

ARLINGTON COUNTY, VIRGINIA  
OFFICE OF THE PURCHASING AGENT  
2100 CLARENDON BOULEVARD, SUITE 500  
ARLINGTON, VIRGINIA 22201

NOTICE OF CONTRACT AMENDMENT

TO: SOCIAL SOLUTIONS GLOBAL, INC.  
425 WILLIAMS COURT  
SUITE 100  
BALTIMORE, MD 21220

DATE ISSUED: OCTOBER 17, 2013

CONTRACT NO: 507-12

CONTRACT TITLE: DHS: CUSTOMER SERVICES/CASE MANAGEMENT COTS

AMENDMENT NO: 2

THIS IS A NOTICE OF AWARD OF CONTRACT AMENDMENT AND NOT AN ORDER. NO WORK IS AUTHORIZED UNTIL THE VENDOR RECEIVES A VALID COUNTY PURCHASE ORDER ENCUMBERING CONTRACT FUNDS.

The above referenced contract is amended as follows:

REFER TO AMENDMENT NO. 2 ATTACHED.

EMPLOYEES NOT TO BENEFIT:

NO COUNTY EMPLOYEE SHALL RECEIVE ANY SHARE OR BENEFIT OF THIS CONTRACT NOT AVAILABLE TO THE GENERAL PUBLIC.

VENDOR CONTACT: DAVID GERTLER TELEPHONE NO.: 410-207-2747

EMAIL ADDRESS: DGERTLER@SOCIALSOLUTIONS.COM

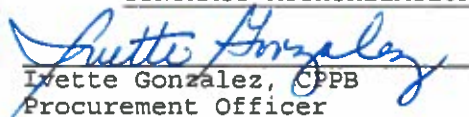
VENDOR PAYMENT TERMS: NET 30 DAYS

COUNTY CONTACT: MARTHA COELLO TELEPHONE NO.: 703-228-1642

EMAIL ADDRESS: MCOELL@ARLINGTONVA.US

CONTRACT AUTHORIZATION

DISTRIBUTION

  
Ivette Gonzalez, CPPB  
Procurement Officer

10/17/13  
Date

BID FOLDER: 1

**ARLINGTON COUNTY, VIRGINIA  
AGREEMENT NO. 507-12**

**AMENDMENT NUMBER 2**

This Amendment Number 2 ("Amendment") is made on the date of execution of the Amendment by the County and amends Agreement Number 507-12 dated April 17, 2012, as amended by Amendment No. 1 (Main Agreement) and made between Social Solutions Global, Inc. 425 Williams Court, Suite 100, Baltimore, MD 21220 ("Contractor") and the County Board of Arlington County, Virginia ("County").

Whereas the County and the Contractor desire to amend the time of completion, and the amounts to be paid under the Main Agreement, the Contractor and the County, in consideration of the promises and other good and valuable consideration specified in this Amendment, amend the Main Agreement as follows.

1. INCREASE THE CONTRACT AMOUNT FROM \$1,007,828 TO 1,029,036.34 TO COVER THE COST FOR THE ADDITIONAL SERVICES PROVIDED FOR IN THIS AMENDMENT NO. 2.

CHANGE THE "CONTRACT AMOUNT" PARAGRAPH TO READ AS FOLLOWS:

**4. CONTRACT AMOUNT**

The County will pay the Contractor in accordance with the terms of the Payment paragraph below, and Exhibit C for the Contractor's completion of the Work described and required in the Contract Documents. The Contractor agrees that it shall complete the Work for an amount not to exceed 1,029,036.34 ("Contract Amount") regardless of the amount of hours spent in the performance of the Work. No additional compensation will be paid for work within the Scope of Work of this Agreement. The Contractor agrees that it shall complete the Work for the total contract Amount specified in this section unless such amount is modified as provided in this Agreement.

2. EXHIBIT A, SCOPE OF WORK, SHALL BE AMENDED AS FOLLOWS:

- 1) CHANGE SECTION C, CONTRACTOR'S TASKS AND DELIVERABLES, ITEM 1.10, TO READ AS FOLLOWS:

"The Contractor shall adhere to a seventeen (17) month system implementation timeline from the date of execution of this Agreement by the County."

3. CHANGE SECTION C, CONTRACTOR'S TASKS AND DELIVERABLES, TASK 10, ITEM 10.3, TO READ AS FOLLOWS:

"Communicate proactively and establish maintenance windows to minimize

downtime and disruption of services consistent with the Service Level Agreement, Appendix H." (attached with this amendment)

**4. CHANGE SECTION C, CONTRACTOR'S TASKS AND DELIVERABLES, TASK 6, ITEM 6.5, TO INCLUDE (APPEND):**

Testing will be completed on the work defined in Task 4.2 against the requirements defined in Task 2. Task 2 produced the following documents which will represent the system requirements:

- a. ETO Blueprint (includes Scheduling Module solution statement)
- b. Requirements Traceability Matrix
- c. Kiosk Requirements Document
- d. DHS Interface Requirements Document
- e. Items listed as New Configuration Issues and Enhancements in this amendment (item scope of work amended #5 below).

A gap or error will be defined as configuration or customization that does not meet the specification outlined in the system requirements from Task 2. Gaps or errors will be classified as configuration mistakes or software bugs by the contractor subject to County agreement. Configuration mistakes will be corrected by the Contractor prior to the delivery of a "production ready" system. The County and Contractor will mutually agree to classify each bug as follows:

Severity 1 - a show-stopping issue with no viable workaround that therefore prevents live use of the system. The Contractor will resolve these bugs prior to delivery of the "production ready" system.

Severity 2 - a significant issue that has a viable workaround, such that it will not prevent the live use of the system. The Contractor will resolve these issues according to the Service Level Agreement (Appendix H).

Severity 3 - a minor or trivial issue that will have little or no impact on the "production ready" system. The Contractor will resolve these issues according to the Service Level Agreement (Appendix H).

**5. Items reported in testing that are not related to the system specifications will be classified as new configuration or bugs. New configuration will be considered new scope. Bugs will be classified as Severity 3.**

Testing and production usage of the kiosk functionality as defined in Task 2 may occur separately from the rest of Task 4.2 work by agreement between County and contractor.

Once the above steps are complete or should Arlington begin "production"

usage of any of the work described in Task 4.2 the work will be deemed to have been accepted.

**6. CHANGE SECTION C, CONTRACTOR'S TASKS AND DELIVERABLES, ITEM 1.11 TO READ AS FOLLOWS:**

	<b>Project Milestone*</b>	<b>Start</b>	<b>End</b>
1	Project Planning	5/7/2012	5/25/2012
2	Analyze and Validate Requirements\ETO Discovery	6/1/2012	7/26/2012
3	Data Conversion Discovery/Requirements	6/14/2012	7/20/2012
4	Develop Implementation Approach\ETO Blueprint	7/23/2012	11/30/2012
5	Update Project Plan Based on Finalized Blueprint	12/03/2012	1/04/2013
6	Phase 1 Configuration - ETO Impact/EWC	5/1/2012	1/15/2013
7	Phase 1 User Acceptance Testing of Configuration (Without Scheduling Feature)	12/03/2012	3/15/2013
8	Update requirements affected by user acceptance testing	3/18/2013	3/22/2013
9	Data Conversion Testing (Two passes of data)	11/1/2012	7/17/2013
10	Data Interface Testing	12/13/2012	7/03/2013
11	Phase 2 Configuration	11/12/2012	06/03/2013
12	Phase 2 User Acceptance Testing - Testing of complete solution	6/27/2013	8/29/2013
13	Prepare User Documentation on completed solution	8/23/2013	8/28/2013
14	Provide End User Training	8/23/2013	8/29/2013
15	Provide System Administrator Training	6/11/2012	8/20/2013

16	SSI Delivers Troubleshooting Support Plan to EID	8/27/2013	8/27/2013
17	Pre-Go-Live Data Conversion	9/13/2013	9/17/2013
18	System Go-Live	09/27/2013	09/27/2013
19	Post Implementation Support (1 Month)	9/28/2013	10/28/2013
20	IPAD Implementation and Rollout	10/1/2013	10/30/2013
21	HMIS Discovery and Template Demonstration	9/1/2012	9/15/2012
22	HMIS Template Example Configuration	9/17/2012	10/12/2012
23	HMIS Template Testing	9/1/2013	09/12/2013
24	HMIS Template Full Deployment	9/13/2013	09/23/2013
25	HMIS Migration Analysis and Cost Proposal	9/1/2012	06/30/2013
26	Kiosk Delivery	6/3/2013	9/27/2013

**7. ADD TO SECTION C, CONTRACTOR'S TASKS AND DELIVERABLES, THE FOLLOWING TASK AND DELIVERABLES:**

**TASK 13: Additional Configuration and Enhancement(s)**

The Contractor shall configure County' solution to include all items identified as New Configuration and Enhancements listed below:

**New Configuration Issues**

- 13.1 Generate three State Mandated Forms: WIA, SNAPET Appointment Letter, SNAPET Case Closure Letters in a printable format that matches exactly the aforementioned State forms.
- 13.2 Generate Employment Service Communication form in a printable format that matches exactly the aforementioned County form.
- 13.3 Configure one Case Management report that provides a comprehensive view of the Client's notes across programs.
- 13.4 Modify the three Customer Services reports to include user selected date, time, and location parameters when searching for visits. For the ABD Assignment report, change search default values, and add "Comments and Other."
- 13.5 Modify format of Client Printed referrals to conform to DHS Client referrals sample.

13.6 Configure additional data fields to track program specific data: visa type, immigration status, time spent with client, reasons for dismissal, training, and Youth activities.

13.7 Modify Graphical User Interface (GUI) to match departmental workflow, terminology, and to improve screen readability.

For Workflow:

- Configure a search function, available to users from the toolbar, to search for participants across all programs in the system.
- Configure a context bar that keeps participant information linked and visible (e.g. cookie-crumbs) to the user while working with participant's related screens.
- Include additional options (e.g. hyperlinks, buttons) that allow users to go back to the participant dashboard, or cancel and go back to a previous starting point when running queries.

For Terminology:

- Change labels in TouchPoints for Community Assistance/Social Work Unit (CAB/SWU)

For Screen Readability

- Adjust order, spacing, and field length displayed on the following screens: Add Participant, Find Participant/View Participant, CSC Dashboard, Participant Dashboard, CSC Intake, and CAB Outreach TouchPoints.

#### Enhancements

13.8 Configure a new function that allows Customer Service Staff to enroll, and schedule client's appointments across programs in the department.

13.9 Configure additional Kiosk functionality to allow searches and use of Spanish language.

**8. DELETE FROM EXHIBIT C, PAYMENT SCHEDULE: SECTION 5, IMPLEMENTATION COSTS AND PAYMENT SCHEDULE IN IT'S ENTIRETY AND REPLACE WITH THE FOLLOWING REVISED IMPLEMENTATION COSTS AND PAYMENT SCHEDULE:**

<b>IMPLEMENTATION COSTS PAYMENT SCHEDULE</b>			
<b>CONFIGURATION TOTALS (\$206,828)</b>	<b>Percentage to be paid at the time the deliverable is approved by County Project Officer</b>		<b>Implementation Task Cross Reference</b>
Completion of SaaS Configuration	0%	\$ -	
Complete Configuration for Testing	20%	\$ 41,366.00	Tasks: 1, 2, 3
End of System user acceptance test (support)	25%	\$ 51,707.00	Task: 6
Delivery of Ready for Production system	25%	\$ 51,707.00	Tasks: 4
System in Production Use	20%	\$ 41,366.00	Tasks: 7,9
HMIS Implementation	5%	\$ 10,341.00	Tasks: 12
Ipad Implementation	5%	\$ 10,341.00	Tasks: 11
		<b>\$ 206,828</b>	
<b>CONVERSION TOTALS (\$14,500)</b>			<b>Task: 5</b>
Start of Data conversion	50%	\$ 7,250.00	
Final Data conversion for Production Implementation	50%	\$ 7,250.00	
		\$ 14,500.00	
<b>TRAINING TOTALS (\$24,250)</b>			<b>Tasks: 8</b>
Start Training	50%	\$ 8,500.00	
Training class fees	100%	\$ 7,250	
End Training, and Documentation	50%	\$ 8,500.00	
		\$ 24,250.00	
<b>Travel Expenses</b>			<b>Budgeted and billed as expense incurred.</b>
		\$ 6,750*	
<b>Additional Configuration and Enhancements</b>			<b>Task 13</b>
Completion of End to End	50%	\$10,604.17	

User Acceptance			
Delivery of Ready for Production system	50%	\$10,604.17	
<b>Total Additional Configuration and Enhancements (\$21,208.34)</b>			
<b>LICENSE PAYMENT SCHEDULE (YEAR 1)</b>			
Payment of user licenses within 15 days after SaaS configuration completed (10%)		\$12,300.00	
Payment of user licenses 90 days after SaaS configuration completed (90%)		\$110,700.00	
<b>LICENSE PAYMENT SCHEDULE (YEAR 2 and beyond)</b>			
	Start of Yearly maintenance		
Services and products as outlined in Task 10 of the main agreement	August of each year		

Note: SaaS Configuration occurs within 72 hours of the executed contract and generation of purchase order; SaaS configuration includes deploying our standard enterprise software in the Production, Stage and Test environment and creating the first set of user accounts."



Terms and Conditions

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

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON  
COUNTY, VIRGINIA

SOCIAL SOLUTIONS GLOBAL, INC.

AUTHORIZED  
SIGNATURE:



AUTHORIZED  
SIGNATURE:



NAME AND TITLE: RICHARD D. WARREN, JR.  
PURCHASING AGENT

NAME AND TITLE: Stephen W. Egan, CPO

DATE:

10/17/13

DATE:

8/28/13