication Skills	comm 02 a06 bs enus
		Communicating for Contacts	comm 02 a07 bs enus
		Business Interpersonal Communication Skills Simulation	COMM002A
		Team Interpersonal Communication Skills Simulation	COMM002B
		Effective Listening	
		Listening Basics	comm 03 a01 bs enus
		Listening to Comprehend	comm 03 a02 bs enus
		Higher Purpose Listening	comm 03 a03 bs enus
		Enhancing Listening Skills	comm 03 a04 bs enus
		Effective Listening Simulation	COMM003A
		Working with and Managing Difficult People	
		Difficult People in the Workplace Environment	comm 04 a01 bs enus
		How to Work with Aggressive People	comm 04 a02 bs enus
		How to Work with Negative People and Procrastinators	comm 04 a03 bs enus
		How to Work with Arrogant and Duplicitous People	comm 04 a04 bs enus
		Working with and Managing Difficult People Simulation	COMM004A
		Effective Communication with Difficult Coworkers Simulation	COMM004B
		The Effective Business Meeting	

		The Effective Business Meeting	comm_06_a01_bs_enus
		Leading an Effective Business Meeting	comm_06_a02_bs_enus
		Participating Effectively in a Business Meeting	comm_06_a03_bs_enus
		The Effective Business Meeting Simulation	COMM006A
		Conflict in the Workplace	
		Perspectives on Conflict in the Workplace	comm_07_a01_bs_enus
		Handling Conflict	comm_07_a02_bs_enus
		Managing Organization Conflict	comm_07_a03_bs_enus
		Conflict in the Workplace Simulation	COMM007A
		Managing Workplace Conflict Simulation	COMM007B
		Getting the Results You Want: Negotiating to Win	
		Crafting Deals	comm_08_a01_bs_enus
		Connecting and Communicating	comm_08_a02_bs_enus
		The Process of Negotiation	comm_08_a03_bs_enus
		The Dynamics of Interacting	comm_08_a04_bs_enus
		Negotiating Inclusively	comm_08_a05_bs_enus
		What to Do When the Going Gets Tough	comm_08_a06_bs_enus
		Mastering Negotiation	comm_08_a07_bs_enus
		Winning Negotiation Simulation	COMM008A
		Business Writing Essentials	
		Writing with Intention	COMM0011
		Avoiding Errors in Usage and Punctuation	COMM0012
		Avoiding Grammatical Errors in Business Writing	COMM0013
		Crisp Composition	COMM0014
		Writing to Reach the Audience	COMM0015
		Getting the Most from Business Documents	COMM0016
		The Writing Process	COMM0017
		Business Writing Essentials	BLTCO001
		Business Writing Essentials Using Microsoft Word	BLTCO001A
		Final Exam: Business Writing Essentials	FE0011_eng
		International Communications	
		The Impact of Culture on Communication	COMM0021
		The Art of Global Communication	COMM0022
		Improving Your Cross-cultural Communications	COMM0023
		International Communications Simulation	COMM0020
		Cross-cultural Communications Simulation	COMM002S
		Emotional Intelligence in the Workplace	
		What Is Emotional Intelligence?	COMM0141
		Emotional Intelligence at Work	COMM0142
		Teamwork and Emotional Intelligence	COMM0143
		Increasing Your Emotional Intelligence	COMM0144
		The Emotionally Intelligent Leader	COMM0145
		Emotional Intelligence in the Workplace Simulation	COMM0140
		Assertive Communication	
		Professional Assertiveness	COMM0171
		Assertiveness from the Inside Out	COMM0172
		Assertive Communication Simulation	COMM0170
		Business Etiquette and Professionalism	
		Everyday Business Etiquette	COMM0181
		Communication Etiquette	COMM0182
		Etiquette and the Business Meeting	COMM0183
		Etiquette for Supervisors	COMM0184

		Business Etiquette and Professionalism Simulation	COMM0180
		Building Better Work Relationships	
		Building Effective Interfunctional Relationships	COMM0191
		Building Effective Intercultural Relationships	COMM0192
		Building Effective Intergender Relationships	COMM0193
		Working Effectively with Customers	COMM0194
		Working Effectively with Business Partners	COMM0195
		Building Better Work Relationships Simulation	COMM0190
		Business Grammar Essentials	
		Foundations of Grammar	COMM0201
		Sentence Construction	COMM0202
		Understanding Writing Mechanics	COMM0203
		Punctuating with Skill	COMM0204
		Email Essentials	
		Essentials of Electronic Communication	COMM0231
		Optimizing Email at Work	COMM0232
		E-mail and Organizational Communication	COMM0233
		E-mail as a Marketing Tool	COMM0234
		E-mail Essentials using Microsoft Outlook	BLTCO023
		Delivering Successful Presentations	
		Presenting to Succeed	COMM0301
		Delivering Your Message	COMM0302
		Presentation Resources Available to You	COMM0303
		Delivering Successful Presentations Simulation	COMM0300
		Presentation Skills Blended Learning Toolkit	BLTCO030
		Combining Presentation Skills with MS PowerPoint	BLTCO030A
		Telephone Skills For Business Professionals	
		Effective Telephone Techniques	COMM0411
		Making Telephone Calls Count	COMM0412
		Telephone Skills for Business Professionals Simulation	COMM0410
		Getting Results Without Authority	
		Building Relationships to Get Results	COMM0511
		Teamwork and Results Without Authority	COMM0512
		Leadership Without Authority	COMM0513
		Gaining Allies, Creating Change	COMM0514
		Getting Results through Communication	COMM0515
		Getting Results from the Boss	COMM0516
		Getting Results without Authority Simulation	COMM0510
		Effective Use of Feedback for Business	
		An Essential Guide to Giving Feedback	COMM0521
		Coping with Criticism and Feedback	COMM0522
		Giving Feedback to Colleagues	COMM0523
		Team Feedback: A guide	COMM0524
		Giving Feedback: A Manager's Guide	COMM0525
		Effective Feedback for Employees and Colleagues Simulation	COMM0520
		Effective Use of Feedback for Teams Simulation	COMM052S
		Anger Management in The Workplace	
		Experiencing Anger	COMM0701
		Managing Your Anger	COMM0702
		Managing Anger in the Workplace Simulation	COMM0700
		Foundation Skills Curriculum	
		Basic Business Math Skills	

		Whole Numbers, Fractions, and Equations	FNDT0101
		Decimals and Percents	FNDT0102
		Ratios, Averages and Graphs	FNDT0103
	Personal Development Curriculum		
	Creativity and Innovation in the Workplace		
		The Foundations of Creativity and Innovation	PD0031
		Generating Creative and Innovative Ideas	PD0032
		Evaluating Creative and Innovative Ideas	PD0033
		Implementing Creative and Innovative Ideas	PD0034
		Creativity and Innovation in the Workplace Simulation	PD0030
		Creativity and Innovation in the Workplace	BLTPD003
	Fast-tracking Your Career		
		Get Your Career on the Fast Track	PD0131
		Basic Business Skills to Get You on the Fast Track	PD0132
		Communication Skills to Fast-track Your Career	PD0133
		Interpersonal Skills on the Fast Track	PD0134
		The Boss Factor	PD0135
		Improving Your Image	PD0136
		Fast-Tracking Your Career Simulation	PD0130
	Working More Effectively - Taking Control of Your Time		
		You and Your Time	PD0151
		Techniques for Better Time Management	PD0152
		Developing Good Time Management Habits	PD0153
		Working More Effectively Simulation	PD0150
		Time Management Blended Learning Toolkit	BLTPD015
		Taking Control of Your Time Using Microsoft Outlook	BLTPD015A
	Ethics in Business		
		Ethical Decision Making	PD0171
		Managerial Business Ethics	PD0172
		Organizational Ethics	PD0173
		Corporate Social Responsibility	PD0174
		Ethics in Business Simulation	PD0170
		Ethics in Business	BLTPD017
	Living a Balanced Life		
		Finding Your Life Balance	PD0181
		Success Over Stress	PD0182
		Strategies for Better Balance	PD0183
		Living a Balanced Life Simulation	PD0180
		Living a Balanced Life	BLTPD018
	Dealing with Organizational Change		
		Perspectives on Organizational Change	PD0191
		Being Prepared for Change	PD0192
		Communicating During Organizational Change	PD0193
		Dealing with Organizational Change Simulation	PD0190
		Dealing with Organizational Change Blended Learning Toolkit	BLTPD019
	Problem-solving and Decision-making for Business		
		Foundations of Effective Thinking	PD0231
		Framing the Problem	PD0232
		Generating Alternatives in Problem Solving	PD0233
		Dynamic Decision Making	PD0234
		Implementing and Evaluating a Decision	PD0235
		Problem Solving and Decision Making in Groups	PD0236

		Creative Problem Solving and Effective Thinking Simulation	PD0230
		Rational Problem Solving and Decision-making Simulation	PD023S
		Problem-solving & Decision-making for Business Blended Learning Toolkit	BLTPD023
		Working without a Net - The Business of Risk	
		Risk Basics	PD0241
		Approaches to Risk Management	PD0242
		Decisions and Risk	PD0243
		Strategic Planning and Risk Management	PD0244
		Risk Strategies: The Cutting Edge	PD0245
		Working without a Net: Decisions Simulation	PD0240
		Achieving Organizational Excellence Through Critical Thinking	
		The Role of Critical Thinking in Organizations	PD0251
		Developing Fundamental Critical Thinking Skills	PD0252
		Strategies for Facilitating Critical Thinking	PD0253
		Critical Thinking Skills for Managing	PD0254
		Organizational Scope of Critical Thinking	PD0255
		Critical Thinking Strategies Simulation	PD0250
		Business Professionalism	
		Personal Accountability: Working for Your Inner Boss	PD0261
		Self-empowerment: Managing from Within	PD0262
		Goals and Goal Setting	PD0263
		Developing a Positive Attitude	PD0264
		Successful Lifelong Learning	PD0265
		Business Professionalism Simulation	PD0260
		Professionalism in Business Simulation	PD026S
PROJECT EFFECTIVENESS			
	Project Management Curriculum		
	Project Management for Non-Project Managers		
		Project Management Fundamentals	proj 01 a01 bs enus
		Transitioning into a Project Management Role	proj 01 a02 bs enus
		Initiating and Planning a Project	proj 01 a03 bs enus
		Managing a Project	proj 01 a04 bs enus
		Troubleshooting and Closing the Project	proj 01 a05 bs enus
		Project Management for Non-Project Managers Simulation	PROJ001A
	Program Management (PMI Standard-aligned)		
		Introduction to Program Management	proj 02 a01 bs enus
		Program Lifecycle and Organization	proj 02 a02 bs enus
		Program Management Processes and the Initiating Process Group	proj 02 a03 bs enus
		Program Planning	proj 02 a04 bs enus
		The Execution Process Group	proj 02 a05 bs enus
		Monitoring, Controlling, and Closing Programs	proj 02 a06 bs enus
	Portfolio Management (PMI® Standard-aligned)		
		Introduction to Portfolio Management	proj 03 a01 bs enus
		Portfolio Management Processes and the Organization	proj 03 a02 bs enus
		Portfolio Management Processes	proj 03 a03 bs enus
	Project Management Essentials - (PMBOK® Guide - Third Edition-aligned)		
		An Introduction to Project Management	PROJ0511
		Project Lifecycles and Stakeholders	PROJ0512
		Introduction to Project Process Groups and Initiating a Project	PROJ0513
		Project Planning	PROJ0514

		Executing, Monitoring & Controlling, and Closing a Project	PROJ0515
		Project Management Essentials Simulation	PROJ0510
		Project Management Essentials	BLTPR051
		Project Integration Management (PMBOK® Guide - Third Edition-aligned)	
		Initiating a Project and Preparing the Project Plan	PROJ0521
		Project Integration: Executing and Completing a Project	PROJ0522
		Project Scope Management (PMBOK® Guide - Third Edition-aligned)	
		Planning Project Scope	PROJ0531
		Controlling Project Scope	PROJ0532
		Project Time Management (PMBOK® Guide - Third Edition-aligned)	
		Elements of Project Time Management	PROJ0541
		Project Scheduling	PROJ0542
		Project Cost Management (PMBOK® Guide -Third Edition-aligned)	
		Estimating Activity Costs	PROJ0551
		Budgeting and Controlling Costs	PROJ0552
		Project Quality Management (PMBOK® Guide - Third Edition-aligned)	
		Planning for Quality	PROJ0561
		Performing Quality Assurance and Control	PROJ0562
		Project Human Resource Management (PMBOK® Guide - Third Edition-aligned)	
		Elements of Project Human Resource Management	PROJ0571
		Implementing Project Human Resource Management	PROJ0572
		Project Human Resources Management Simulation	PROJ0570
		Project Communications Management (PMBOK® Guide - Third Edition-aligned)	
		Communications Planning and Information Distribution	PROJ0581
		Performance Reporting and Stakeholder Management	PROJ0582
		Project Communications Management Simulation	PROJ0580
		Project Risk Management (PMBOK® Guide - Third Edition-aligned)	
		Planning and Identifying Project Risk	PROJ0591
		Analyzing Project Risk	PROJ0592
		Responding to and Controlling Project Risk	PROJ0593
		Project Procurement Management (PMBOK® Guide - Third Edition-aligned)	
		Planning Project Procurement and Requesting Seller Responses	PROJ0601
		Choosing Sellers and Administering and Closing Contracts	PROJ0602
		Project Procurement Management Simulation	PROJ0600
		Managing Software Project Outsourcing	
		Making the Right Outsourcing Decision	232192 ENG
		Planning the Outsourcing Deal	232202 ENG
		The Outsourcing Project	232209 ENG
		Determining Project Quality Standards and Milestones	232224 ENG
		Measuring Project Outsourcing Success	232292 ENG
		Project Management Professional Responsibility	
		Ethics and Professional Knowledge	PROJ0041
		Stakeholder Interests and Cultural Diversity	PROJ0042
		Project Management for IT Professionals	
		Introduction to IT Project Management	PROJ0351
		Functions of IT Project Management	PROJ0352
		The Life Cycle of an IT Project	PROJ0353
		Managing the Execution and Control of IT Projects	PROJ0354
		Managing Efficiencies of IT Projects	PROJ0355
		Project IT Management Simulation - The Early Stages	PROJ0350
		Project IT Management Simulation - Design to Rollout	PROJ035S

		Final Exam: Project Management for IT Professionals	FE0013_eng
	Strategic Project Management for IT Projects		
		Strategic Planning and Positioning for IT Projects	PROJ0361
		Strategic Approaches to Managing IT Projects	PROJ0362
		Estimating the IT Project Work Effort	PROJ0363
		IT Project Leadership, Authority & Accountability	PROJ0364
		Managing Multiple IT Projects	PROJ0365
		Cost Management and IT Project Trade-offs	PROJ0366
		Strategic Project Management for IT Projects Simulation	PROJ0360
		Final Exam: Strategic Project Management for IT Projects	FE0014_eng
	Test Prep		
		TestPrep Certified Associate in Project Management (CAPM)	TPCAPM_ENG
		Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	TPPMP3ED_ENG
	Mentoring Assets		
		Mentoring Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	mntmp3ed
		Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Third Edition Aligned	mntcapm3ed
	Project Management Express Guide Series		
		Project Management Professional Certification (PMP) 2005 Express Guide	pc_eg_444123
	Team Building Curriculum		
	Creating High-performance On-site and Virtual Teams		
		Launching Successful On-site and Virtual Teams	TEAM0151
		Leading Successful On-site Teams	TEAM0152
		Leading Virtual Teams	TEAM0153
		Facilitating On-site and Virtual Teams	TEAM0154
		Creating High-Performance and Virtual Teams Simulation	TEAM0150
		Leading Virtual Teams Simulation	TEAM015S
		Creating High-performance On-site and Virtual Teams	BLTTE015
	Participating in Teams		
		Effective Team-building Strategies	TEAM0171
		Effectively Communicating in Teams	TEAM0172
		The Individual's Role in a Team	TEAM0173
		Participating in Teams Simulation	TEAM0170
		Participating in Teams	BLTTE017
	Making Teams Work: Capitalizing on Conflict		
		Team Conflict: The Seeds of Dissent	TEAM0211
		Analyzing Workplace War Zones	TEAM0212
		Getting Past Clashes: Valuing Team Diversity	TEAM0213
		Conquering Conflict through Communication	TEAM0214
		The Path to Peace and Harmony	TEAM0215
		Manager's Performance Guide - Team Conflict Skills	TEAM0216
		Making Teams Work Simulation	TEAM0210
	Business Analysis		
	Certified Business Analysis Professional (CBAP)		
		Core Concepts in Business Analysis	cons_01_a01_bs_enus
		Enterprise Analysis and Making a Business Case	cons_01_a02_bs_enus
		Introduction to Requirements Planning	cons_01_a03_bs_enus
		Requirements Planning and Management	cons_01_a04_bs_enus
		Eliciting Requirements	cons_01_a05_bs_enus
		Analyzing Requirements Using Models	cons_01_a06_bs_enus



		Refining and Documenting Requirements	cons 01 a07 bs enus
		Communicating and Implementing Requirements	cons 01 a08 bs enus
SALES and CUSTOMER FACING SKILLS			
	Sales Curriculum		
	Field Sales Skills		
		Field Sales Foundations	SALE0101
		Planning Your Field Sales Approach	SALE0102
		Applying Your Field Sales Approach	SALE0103
		Completing Your Field Sales Approach	SALE0104
		Field Sales Skills Simulation	SALE0100
		Field Sales Skills Blended Learning Toolkit	BLTSA010
	Territorial Account Sales Skills		
		The Territorial Account Sales Approach	SALE0111
		Understanding Your Target Customer's Business	SALE0112
		Effectively Using Customer-focused Research Meetings	SALE0113
		Gaining Access to Key Personnel at Your Target Accounts	SALE0114
		Delivering High-impact Territorial Account Sales (TAS) Presentations	SALE0115
		Territorial Account Sales Skills Simulation	SALE0110
	Inside Sales Skills		
		Preparing for Outbound Sales Calls	SALE0121
		Initiating Outbound Sales Calls	SALE0122
		Completing Outbound Sales Calls	SALE0123
		Preparing for Inbound Sales Calls	SALE0124
		Completing Inbound Sales Calls	SALE0125
		Inside Sales Skills Simulation	SALE0120
		Inside Sales Skills Blended Learning Toolkit	BLTSA012
	Strategic Account Sales Skills		
		The Strategic Account Sales Approach	SALE0131
		Understanding Your Customer	SALE0132
		Conducting Effective Sales Research Meetings	SALE0133
		Working with Your Customer's Key Players	SALE0134
		Delivering High-Impact Sales Presentations	SALE0135
		Strategic Account Sales Skills Simulation	SALE0130
		Strategic Account Sales Skills	BLTSA013
	Sales Team Management		
		Building a Winning Sales Team	SALE0151
		Using Business Tools to Manage Sales Teams	SALE0152
		Motivating a Winning Sales Team	SALE0153
		Communicating in Sales Teams	SALE0154
		Sales Team Management Simulation	SALE0150
	Selling at the Executive Level		
		Prepare for Success	SALE0221
		Strategic Planning	SALE0222
		Progressing through the Complex Sale	SALE0223
		Presenting Your Proposition	SALE0224
		Negotiating to Mutual Benefit	SALE0225
		From Executive-level Sale to Strategic Partnership	SALE0226
		Preparing for the Executive-level Sale Simulation	SALE0220
		Progressing through the Complex Sale Simulation	SALE022S
		Closing Executive-level Sales Simulation	SALE022T
		Selling at the Executive Level Blended Learning Toolkit	BLTSA022

	SalesUniversity Sales Orientation: Professional Selling in the Knowledge Economy		
		The Profession of Selling	SALE0401
		Professional Selling in the Knowledge Economy	SALE0402
		Professional Selling in the Knowledge Economy Simulation	SALE0400
	SalesUniversity Sales Math 101: Developing a Sales Plan for Success		
		Sales Math 101: Developing a Sales Plan for Success	SALE0411
	SalesUniversity Sales Manufacturing: A Success Model		
		Sales Manufacturing (TM): Identifying Sales Opportunities	SALE0421
		Sales Manufacturing (TM): Sales Production	SALE0422
		Sales Manufacturing: Opportunity Development Simulation	SALE0420
	SalesUniversity Communication 101		
		Sales Communications Foundations	SALE0431
		Sales Communications Essentials	SALE0432
		Telesales Communications	SALE0433
		Sales Communication Techniques Simulation	SALE0430
	Customer Service Curriculum		
	HDI - Customer Support Specialist, Professionalism		
		The Customer Support Specialist (CSS)	cust 01 a01 bs enus
		Support Center Services	cust 01 a02 bs enus
		Establishing Team and Customer Relationships	cust 01 a03 bs enus
		Customer Support Specialist Professionalism Simulation	CUST001A
	HDI - Customer Support Specialist		
		Interacting with the Customer	cust 02 a01 bs enus
		Effective Communication Skills	cust 02 a02 bs enus
		Managing Conflict, Stress, and Time	cust 02 a03 bs enus
		Customer Support Specialist Simulation	CUST002A
	HDI - Customer Support Specialist, Process		
		Customer Service Procedures	cust 03 a01 bs enus
		Managing the Quality of the Customer Support Service Center	cust 03 a02 bs enus
		Management Tools and Metrics	cust 03 a03 bs enus
	How to Excel at Customer Service		
		Building the Service Foundation: Corporate Culture	CUST0101
		Fundamentals of Exceptional Customer Service	CUST0102
		The Voice of the Customer	CUST0103
		Advancing Your Service Expertise	CUST0104
		Customers, Conflict and Confrontation	CUST0105
		Overcoming Challenging Service Situations	CUST0106
		Instilling Service Excellence: the EXCEL Acronym	CUST0107
		Service Stars and Service Teams	CUST0108
		Excelling at Customer Service Simulation	CUST0100
		Customer Service Simulation	CUST010S
		How to Excel at Customer Service	BLTCU010
	Frontline Call Center Skills		
		The Call Center Industry	CUST0111
		Call Center Communication Skills	CUST0112
		Call Center Customer Service	CUST0113
		Call Center Telephone Sales	CUST0114
		Frontline Call Center Skills Simulation	CUST0110
	Measuring Customer Satisfaction		
		Discovering What Your Customers Want	CUST0131
		Developing Customer Satisfaction Surveys	CUST0132
		Customer Satisfaction: Analysis and Implementation	CUST0133

		Measuring Customer Satisfaction Simulation	CUST0130
		Internal Customer Service	
		Excellence in Internal Customer Service	CUST0141
		Working With Internal Customers	CUST0142
		Overcoming Internal Customer Service Problems	CUST0143
		Internal Customer Service: Conflict and Complaints Simulation	CUST0140
		Internal Customer Service Agent Skills	
		The Customer Service Agent in Action	CUST0151
		Professional Skills for Customer Service Agents	CUST0152
		Managing Challenges in Customer Service	CUST0153
		Cross-selling in a Customer Service Call	CUST0154
		Customer Service Agent Skills Simulation	CUST0150
		Technical Support Agent Skills	
		The Contact Center and Technical Support Agent	CUST0161
		Technical Support Essentials	CUST0162
		Assessing Customer Behavior	CUST0163
		Technical Support Agent Survival Skills	CUST0164
		Technical Support Agent Skills Simulation	CUST0160
		Managing A Customer-Focused Department	
		Identifying Your Customer's Expectations	CUST0171
		Using Surveys to Measure Customer Satisfaction	CUST0172
		Bridge The Expectations Gap	CUST0173
		Leading A Customer-Focused Team	CUST0174
		Managing a Customer-focused Department Simulation	CUST0170
		IT Infrastructure Library (ITIL) Foundations V3	
		ITIL and the Service Lifecycle	ib itil a01 it enus
		Service Strategy Fundamentals	ib itil a02 it enus
		Service Strategy Processes	ib itil a03 it enus
		Service Design Fundamentals	ib itil a04 it enus
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		ITIL: Configuration and Release Management	CUST0182
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		ITIL: Problem and Change Management	CUST0184
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		ITIL: Financial and Security Management	CUST0186
		Inbound Call Center Management	
		The Inbound Call Center	CUST0211
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		Performance Metrics for an Inbound Call Center	CUST0215
		Mentoring Assets	
		Mentoring Information Technology Infrastructure Library Foundations (ITIL)	mntitilfv1
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		Mentoring ITIL V3 Foundation (ITV3F)	mntitv3f
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		Essentials of External Consulting	CONS0111
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		Consulting with the External Client Simulation	CONS0110
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		Essentials of Internal Consulting	CONS0121
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		Establishing a Relationship with Internal Clients	CONS0123
		A Workable Solution for Internal Clients	CONS0124
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		The Technical Professional as Internal Consultant	CONS0131
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	Industry Overviews		
		The Automotive Industry Overview	indo_01_a01_bs_enus
		The Oil and Gas Industry Overview	indo_01_a02_bs_enus
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		The Insurance Industry Overview: Version 2	indo_01_a10_bs_enus
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		Industry Overview: Federal Government	indo_02_a12_bs_enus
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NETg Business			
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	Communication Skills Curriculum		
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		Organizational Communication: Communicating in the Workplace	en_US_45242_ng
		Organizational Communication: Managing Communication	en_US_45243_ng
		Organizational Communication: The Fundamentals	en_US_45241_ng
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		Customer Relationship Management: Implementing CRM	en_US_44032_ng
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	Economics		
		Economics Curriculum	
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		Economics: Products and Markets	en_US_48813_ng
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		Government Curriculum	
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	Human Resources & Workplace Issues		
		German Laws for Equality of Treatment	
		AGG (GETA) - Information for Employees	KN00012218_ng
		AGG (GETA) - Information for Management	KN00012219_ng
		Human Resources Curriculum	
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		Talent Management: Selecting Talent	en_US_41412_ng
		Talent Management: Developing Talent	en_US_41413_ng
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		Operations Management: Fundamentals of Operations Management	en_US_44721_ng
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		Operations Management: Operations Management Tools	en_US_44723_ng
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			Advanced Document Navigation and Document Reviews in Word 2007	mo adwd a02 dt enus
			Using Tables, Charts, and Graphics in Word 2007	mo adwd a03 dt enus
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			Advanced Data Manipulation Features in Word 2007	mo wdpu a01 dt enus
			Advanced Document Features in Word 2007	mo wdpu a02 dt enus
			Collaborative Features in Word 2007	mo wdpu a03 dt enus
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			Reviewing and Printing in Excel 2007	mo bgex a03 dt enus
			Excel 2007 Formulas and Functions	mo bgex a04 dt enus
			Excel 2007 Charts, Pictures, Themes, and Styles	mo bgex a06 dt enus
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		Exchanging Data with Excel 2007	mo expu a03 dt enus
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		Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007	mo bgol a05 dt enus
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			Workplace Diversity Awareness	lchr 01 a03 lc enus
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		Employee Sexual Harassment Awareness	lch 01 a01 lc enus
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		Harassment in the Workplace	lch 01 a03 lc enus
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NETg Environmental, Health and Safety			
	Industrial Skills Curriculum		
		Electrical/Electronics: Solid State Theory	en_US_15740_ng
		Electrical/Electronics: Introduction to Electronics	en_US_15737_ng
		Electrical/Electronics: Fundamentals of Digital Electronics	en_US_15738_ng
		Electrical/Electronics: Applied Digital Electronics	en_US_15739_ng
		Blueprint Reading: Geometric Dimensioning and Tolerancing (R)	en_US_15730_ng
		Blueprint Reading: Mechanical Print Reading	en_US_15731_ng
		Electrical/Electronics: Motors and Transformers	en_US_15736_ng
		Blueprint Reading: General Print Reading	en_US_15727_ng
		Blueprint Reading: Process and Instrumentation Drawings (R)	en_US_15728_ng
		Blueprint Reading: Electrical Print Reading	en_US_15729_ng
	Electrical/Electronics		0
		Electrical/Electronics: DC Circuits	en_US_15735_ng
		Electrical/Electronics: Introduction to Electricity	en_US_15732_ng
		Applied Electricity	en_US_15733_ng
		Electrical/Electronics: AC Circuits	en_US_15734_ng
ENVIRONMENTAL, SAFETY & HEALTH, and TRANSPORTATION (Spanish)			
	Environmental, Safety & Health, and Transportation		
	Environmental		
		Generador de desechos peligrosos (conocimiento) / Hazardous Waste Generator (Awareness)	ENV1102
		Control y Prevención de Derrames / Spill Prevention and Control	ENV1103
		Plan de Control y Contramedidas de Prevención de Derrames / Spill Prevention Control and Countermeasure Plan	ENV1104
		Prevención de la contaminación de aguas pluviales / Storm Water Pollution Prevention	ENV1105
	Safety and Health		
		Acceso a los Registros Médicos y de Exposición / Access to Medical and Exposure Records	SAH1401
		Investigación y reporte de accidentes / Accident Investigation and Reporting	SAH1402
		Conocimiento sobre la exposición al asbesto / Asbestos Awareness	SAH1403
		Seguridad de la espalda / Back Safety	SAH1404
		Seguridad basada en el comportamiento para supervisores / Behavior-based Safety for Supervisors	SAH1405
		Patógenos transmitidos por la sangre / Bloodborne Pathogens	SAH1406
		Estrés causado por el frío / Cold Stress	SAH1409
		Seguridad contra el gas comprimido / Compressed Gas Safety as Safety	SAH1411
		Ingreso a Espacios Restringidos / Confined Space Entry	SAH1414

		Orientación para la seguridad en la construcción/Construction Safety Orientation	SAH1415
		Conocimientos sobre seguridad eléctrica / Electrical Safety Awareness	SAH1419
		Preparación para desastre de emergencia / Emergency Disaster Preparedness	SAH1421
		Concientización sobre ergonomía / Emergency Disaster Preparedness	SAH1424
		Conocimiento sobre Protección contra Caídas / Fall Protection Awareness	SAH1425
		Prevención y seguridad contra incendios / Fire Prevention and Safety	SAH1427
		Seguridad de las grúas de horquilla / Forklift Safety	SAH1433
		Seguridad para Herramientas Manuales y Eléctricas / Hand and Power Tool Safety	SAH1434
		Conservación de la audición / Hearing Conservation	SAH1438
		Comunicación del peligro / Hazard Communication	SAH1435
		Ácido sulfhídrico / Hydrogen Sulfide	SAH1442
		Izamiento y montaje de interior / Indoor Hoisting and Rigging	SAH1443
		Seguridad en escaleras y andamios / Ladder and Scaffolding Safety	SAH1447
		Seguridad para el uso de escaleras / Ladder Safety	SAH1448
		Bloqueo con candado/etiqueta / Lockout/Tagout	SAH1452
		Hojas de datos de seguridad del material / Material Safety Data Sheets	SAH1456
		Ergonomía de la oficina / Office Ergonomics	SAH1457
		Seguridad en la oficina / Office Safety	SAH1458
		Equipo de Protección Personal (PPE) / Personal Protective Equipment	SAH1461
		Extintores de incendios portátiles / Portable Fire Extinguishers	SAH1462
		Seguridad de los camiones industriales a motor / Powered Industrial Truck Safety	SAH1463
		Seguridad para la radiación / Radiation Safety	SAH1471
		Protección Respiratoria / Respiratory Protection	SAH1474
		Prácticas de trabajo seguras / Safe Work Practices	SAH1475
		Resbalones, tropezones y caídas / Slips, Trips, and Falls	SAH1479
		Seguridad durante los procesos de excavación y apertura de zanjas / Trenching and Excavation Safety	SAH1483
		Soldadura, corte y soldadura fuerte / Welding, Cutting, and Brazing	SAH1485
		Transportation	
		DOT1: Tabla de materiales peligrosos, MP (del inglés, HAZMAT, HMT) / DOT 1: Hazardous Materials Table	TRNS1201
		DOT (Department of Transportation - Departamento de Transporte)	
		2: Embalar y Etiquetar / DOT 2: Packaging and Labeling	TRNS1202
		DOT 3: Documentos de transporte / DOT 3: Shipping Papers	TRNS1203
		DOT 4: Carga y almacenamiento / DOT 4: Loading and Storage	TRNS1204
NETg Small Medium Business / Consumer		Catalog: http://www.skillsoft.com/catalog/	
	Financial Management Consumer / Home Office		
	QuickBooks 2003 Curriculum		
		QuickBooks 2003 - Getting Started	en_US_15022_ng
		QuickBooks 2003 - Basic Accounting	en_US_15023_ng



Financial Management Consumer/Home Office Series			
		QuickBooks Pro 2007: Transactions and Reports	KN00015917_ng
		QuickBooks Pro 2007: Centers, Lists, and Forms	KN00015918_ng
		Microsoft Money 2007 Deluxe	KN00015919_ng
		Quicken 2007 Deluxe	KN00015915_ng
		QuickBooks Pro 2007: Fundamentals	KN00015916_ng
		Money 2003 - Manage Your Finances	en_US_15004_ng
		Basic Personal Finance	en_US_15043_ng
Home Productivity Consumer / Home Office			
Home Productivity Consumer/Home Office Series			
		PDA and Pocket PC Fundamentals	en_US_15020_ng
		Wireless Networking for Small Businesses	en_US_15029_ng
PC & Internet Basics			
		Introduction to Computers and Microsoft Windows Vista	KN00015910_ng
		Troubleshooting Basics for Your Microsoft Windows Vista PC	KN00015911_ng
Microsoft End User Consumer/Home Office			
Microsoft End User Consumer/Home Office Series			
		Home Networking with Windows XP	en_US_15002_ng
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		Microsoft Works 2003 - Creating Documents	en_US_15007_ng
		Microsoft Works 2003 - Creating Spreadsheets	en_US_15008_ng
		Microsoft Works 2003 - Introduction	en_US_15006_ng
		NetMeeting	en_US_15042_ng
Security - Consumer / Home Office			
Security Series			
		Getting to Know McAfee SecurityCenter 2007	KN00015904_ng
		McAfee Internet Security Suite 2007	KN00015905_ng
WordPerfect Office - Consumer / Home Office			
WordPerfect Office Series			
		WordPerfect Office 12 - WordPerfect	en_US_15805_ng
		WordPerfect Office 11 - Presentations 11	en_US_15032_ng
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		WordPerfect Office 11 - WordPerfect 11	en_US_15030_ng
		WordPerfect Office 12 - Presentations	en_US_15807_ng
		WordPerfect Office 12 - Quattro Pro	en_US_15806_ng
Digital Media Consumer / Home Office			
Paint Shop Pro 8 Curriculum			
		Paint Shop Pro 8 Part 1 - Getting Started	en_US_15017_ng
		Paint Shop Pro 8 Part 2 - Working with Images	en_US_15018_ng
Industrial Skills			
Industrial Skills Curriculum			
		Electrical/Electronics: Solid State Theory	en_US_15740_ng
		Electrical/Electronics: Introduction to Electronics	en_US_15737_ng
		Electrical/Electronics: Fundamentals of Digital Electronics	en_US_15738_ng
		Electrical/Electronics: Applied Digital Electronics	en_US_15739_ng
		Blueprint Reading: Geometric Dimensioning and Tolerancing (R)	en_US_15730_ng
		Blueprint Reading: Mechanical Print Reading	en_US_15731_ng
		Electrical/Electronics: Motors and Transformers	en_US_15736_ng
		Blueprint Reading: General Print Reading	en_US_15727_ng
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			Blueprint Reading: Electrical Print Reading	en_US_15729_ng
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SkillSoft Live Learning			Catalog: http://www.skillsoft.com/catalog/subject.asp?oid=5017688&pid=5030559	
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Vendor	Certification	Exam(s)	Course Name	Code
Cisco	CCVP	642-432	Cisco Voice over IP (CVOICE) 5.0	LLCS0015
	CCVP	642-642	Implementing Cisco Quality of Service (QoS) 2.2	LLCS0015
	CCVP	642-444	Cisco IP Telephony- Part 1 (CIPT1) 4.1	LLCS0016
	CCVP	642-444	Cisco IP Telephony- Part 2 (CIPT2) 4.1	LLCS0017
	CCVP	642-426	Troubleshooting Cisco Unified Communications Systems (TUC) 1.0	LLCS0020
	CCVP	642-453	Implementing Cisco Voice Gateways and Gatekeepers (GWGK) 2.0	LLCS0021
	CCVP	642-445	Cisco IP Telephony Part 1 (CIPT1) 5.0 (Linux Platform)	LLCS0022
	CCVP	642-445	Cisco IP Telephony Part 2 (CIPT2) 5.0 (Linux Platform)	LLCS0023
	Spec.	642-144	IP Telephony Express (IPTX) 4.0	LLCS0026
	Spec.	642-414	IP Telephony Design (IPTD) 1.0	LLCS0027
	Spec.	642-104	Cisco Unified Communications System Engineer (UCSE) 1.4	LLCS0024
	N/A	N/A	Implementing Cisco Multicasting (MCAST) 1.0	LLCS0028
	N/A	N/A	Microsoft Software for Cisco Voice (MSCV) 1.0	LLCS0029
	CCENT/CCNA	640-802 or 640-822	Interconnecting Cisco Network Devices Part 1 (ICND1) 1.0	LLCS0003
	CCNA	640-816	Interconnecting Cisco Network Devices Part 2 (ICND2) 1.0	LLCS0004
	CCNP	642-892 or 642-812	Building Cisco Multilayer Switched Networks (BCMSN) 3.0	LLCS0005
	CCNP	642-901	Building Scalable Cisco Internetworks (BSCI) 3.0	LLCS0006
	CCNP	642-825	Implementing Secure Converged Wide Area Networks (ISCW) 1.0	LLCS0007
	CCNP	642-845	Optimizing Converged Cisco Networks (ONT) 1.0	LLCS0008
	CCDP	642-873	Designing Cisco Network Service Architectures (ARCH) 2.0	LLCS0011
	CCDA	642-863	Designing for Cisco Internetwork Solutions (DESGN) 2.0	LLCS0009
	N/A	N/A	Configuring BGP on Cisco Routers (BGP) 3.1	LLCS0012
	N/A	N/A	Implementing Cisco Multi-Protocol Label Switching (MPLS) 2.1	LLCS0013
	N/A	N/A	Implementing CiscoWorks for Enterprise LAN/WAN Management (CWENT) 2.5	LLCS0014
	CCSP	642-552	Securing Network Devices (SND) 2.0	LLCS0032
	CCSP	642-503	Securing Networks with Cisco Routers and Switches (SNRS) 2.0	LLCS0033

	CCSP	642-523	Securing Networks with PIX and ASA (SNPA) 5.0	LLCS0034
	CCSP	642-533	Implementing Cisco Intrusion Protection Systems (IPS) 6.0	LLCS0036
	CCSP	642-511	Cisco Secure Virtual Private Networking (CSVPN) 4.7	LLCS0037
	CCSP	642-513	Securing Hosts Using Cisco Security Agent (HIPS) 3.0	LLCS0038
	Spec.	642-586	Cisco Wireless LAN Fundamentals (CWLF) 1.0	LLCS0039
	Spec.	642-586	Cisco Wireless LAN Advanced Topics (CWLAT) 1.0	LLCS0040
Microsoft	MCSE '03	70-297	Microsoft Windows Server 2003 Active Directory and Network Infrastructure Design	LLMS0010
	MCSA/E '03	70-291	Microsoft Windows Server 2003 Network Services Management	LLMS0014
	MCSA/E '03	70-290	Microsoft Windows Server 2003 Environment Management and Maintenance	LLMS0012
	MCSE '03	70-294	Microsoft Windows Server 2003 Active Directory Strategy and Implementation	LLMS0011
	MCSE '03	70-293	Microsoft Windows Server 2003 Network Services Planning and Maintenance	LLMS0015
	MCSE '03	70-298	Microsoft Windows Server 2003 Network Security Design	LLMS0013
	MCSA '03	70-292	Updating Microsoft Windows 2000 MCSA Skills to Windows Server 2003	LLMS0008
	MCSE '03	70-292/70-296	Updating Microsoft Windows 2000 MCSE Skills to Windows Server 2003	LLMS0009
	MCSE '03	70-284	Microsoft Exchange Server 2003 Administration and Maintenance	LLMS0020
	MCDBA	70-228	Microsoft SQL Server 2000 Installation and Administration	LLMS0021
	MCTS: DBA	70-431	Microsoft SQL Server 2005 Implementation and Maintenance	LLMS0022
	MCSE	70-216	Microsoft Windows 2000 Network Infrastructure Implementation and Administration	LLMS0004
	MCSE	70-220	Microsoft Windows 2000 Network Security Design	LLMS0005
	MCSE	70-219	Microsoft Windows 2000 Active Directory Design	LLMS0002
	MCSE	70-221	Microsoft Windows 2000 Network Infrastructure Design	LLMS0006
	MCSE	70-217	Microsoft Windows 2000 Active Directory Implementation and Administration	LLMS0003
	MCSA/E	70-270	Microsoft Windows XP Professional Administration and Maintenance	LLMS0016
	MCSA/E	70-210/70-215	Microsoft Windows 2000 Professional and Server Installation and Administration	LLMS0017
	MCDST	70-271	Supporting Microsoft Windows XP Client Operating Systems	LLMS0019
	MCDST	70-272	Supporting and Troubleshooting Applications on Microsoft Windows XP	LLMS0018
	Network+	N10-003	CompTIA Network+ 2005	LLCT0006
CompTIA	A+	220-601	CompTIA A+ Certification: Essentials	LLCT0007
	A+	220-602	CompTIA A+ Certification: IT Technician	LLCT0008
	Project+	PK0-002	CompTIA Project+	LLCT0004



	Security+	SY0-101	CompTIA Security+	LLCT0005
	SSCP	SSCP	Systems Security Certified Practitioner (SSCP)	LLIS0001
	CISSP	CISSP	Certified Information Systems Security Professional (CISSP)	LLIS0002
PMP	PMP	PMP	Project Management Professional Certification (PMP) 2005	LLPM0003
	N/A	N/A	Superior Project Management (SPM)	LLPM0001
	CAPM	CAPM	Certified Associate in Project Management (CAPM)	LLPM0002

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