

**DIR-SDD-1942
APPENDIX C PRICING INDEX**

MICROASSIST, INC.

SUBSCRIPTION PRICING

Training Categories	Class ID	1 Year	2 Year	3 Year
		Subscription*	Subscription*	Subscription*
		CUSTOMER DISCOUNT (%)	CUSTOMER DISCOUNT (%)	CUSTOMER DISCOUNT (%)
Accessibility	01	15.00%	20.00%	25.00%
Accounting & Finance	02	15.00%	20.00%	25.00%
Application & Web Programming	03	15.00%	20.00%	25.00%
Authorized Cisco Training	04	15.00%	20.00%	25.00%
Business Analysis	05	15.00%	20.00%	25.00%
Business and Professional Skills	06	15.00%	20.00%	25.00%
CBAP	07	15.00%	20.00%	25.00%
Certification (example: A+, Network+, etc)	08	15.00%	20.00%	25.00%
Communications Technology	09	15.00%	20.00%	25.00%
Compliance	10	15.00%	20.00%	25.00%
Corel Office Suite Training	11	15.00%	20.00%	25.00%
Design & Media	12	15.00%	20.00%	25.00%
E-Business	13	15.00%	20.00%	25.00%
HIPAA	14	15.00%	20.00%	25.00%
HR Related	15	15.00%	20.00%	25.00%
Insurance Related	16	15.00%	20.00%	25.00%
Internet Development	17	15.00%	20.00%	25.00%
ITIL	18	15.00%	20.00%	25.00%
Legal	19	15.00%	20.00%	25.00%
Linux and UNIX Training	20	15.00%	20.00%	25.00%
Management Training	21	15.00%	20.00%	25.00%
Networking and Wireless Training	22	15.00%	20.00%	25.00%
MS Office Suite Training	23	15.00%	20.00%	25.00%
Operating Systems (Other)	24	15.00%	20.00%	25.00%
Project Management	25	15.00%	20.00%	25.00%
Safety	26	15.00%	20.00%	25.00%
Security Awareness	27	15.00%	20.00%	25.00%
Security Training	28	15.00%	20.00%	25.00%
Story Based Courses	29	15.00%	20.00%	25.00%
Sun	30	15.00%	20.00%	25.00%
Writing Skills	31	15.00%	20.00%	25.00%
Other	32	15.00%	20.00%	25.00%

*The price listed is for each annual subscription up to quantity 25. Discounts for greater quantities are provided below. 2 and 3 year Subscriptions are charged annually.

SUBSCRIPTION ADDITIONAL QUANTITY DISCOUNTS ¹						
1 Year Subscription						
Subscriptions (Quantities per Agency per Year)	26-50	51-100	101-200	201-300	301-500	>500
Total Customer % Off	19.50%	32.50%	46.50%	52.50%	57.00%	62.00%
2 Year Subscription						
Subscriptions (Quantities per Agency per Year)	26-50	51-100	101-200	201-300	301-500	>500
Total Customer % Off	22.50%	41.00%	49.50%	55.00%	58.50%	63.00%
3 Year Subscription						
Subscriptions (Quantities per Agency per Year)	26-50	51-100	101-200	201-300	301-500	>500
Total Customer % Off	24.50%	46.00%	53.00%	57.00%	61.00%	65.00%

¹ The amount listed reflects the total discount amount.

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APPENDIX C PRICING INDEX**

MICROASSIST, INC.

SINGLE COURSE PRICING

Training Categories	Class ID	CUSTOMER DISCOUNT (%)
Accessibility	M01	15.00%
Accounting & Finance	M02	15.00%
Application & Web Programming	M03	15.00%
Authorized Cisco Training	M04	15.00%
Business Analysis	M05	15.00%
Business and Professional Skills	M06	15.00%
CBAP	M07	15.00%
Certification (example: A+, Network+, etc)	M08	15.00%
Communications Technology	M09	15.00%
Compliance	M10	15.00%
Corel Office Suite Training	M11	15.00%
Design & Media	M12	15.00%
E-Business	M13	15.00%
HIPAA	M14	15.00%
HR Related	M15	15.00%
Insurance Related	M16	15.00%
Internet Development	M17	15.00%
ITIL	M18	15.00%
Legal	M19	15.00%
Linux and UNIX Training	M20	15.00%
Management Training	M21	15.00%
Networking and Wireless Training	M22	15.00%
MS Office Suite Training	M23	15.00%
Operating Systems (Other)	M24	15.00%
Project Management	M25	15.00%
Safety	M26	15.00%
Security Awareness	M27	15.00%
Security Training	M28	15.00%
Story Based Courses	M29	15.00%
Sun	M30	15.00%
Writing Skills	M31	15.00%
Other	M32	15.00%
Access 2003 Series	Z01	15.00%
Access 2003 to 2010 Upgrade Series	Z02	15.00%
Access 2007 Advanced Series	Z03	15.00%
Access 2007 Series	Z04	15.00%
Achieving Communication Effectiveness	Z05	12.00%
Basics of Business Math Series	Z06	12.00%
Building Relationships Series	Z07	12.00%
Business Ethics Series	Z08	12.00%
Certified Business Analysis Professional (CBAPv2) Series	Z09	12.00%
Coaching Job Skills	Z10	12.00%
Communicating UP	Z11	12.00%
Communicating with Power Series	Z12	12.00%
Computer Basics	Z13	15.00%
Computing Compatibilities	Z14	15.00%
Customer Service Series	Z15	12.00%
Dealing with Difficult Customer Situations	Z16	12.00%
Dealing with Difficult People	Z17	12.00%
Delegating	Z18	12.00%
Delivering Customer Focused Service	Z19	12.00%
Developing and Coaching Others – Team Leader Version	Z20	12.00%
Developing Performance Goals and Standards	Z21	12.00%
Diversity Awareness	Z22	12.00%
Doing Business in China	Z23	12.00%
Doing Business in India	Z24	12.00%
Effective Business Communications Series	Z25	12.00%
Effective Discipline	Z26	12.00%
Effective Presentations Series	Z27	12.00%
Emailing Your Way to the Top Series	Z28	12.00%
Essential Skills of Communicating	Z29	12.00%

Training Categories	Class ID	CUSTOMER DISCOUNT (%)
Essential Skills of Leadership	Z30	12.00%
Excel 2003 Series	Z31	15.00%
Excel 2003 to 2010 Upgrade Series	Z32	15.00%
Excel 2007 Advanced Series	Z33	15.00%
Excel 2007 Series	Z34	15.00%
Excel 2010 MOS Series	Z35	15.00%
Fundamentals of Business Management	Z36	12.00%
Grammar Series	Z37	12.00%
Group Wise 6.5 Series	Z38	15.00%
Hiring Winning Talent	Z39	12.00%
Improving Work Habits	Z40	12.00%
Innovation in the Workplace Series	Z41	12.00%
Internet Explorer 8 Series	Z42	15.00%
Introduction to PC Series	Z43	15.00%
Lotus Notes 8.5 Series	Z44	15.00%
Lotus Notes RS Series	Z45	15.00%
Making Customer Recommendations	Z46	12.00%
Management Skills Introduction Series	Z47	12.00%
Managing Change	Z48	12.00%
Managing Complaints	Z49	12.00%
Microsoft Office 2000 Series	Z50	15.00%
Motivating Team Members	Z51	12.00%
Motivation Methods and Strategies Series	Z52	12.00%
Motivation Series	Z53	12.00%
MS Project 2003 Series	Z54	15.00%
MS Project 2007 MCTS 79-630 Series	Z55	15.00%
MS Project 2007 Series	Z56	15.00%
Negotiation Series	Z57	12.00%
Office 2003 Series	Z58	15.00%
Office 2007 Series	Z59	15.00%
Office 2010 Series	Z60	15.00%
Outlook 2003 Series	Z61	15.00%
Outlook 2003 to 2010 Upgrade Series	Z62	15.00%
Outlook 2007 Series	Z63	15.00%
PaintShop Pro 5 Series	Z64	15.00%
PC Applications Series	Z65	15.00%
PowerPoint 2003 Series	Z66	15.00%
PowerPoint 2007 Series	Z67	15.00%
PowerPoint to 2010 Upgrade Series	Z68	15.00%
Problem Solving Through Productive Thinking Series	Z69	12.00%
Professionalism in the Office	Z70	12.00%
Providing Performance Feedback	Z71	12.00%
Resolving Conflicts	Z72	12.00%
SAP R/3 Rel. 4.6 Series	Z73	15.00%
Sarbane-Oxley Act Series	Z74	12.00%
Sexual Harassment in the Workplace Series	Z75	12.00%
SharePoint 2007 Series	Z76	15.00%
SharePoint Server 2007 MTS 70-630 Series	Z77	15.00%
STAR Service	Z78	12.00%
Stress Management Series	Z79	12.00%
Supporting Change	Z80	12.00%
Teams that Work Series	Z81	12.00%
The Incoming Sales Call	Z82	12.00%
Time Management for Maximum Productivity Series	Z83	12.00%
Time Management Fundamentals Series	Z84	12.00%
Visio 2007 Series	Z85	15.00%
Windows 7 Series	Z86	15.00%
Windows Vista Series	Z87	15.00%
Windows XP Upgrade Series	Z88	15.00%
Word 2003 Series	Z89	15.00%
Word 2003 to 2010 Upgrade Series	Z90	15.00%
Word 2007 Series	Z91	15.00%
Word 2010 MOS Series	Z92	15.00%

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APPENDIX C PRICING INDEX

MICROASSIST, INC.

CUSTOMIZED TESTING AND TRAINING PRICING*

Training Course/Category	Course/Test Name	Test/Course Length (Hours)	Test/ Course Level	Hourly Development Rate (MSRP)****	Test/ Course Fee (MSRP)****	Customer Discount (%)
CUSTOMIZED TBT COURSE CATEGORIES**						
Business Skills Programs	<p>Course: Typically related to general skills used in the workplace to include custom Time Management, Customer Service, Leadership Training and Management Programs, among many others as directed by the client.</p> <p>Test: Custom Assessments/Quizzes/Tests are created to accompany each module/program designed as learning checks for each course.</p>	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Internal Communications & Programs	<p>Course: Custom programs related to internal announcements, communications, messages and statements that convey agency exchanges, or other needs an agency might have.</p> <p>Test: While this type of E-Learning program is used for general announcements and communications and often does not contain a test, organizations may require a tracking tool to make certain the target audience receives the message.</p>	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Public & Private Education Initiatives	<p>Course: Agencies, Universities and Government organizations may require custom courses to be completed for online use. These courses are used to educate the target audience on a variety of topics.</p> <p>Test: Custom Assessments/Quizzes/Tests are created to accompany each module/program designed as learning checks for each course.</p>	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Public & Private Outreach Programs	<p>Course: Many times agencies have specific programs that they would like to extend via E-Learning to their employees as well as the general public. One example could be a series of online courses on disaster preparedness from the Department of State Health Services.</p> <p>Test: Custom Assessments/Quizzes/Tests are created to accompany each module/program designed as learning checks for each course.</p>	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Service Based Programs	<p>Course: This category provides education to employees and other audiences for services that are offered by a particular agency, university, or other government entity. These courses take organization initiatives and turn them into a customized, online learning environment.</p> <p>Test: Custom Assessments/Quizzes/Tests are created to accompany each module/program designed as learning checks for each course.</p>	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Technology Related Programs	<p>Course: Often organizations create custom software applications and hardware platforms that they need to train employees, contractors, and the public. These custom E-Learning courses are designed to lead students through the applications.</p> <p>Test: Custom Assessments/Quizzes/Tests are created to accompany each module/program designed as learning checks for each course.</p>	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
CUSTOMIZED TBT SERVICES OFFERED***						
Accredited Degree Programs	<p>Course: N/A</p> <p>Test: N/A</p>	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%

Activate/Deactivate Users from System	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
AICC-compliant	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Assessments, Quizzes & Learning Checks	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Audio / Visual	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Audit Trail	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Auto-grading	Course: N/A Test: N/A	X	X	X	Blended rate is \$155/hour.	24.50%
Automatic Password Reset	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Automatically Generate Calendars and Schedules	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Base Course Changes	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Batch Registrations	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Blended Learning Development & Delivery	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Blogs	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Bulletin Boards	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Business Requirements for Training	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%

Certification Deadlines and Regulatory Compliance & Tracking	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Class Evaluation Reports	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Class Evaluations System	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Commercial Support	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Content	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Content Proofing, Editing & Approval	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Course Scheduling	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Create Custom Reports	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Create Employee Reports	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Curriculum Development	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Custom Assessments / Quizzes / Tests / Exams / Appraisals	Course: N/A Test: N/A	X	X	X	Blended rate is \$155/hour.	24.50%
Custom Coaching	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Custom Course Catalog and Descriptions	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%

Custom Course Conversions	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Custom Course Notifications	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Custom E-Learning Administration	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Custom Facilitation	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Custom Mentoring	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Custom Job Aids	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Custom Tests and Surveys	Course: N/A Test: N/A	X	X	X	Blended rate is \$155/hour.	24.50%
Disable/Hide Courses & Exams	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Discussion Forums	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
E-Learning Development Tools	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
E-Mail Verification	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Enroll and Cancel Registration for Blending Learning Programs	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
E-Payment for Courses	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%

Export Report Data	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Graphics Design	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Instructional Design	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Integration with HR Systems	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Intelligent Testing Features	Course: N/A Test: N/A	X	X	X	Blended rate is \$155/hour.	24.50%
Internal e-mail messaging	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Interoperability with Non-Standard Content	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Job Aid Creation & Deployment	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
LDAP Authentication	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Learning Management System (LMS)	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Link to Internal or External Training Resources	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Live Text Chat	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
LMS Configuration or Integration	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%

LMS Extension Creation and/or Configuration	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
LMS Integration	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
LMS Reporting	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Login History	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Logistics & Configuration	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Management Registration Approval Process	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Manual Repository	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Mobile Learning Development	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Multimedia Development	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Multiple Authoring Tools Support	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Narration Services	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Payment Reports	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Payment System for Tracking Internal Costs	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%

Podcasting	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Prerequisites for Courses	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Maintenance Support and Hosting	Course: N/A Test: N/A	X	X	Level 1: \$1850/month Level 2: \$3075/month Level 3: \$6150/month	X	24.50%
Performance Training Metrics	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Professional Services	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Post Course Support	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Reference Library	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Registrar Registration	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Registration Confirmation and Reminders	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Registration Reports	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Report access levels	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Report Printing	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%

Resource Reservations	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Resources tracking for rooms, equipment, etc.	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
SCORM-compliant	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Script Preparation	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Section 508 / TAC 206/213 Compliant (ADA)	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Section 508 / TAC 206/213 Assessment & Reports	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Security	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Server-level user authentication	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Set Passing Scores	Course: N/A Test: N/A	X	X	X	Blended rate is \$155/hour.	24.50%
Simulations	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$275/hour.	Blended rate is \$275/hour.	24.50%
Social Learning	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Social Networking & Media	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Student Certificates	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Student Self Registration	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%

Student Transcripts Tracking	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Support	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Third-Party Custom Developers	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Training Change Management Analysis	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Training Infrastructure Configuration & Logistics	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Training Management	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Training Migration (ILT-WBT, etc.)	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Training Needs Analysis	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Training Requirements	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Training Stakeholder & Role Identification	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Training Strategy	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Training Surveys & Studies	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
User Experience Surveys & Testing	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Video	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%

Virtual Training Platform Development and Delivery	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Web-based Administration Interface	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Web-Based Reporting Interface	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Webinar Development & Delivery	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%
Wikis	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	X	24.50%
Other	Course: N/A Test: N/A	Varied, depending on client needs.	Varied, depending on audience.	Blended rate is \$155/hour.	Blended rate is \$155/hour.	24.50%

Legend:

*MicroAssist creates custom E-Learning solutions for its clients. These solutions include, but are not limited to, creating content, assembling, programming & populating templates, creating graphic elements, video, assessing learner's material absorption, creating, configuring and managing Learning Management Systems and other items. These elements are often combined to build E-Learning training programs used by our clients internally or our client's outreach initiatives. Please visit pages 2-14 of Appendix A in this proposal for a few sample courses we have created for our clients. Other services may be added to the proposal to further enhance the student's learning experience.

****CUSTOMIZED TBT COURSE CATEGORIES:** These categories include the custom E-Learning solutions that clients request related to general business programs such as Time Management, Customer Service, Leadership and Management courses, among others. In addition, clients provide public and private education and outreach programs, internal communication programs, and service and technology based programs. Some examples of these client directed components include, but are not limited to, educating the general public and focus groups on specific topics, teaching client's employees about a technology that is used in the house, as well as customizing customer service courses for agency-specific requirements.

Each customized client requirement is different, and requires planning and analysis to determine the ultimate cost. For example, some solutions only require one learning module with no integration to other systems, while others might be multiple modules connecting to an LMS with full reporting capabilities. Therefore, each project will be different in price according to the elements included (such as video, audio, etc.), the number of modules created, and the additional services requested.

*****CUSTOMIZED TBT SERVICES OFFERED:** MicroAssist offers additional custom E-Learning services that agencies can utilize as part of their overall custom E-Learning solution. The level of service and pricing will vary depending on the client requirements, and custom service level(s) requested.

******MSRP:** The MSRP is the amount MicroAssist would normally charge an organization for its services.

*******CUSTOMER PRICE:** The customer price stated is the same for custom hourly development and test/course fees, and encompasses one category or the other (column "E" and "F" respectively), and is calculated as the sum of the categories divided by 2. For example, "Accredited Degree Program" (line 17 above) courses may be developed utilizing 40 hours of development at a blended rate of \$116/hour and the tests may require 8 hours of development, also at a blended rate of \$116/hour. The rate would be equal to the total number of development hours (custom hourly development and test/course fees) multiplied times the rate provided in the "Customer Price" column.

Assumption: "Hourly Development Rate" and "Test/Course Fee" are Manufacturer's Suggested Retail Price ("MSRP").

"X" = does not apply to service level.

Blended rate is \$116.00/hour.

Blended rate is \$116.00/hour.

Blended rate is \$116.00/hour.

Blended rate is \$116.00/hour.
Blended rate is \$116.00/hour.
Level 1: \$1470/month Level 2: \$2450/month Level 3: \$4900/month
Blended rate is \$116.00/hour.

Blended rate is \$116.00/hour.

Blended rate is \$205.00/hour.

Blended rate is \$116.00/hour.

Blended rate is \$116.00/hour.
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omer Service, based programs. It was created in-
an LMS, while the number of
ces required vary
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