

ARLINGTON COUNTY, VIRGINIA
AGREEMENT NO. 507-12
AMENDMENT NUMBER 1

This Amendment Number 1 ("Amendment") is made on the date of execution of the Amendment by the County and amends Agreement Number 507-12 ("Main Agreement") 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.

INCREASE THE CONTRACT AMOUNT FROM \$1,000,800 TO \$1,007,828 TO COVER THE COST FOR THE ADDITIONAL SERVICES PROVIDED FOR IN THIS AMENDMENT NO. 1.

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 \$1,007,828 ("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.

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 an eleven (11) month system implementation timeline from the date of execution of this Agreement by the County."

- 2) Change Section C, Contractor's Tasks and Deliverables, Item 1.11 to read as follows:

Project Milestone	Duration	Start	End
Project Planning	15 days	5/7/2012	5/25/2012

Analyze and Validate Requirements\ETO Discovery	40 days	6/1/2012	7/26/2012
Data Conversion Discovery/Requirements	27 days	6/14/2012	7/20/2012
Update Project Plan Based on Finalized Data Conversion Strategy	0 days	7/20/2012	7/20/2012
Develop Implementation Approach\ETO Blueprint	36 days	7/23/2012	9/10/2012
Update Project Plan Based on Finalized Blueprint	0 days	9/10/2012	9/10/2012
Phase 1 Configuration - ETO Impact/EWC	130 days	5/1/2012	10/29/2012
Phase 1 User Acceptance Testing of Configuration (Without Scheduling Feature)	32 days	9/11/2012	10/24/2012
Update requirements affected by user acceptance testing Configuration related to Data Conversion and Interface is frozen	5 days	10/25/2012	10/31/2012
Data Conversion Testing (Two passes of data)	0 days	10/31/2012	10/31/2012
Data Interface Testing	54 days	11/1/2012	1/15/2013
Update Project Plan Based on Load Timing Discovered in Tests 1 and 2	5 days	11/28/2012	12/4/2012
Phase 2 Configuration: SSI Release Cycle Customizations (Scheduling Feature)	2 days	1/16/2013	1/17/2013
Phase 2 User Acceptance Testing – Testing of complete solution	119 days	7/23/2012	1/3/2013
Prepare User Documentation on completed solution	33 days	1/2/2013	2/15/2013
Provide End User Training	9 days	2/15/2013	2/24/2013
Provide System Administrator Training	10 days	2/25/2013	3/8/2013
SSI Delivers Troubleshooting Support Plan to EID	105 days	6/11/2012	11/2/2012
Pre-Go-Live Data Conversion	0 days	2/22/2013	2/22/2013
	3 days	3/5/2013	3/7/2013
System Go-Live	0 days	3/8/2013	3/8/2013
Post Implementation Support (1 Month)	30 days	3/8/2013	4/8/2013
IPAD Implementation and Rollout	30 Days	10/1/2013	10/30/2013
HMIS Discovery and Template Demonstration	15 Days	9/1/2012	9/15/2012
HMIS Template Example Configuration	20 Days	9/17/2012	10/12/2012
HMIS Template Testing	15 Days	10/15/2012	11/2/2012
HMIS Template Full Deployment	15 Days	11/5/2012	11/23/2012
HMIS Migration Analysis and Cost Proposal	15 Days	9/1/2012	9/15/2012

3) Change Section C, Contractor's Tasks and Deliverables, Item 4.1.1, The System shall meet the following Technical Requirements, Client Platform Compliance or Flexibility, to read as follows:

"Client Platform Compliance or Flexibility

The system shall provide full support for multiple browsers including IE, Firefox and Google Chrome amongst others. For internal staff logins, ETO Impact shall be compliant with Internet Explorer 7 or higher. Logins through ETO Workforce Connect modules and Kiosk functionality shall be browser neutral."

- 4) **Change Section C, Contractor's Tasks and Deliverables, Item 4.2.3.1(o) to read as follows:**

"Support mobile technology for iPad to find a participant, record services, and complete assessments. Assessments completed through the iPad will be documented as ETO Touchpoints. General availability of the iPad application will be considered as the acceptance criteria for this requirement."

- 5) **Add to Section C, Contractor's Tasks and Deliverables, Task 11 and Task 12, as follows:**

"TASK 11 IPAD Implementation

The Contractor shall:

- 11.1 Release IPAD for General Availability by September 30th, 2013. General Availability will include functions to search for clients, record services, and document client assessment information. These functions, at a minimum, shall work in the same manner as being performed in the desktop solution. Assessment information will be implemented as Touchpoints in the IPAD application.
- 11.2 Provide access to general functionality documentation on the use of the IPAD application.
- 11.3 Provide consulting to the County on any required configuration settings for using an existing Touchpoints in ETO with the IPAD application.
- 11.4 Maintain and provide ongoing support for the IPAD solution as stated in Task 10 of the Main Agreement.
- 11.5 Cover the use of the IPAD solution at no additional cost as stated in Section D of the Main Agreement.

TASK 12 HMIS Solution Implementation

The Contractor shall:

- 12.1 Work with County HMIS representatives to complete an HMIS Template Configuration Tool outlining specific options available for configuring Social Solutions' HMIS Template.
- 12.2 Work with County HMIS representatives to determine the scope and cost of migrating data from the County's existing

- HMIS. The County does not have the HUD Standard CSV 3.02 data extract or HUD Standard XML 3.0 data extract available for a migration.
- 12.3 Configure two ETO Programs with the HMIS template on the County's existing Production Enterprise according to the specifications outlined in the HMIS Template Configuration Tool.
 - 12.4 Demonstrate the two ETO Programs configured with the HMIS template.
 - 12.5 Adjust configuration of the template as needed based on the County's testing.
 - 12.6 Deploy the finalized HMIS template for all of the County's HMIS providers and contracts.
 - 12.7 Provide an HMIS specific administrator training to County staff.
 - 12.8 Deliver an HMIS rollout project plan and cost proposal for migrating data from the County's existing HMIS and training end-users on the HMIS solution."

EXHIBIT B, FUNCTIONALITY CHECKLIST, SHALL BE AMENDED AS FOLLOWS:

1) Change Item 3, Client Screening, Item d), second row, from its current text ("The system ETO mobile application for iPhone, and iPad shall allow staff to find a participant, record services and complete assessments. The system ETO mobile application for iPhone and iPad will not support client self-registration or client self check-in.") and replace this paragraph in its entirety with the following text:

"The system ETO mobile application for iPad shall allow staff to find a participant, record services and complete assessments as outlined in Task 11 of this Amendment."

2) Delete Item 8, Business/Employment Development, Item f), in its entirety and replace with the following text:

"f) Provide a report utility that will generate client and management reports based on a user specified criteria. **See Exhibit F: Forms, Letters, Assessments, and Reports.**

The system shall:

Support mobile technology (e.g. smart phones or tablet-like devices such as iPads) with an appropriately designed interface and functionality for the device (s).

In our initial proposal we included pricing for our ETO mobile application for iPhone and iPad which enables staff to find a participant, record services and complete assessments. In the updated 2nd Round of Questions, we have also included the ability to meet the

requirements for business developers as listed in section 8, excluding 8D & F (Resume Builder & Reporting Utility) which do not appear to be appropriate for mobile devices.

The system ETO mobile application for iPad shall allow staff to find a participant, record services and complete assessments as outlined in Task 11 of this Amendment."

DELETE FROM EXHIBIT C, PAYMENT SCHEDULE: SECTION 5, IMPLEMENTATION COSTS AND PAYMENT SCHEDULE IN ITS ENTIRETY AND REPLACE WITH THE FOLLOWING REVISED IMPLEMENTATION COSTS AND PAYMENT SCHEDULE:

REVISED IMPLEMENTATION COSTS PAYMENT SCHEDULE			
CONFIGURATION TOTALS (\$206,828)	Percentage to be paid at the time the deliverable is approved by County Project Officer		Implementation Task Cross Reference
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
Ipap Implementation	5%	\$ 10,341.00	Tasks: 11
		\$ 206,828	
CONVERSION TOTALS (\$14,500)			Task: 5
Start of Data conversion	50%	\$ 7,250.00	
Final Data conversion for Production Implementation	50%	\$ 7,250.00	
		\$ 14,500.00	
TRAINING TOTALS (\$24,250)			Tasks: 8
Start Training	50%	\$ 8,500.00	
Training class fees	100%	\$ 7,250	

End Training, and Documentation	50%	\$ 8,500.00	
		\$ 24,250.00	
Travel Expenses		\$6,750*	Budgeted and billed as expense incurred.
LICENSE PAYMENT SCHEDULE (YEAR 1)			
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	
LICENSE PAYMENT SCHEDULE (YEAR 2 and beyond)			
Start of Yearly Maintenance in August 2013 for Services and Products as outlined in Task 10 of the Main Agreement			
Year 2		\$143,000.00	
Year 3 and beyond		\$163,000.00	

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

The work and payment called for under this Amendment shall be subject to all terms and conditions of the Main Agreement. All terms and conditions of the Main Agreement shall remain in full force and effect for the work covered by this Amendment unless specifically changed by the terms and conditions of this Amendment.

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:  CFO

DATE: 9-20-12

DATE: 9/19/2012