ARLINGTON COUNTY, VIRGINIA
AGREEMENT NO. 22-CMO-RFP-586
AMENDMENT NUMBER 1

This Amendment Number 1 is made on ____3/21/2024____ and amends Agreement Number 22-CMO-RFP-586 ("Main Agreement") dated August 25, 2022, between Cityzen Solution, Inc. dba PublicInput.com ("Contractor") and the County Board of Arlington County, Virginia ("County").

The County and the Contractor agree to amend the Main Agreement as follows:

1. **Contract Renewal:** Pursuant to contract provision 4. Contract Term, the contract term is hereby renewed for an additional 12-month period beginning July 1, 2024, with two (2) renewal periods remaining.

2. **Reference 48. Notices:** Notices to the County is hereby changed as follows:

   TO THE COUNTY
   Pam Locke, Project Officer
   CMO - Communication
   2100 Clarendon Boulevard, Suite 302
   Arlington, Virginia 22201
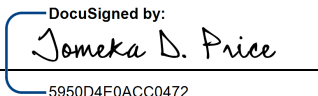   Phone: (703) 228-3952
   Email: plocke@arlingtonva.us

3. **Remove 20. COVID-19 Vaccination Policy For Contractors** Contract Provision in its entirety.

All other terms and conditions of the Main Agreement remain in effect.

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON COUNTY, VIRGINIA

AUTHORIZED SIGNATURE: _____*Tomeka D. Price*_____
DocuSigned by:
5950D4E0ACC0472...

NAME: TOMEKA D. PRICE
TITLE: PROCUREMENT OFFICER
DATE: ____3/21/2024____

CITYZEN SOLUTION, INC. DBA PUBLICINPUT.COM

AUTHORIZED SIGNATURE: _____*Kevin Fowler*_____
DocuSigned by:
00B122B8272B46D...

NAME: Kevin Fowler
TITLE: VP Operations & Finance
DATE: ____3/20/2024____

EXHIBIT B
CONTRACT PRICING

Total Costs					
Cost Category	Year 1 Price	Year 2 Price	Year 3 Price	Year 4 Price	Year 5 Price
Implementation and Project Mgmt.	$ -				
Ongoing Maintenance and Support	$ 29,000.00	$ 29,870.00	$ 30,766.10	$ 31,689.08	$ 32,639.76
Other Charges or Services	$ 7,500.00	$ -	$ -	$ -	$ -
Public I Equity Mapping Module (EJScreen Integration with CRM) Premium Level	$4,850.00	$4,995.50	$5,145.37	$5,299.73	$5,458.72
TOTAL:	$ 41,350.00	$ 34,865.50	$ 35,911.47	$ 36,988.81	$ 38,098.48

Additional Software Tools	Year 1 Price	Year 2 Price	Year 3 Price	Year 4 Price	Year 5 Price
Customer Relations System (CRM) tool (included)	$ -	$ -	$ -	$ -	$ -
Public I Meetings Livestreaming and Hybrid Speaker System	$11,500.00	$11,845.00	$12,200.35	$12,566.36	$12,943.35
Public I Contact - Customer Management System (CMS) tool	$12,500.00	$12,875.00	$13,261.25	$13,659.09	$14,068.86
TOTAL:	$ 24,000.00	$ 24,720.00	$ 25,461.60	$ 26,225.45	$ 27,012.21

Section 1: Implementation and Project Management Services

Item	Item Description	QTY	Unit of	Unit Price	Total Year 1 Price
	Project Management Services				
	Project Management (provide details)		Each		$0.00
1	Full Integration with GovDelievery's Content Management System - API syncs contact lists and ensures that new GovDelivery signups import into PublicInput as they arrive. Implementation will require a one-time initial manual request of existing GovDelivery contacts.	1	Each	$0.00	$0.00
2	Integration with OpenCities - Achievable and can be scoped, however price cannot be determined before scoping.	1	Each	$0.00	$0.00
3	Integration with Dynamics 365	1	Each	$0.00	$0.00
	Implementation Services				
1	System Configuration/setup	1	Each		$0.00
	Training:		Each		$0.00
2	Onboarding - 1 hour/module (Engagement Hub/Survey Tool = 2 hours total, with 1 hour for CRM)	2	Each	$0.00	$0.00
3	Monthly Ongoing Training Support w/ assigned Success Manager - 2 hours/month	2	Each	$0.00	$0.00
4	Additional Onboarding or Training Hours available a la carte	1	Each	$0.00	$0.00
	Resources:		Each		$0.00
5	Training Academy videos availble by topic: Intro, Onboarding, Building a Project, and Virtual Public Meetings	1	Each	$0.00	$0.00
6	24/7 online support articles - searchable by topic - https://support.publicinput.com/en/	1	Each	$0.00	$0.00
7	Live chat with our Support Team within the platform from 8am-8pm EST Mondays-Fridays	1	Each	$0.00	$0.00
8	Screen share with Support available Monday-Thursday 1pm-4pm EST	1	Each	$0.00	$0.00
				TOTAL:	$0.00

Section 2: Ongoing Maintenance and Support

Item	Item Description	QTY	Unit of	Unit Price	Total Year 1 Price	Year 2	Year 3	Year 4	Year 5
	Software Licenses- Unlimited Seats								
1	Survey and Engagement Tools "Public I Engagement Hub"	1	Each	$27,850.00	$27,850.00	$28,685.50	$29,546.07	$30,432.45	$31,345.42
2	Customer Relations System "Public	CRM"	1	Each	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
3	Unlimited emails (sent/received)	1	Each	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
4	SMS/Text Messages - includes 40k messages per year	40,000	Each	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
5	Staff admin licenses - Unlimited across all permissions (super, editor, publisher, data viewer - project,	1	Each	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
6	Contractor licenses (external users / portal access) - Publisher and Super	10	Each	$100.00	$1,000.00	$1,030.00	$1,060.90	$1,092.73	$1,125.51
	Support Services and Maintenance								
	Additional Tech Support		Per Unit		$0.00	$0.00	$0.00	$0.00	$0.00
1	Monthly Ongoing Training Support w/ assigned Success Manager - 2 hours/month	1	Per Unit	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
2	Additional Training Hours (if needed beyond ongoing 2 hours / month)	1	Per Unit	$150.00	$150.00	$154.50	$159.14	$163.91	$168.83
3	Resources (provide details)	1	Per Unit	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
4	Training Academy videos availble by topic: Intro, Onboarding, Building a Project, and Virtual Public Me	1	Per Unit	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
5	24/7 online support articles - searchable by topic - https://support.publicinput.com/en/	1	Per Unit	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
6	Live chat with Support Team via online help desk from 8am-8pm EST Mondays-Friday	1	Per Unit	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
7	1:1 Screen share with Support Team Monday-Thursday 1pm-4pm EST	1	Per Unit	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
8	Annual Maintenance	1	Per Unit	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	Hosting Services								
1	Cloud Hosting Fee	1	Per Unit	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
				TOTAL:	$29,000.00	$29,870.00	$30,766.10	$31,689.08	$32,639.76

Section 3: Other Charges and Services

					SECTION 3: Other Charges or Services				
Item	Item Description	Estimated	Unit of	Unit Price	Total Year 1 Price	Year 2	Year 3	Year 4	Year 5
1	SMS/Text Messages ($250/10,000 sent/received messages) - give	8	1	$250.00	$0.00	$0.00	$0.00	$0.00	$0.00
2	Unlimited emails	1	Each	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
3	Additional Tech Services per hour ($150/hour)	Optional	Each	$150.00	$0.00	$0.00	$0.00	$0.00	$0.00
4	Additional Enginerring Support $150/hour	Optional	Each	$150.00	$0.00	$0.00	$0.00	$0.00	$0.00
5	Single Sign On	Optional	1	$7,500.00	$7,500.00	$0.00	$0.00	$0.00	$0.00
				TOTAL:	$7,500.00	$0.00	$0.00	$0.00	$0.00