

**ARLINGTON COUNTY, VIRGINIA
AGREEMENT NO. 674-15
AMENDMENT NUMBER 2**

This **Amendment Number 2** ("Amendment") is made and effective on **December 1, 2020** and amends **Agreement Number 647-15**, dated January 1, 2016 ("Main Agreement") made between **Conduent State & Local Solutions, Inc.**, 750 1st Street, NE suite 1020 Washington, DC 20002 ("Contractor") and the **County Board of Arlington County**, Virginia ("County"), collectively referred to as "Parties."

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

- 1. MODIFY EXHIBIT A "SCOPE OF SERVICES" BY REPLACING SECTIONS 2.3.3 and 2.4.3 IN THEIR ENTIRETY WITH THE SECTION 2.3.3 AND SECTION 2.4.3 AS STATED IN THE ATTACHED "EXHIBIT A: SECTION 2.3.3 AND 2.4.3 REPLACEMENT" which is incorporated into and made a part of this Amendment.**
- 2. ADD THE ATTACHED EXHIBIT F: SOFTWARE AND HARDWARE UPGRADE, which is incorporated into and made a part of this Amendment.**
- 3. ADD THE ATTACHED EXHIBIT G: VIRTUAL PERMITTING UPGRADE, which is incorporated into and made a part of this Amendment.**
- 4. REPLACE EXHIBIT B: PRICING IN ITS ENTIRETY WITH THE ATTACHED EXHIBIT B: PRICING, which is incorporated into and made a part of this Amendment.**
- 5. REPLACE EXHIBIT E: NON-DISCLOSURE & DATA SECURITY 2015 IN ITS ENTIRETY WITH EXHIBIT E: NON-DISCLOSURE & DATA SECURITY, which is incorporated into and made a part of this Amendment.**
Contractor shall return an executed copy of Exhibit E upon execution of this Amendment 2.
- 6. IMPLEMENT THE FIRST TWO OF FIVE OPTIONAL "SUBSEQUENT TERMS" PER PRARAGRAPH 4, CONTRACT TERM, OF THE MAIN AGREEMENT FROM JANUARY 1, 2021 TO DECEMBER 31, 2022.**
This Amendment 2 serves as the Notice of Award for continuation of services for the implemented Subsequent Terms.
- 7. REPLACE THE FORCE MAJEURE TERM IN SECTION 28. FORCE MAJEURE IN ITS ENTIRETY WITH THE FOLLOWING:**

28. FORCE MAJEURE

The Contractor shall not be held responsible for failure to perform the duties and responsibilities imposed by this Contract if such failure is due to fire, riot, rebellion, natural disaster, pandemic, epidemic, quarantine, governmental shutdown, war, or act of God that is beyond control of the Contractor and outside the scope of the Contractor's then-current, industry-standard, disaster plan that makes performance impossible or illegal.

The County shall not be held responsible for failure to perform its duties and responsibilities imposed by the Contract if such failure is due to fire, riot, rebellion, natural disaster, pandemic, epidemic, quarantine, governmental shutdown, war, or act of God that is beyond

control of the County that makes performance impossible or illegal. If the County is unable to pay the Contractor due to a force majeure event, the Contractor's obligation to continue to provide services under the Contract is suspended until the County resumes payments to the Contractor for services under the Contract.

8. AMEND THE COUNTY CONTACTS IN SECTION 47. NOTICES AS FOLLOWS:

TO THE COUNTY:

Igor Scherbakov, Project Officer
Arlington County Police Department
1425 N. Courthouse Road, 7th floor
Arlington, VA 22202
Phone: (703) 228-0709
Email: ischerbakov@arlingtonva.us

AND

Sharon Lewis, Purchasing Agent
Arlington County Government
Department of Management and Finance
2100 Clarendon Blvd, Suite 501
Arlington, VA 22201
Phone: (703) 228-3410
Email: slewis1@arlingtonva.us

TO COUNTY MANAGER'S OFFICE (FOR PROJECT CLAIMS):

County Manager
Arlington County, Virginia
2100 Clarendon Boulevard, Suite 318
Arlington, Virginia 22201

TO THE CONTRACTOR:

Conduent State & Local Solutions, Inc.
ATTN: Law Department
12410 Milestone Center Drive, Suite 400
Germantown, MD, 20876-7104

9. ADD A NEW "SECTION 53. END OF LIFE" TO THE MAIN AGREEMENT AS FOLLOWS:

SECTION 53. END OF LIFE

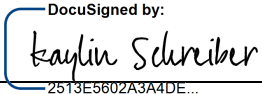
As used in this Section, "**End of Life**": means the normal end of service life or the County's and the Contractor's joint validation of the Contractor's inability to meet functional and non-functional requirements due to technological obsolescence for the handheld equipment, other related equipment and/or software installed, pursuant to Contract 674-15, and any amendments thereto.

A standard operating procedure under the Contract is added whereby an equipment validation report will be presented by the Contractor to the County as part of an annual equipment validation process within 10 business days of each effective date anniversary. Based on the report, the Contractor and the County will verify if any End of Life situations have been identified. In cases where End of Life circumstances have arisen, the Contractor will create a list of equipment and/or software that the Contractor, the County or a third-party vendor has determined to be in an End of Life status. The Contractor will then, within 10 business days from the submission of the equipment validation report, provide the County with a proposed replacement schedule for the End of Life components. All costs for any End of Life replacement shall be the sole responsibility of the Contractor. Any End of Life replacement schedule for items identified as End of Life shall be incorporated into this agreement by a separate Amendment.


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

WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON

AUTHORIZED SIGNATURE: 
2513E5602A3A4DE...
NAME: Kaylin Schreiber
TITLE: Procurement Officer
DATE: 12/1/2020

CONDUENT STATE & LOCAL SOLUTIONS, INC.

AUTHORIZED SIGNATURE: 
F6A313F9625D434...
NAME: Holly Cooper
TITLE: Vice President
DATE: 12/1/2020

ARLINGTON COUNTY AGREEMENT 674-15

EXHIBIT A

SECTIONS 2.3.3 AND 2.4.3 REPLACEMENT

AS REVISED BY CONTRACT AMENDMENT 2

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Introduction

This section shall replace Section 2.3.3 and 2.4.3 in Exhibit A dated 2015 and result in a new Exhibit A dated 2020.

Section 2.3.3 Application Hosting

2.3.3.1 Patching and Updates of Servers

Contractor shall be responsible for updating all Contractor software and supporting software required to maintain full functionality of the System.

Required patching identified by the Contractor as of the time of this amendment to maintain the software in a state of optimal working order shall include at a minimum:

Software Name	Version*
Windows 2016 Standard Server	Version 1607 (OS Build 14393.3686)
Database	Oracle RAC 11G
MS SSMS 20XX	N/A
MS .NET Framework	4.0.30319.42000
MS ASP.NET	4.0.0.0
Telerik Components for ASP.NET MVC (www.telerik.com)	2016.1.412

*Date of confirmation of versioning

Administration of patching and updates of servers shall include active research and monitoring of patches impacting all servers and software relied upon by the System, testing before deployment of any patches or updates, installation, as well as debugging and troubleshooting of any issues related to patching and updates of servers.

All patching and updating shall be performed in accordance with County policies and regulations (attached to this exhibit as ***ServerMaintenanceDocument.docx***).

2.3.3.2 Backups and Disaster Recovery

Backups shall be performed as follows:

- Weekly Full backups
- Daily incremental backups

Backups shall be stored at a geographically diverse site from the primary server infrastructure and moved to the geographically diverse site within 24 hours of backup completion.

The Contractor shall notify the County with 15 minutes of any unplanned system outage. Service shall be restored within no more than four hours of reporting System failure, with no more than 30 minutes of data loss.

In the event of a catastrophic disaster to the data center, the Contractor shall activate its disaster recovery plan and restore service within 36 hours. This shall include the last daily incremental backup for the database, as well as the latest configuration.

The Contractor shall create a full backup at the beginning of any planned major or substantial actions that will require either service or maintenance downtime and before any major configuration changes to Contractor Software are made.

2.3.3.3 Releases & Updates

All future releases and updates for existing Contractor Software covered under this agreement shall be provided to the County in accordance with the SCCM. Future releases of Contractor Software must pass reliability testing in the test environment and, upon doing so, shall be deployed to the production system through coordination with Public Safety Information Technology (PSIT).

Release notes shall be provided for every release of any Contractor Software, and shall include:

- A. All features and functionality
- B. All fixes
- C. All Improvements
- D. Planned date for the next release (if available)
- E. Planned features and functionality for next release

2.3.3.4 Test Environment

The Contractor shall be responsible for setting up and resourcing the test environment. Responsibilities for patching and software updates shall be the same as the production environment.

The Contractor shall document the following:

VM Component	Minimum Specification
Windows 2016 Standard Server	Version 1607 (OS Build 14393.3686)
CPU	2 cores
RAM	32 GB
Hard Drive	75 GB
Drive (Type/RPM/Interface)	150 GB
RAID level	5
Operating System Software	Version 1607 (OS Build 14393.3686)
Database Software	Oracle RAC 11G

2.3.3.5 Custom Interfaces, Software Configuration and Custom Enhancements

Existing custom interfaces or software configurations involving Contractor Software and/or third parties shall continue to function with new releases of Contractor Software at no additional costs to the County. Any costs or required work to maintain existing functionality due to an upgrade or changes in Contractor Software shall be borne exclusively by the Contractor. The Contractor will charge the County at the standard hourly fees listed in Exhibit B for any necessary changes to Contractor Software that result from changes to third-party software that the County is interfacing with Contractor Software. Before any work is performed, the Contractor will obtain approval via the Software Change Control Methodology listed below. Custom Enhancements shall include any additional modules or code base provided by the Contractor that function in conjunction with

Contractor Software to provide functionality not present in the existing configuration and version of Contractor Software. All Custom Enhancements shall be subject to review and approval by PD and designated PD personnel.

2.3.3.6 Software Change Control Methodology

All changes to any Contractor Software require the Contractor to adhere to the Software Change Control Methodology (SCCM) listed below. In the event of an emergency that requires work to be done on the system where time is of the essence, it shall be at the sole discretion of the Project Officer to authorize emergency work to be performed without using the SCCM.

For all non-emergencies, the Contractor shall adhere to the following 4-step methodology below for any changes or new functionality involving Custom Interfaces, Software Configuration, or Custom Enhancements for Contractor Software:

1) Requirements Development

- a. Review of features, changes and requirements with PD and PSIT. Only items approved by the County Project Officer shall be included in Requirements Documentation (RD).
- b. Preparation of RD, to include:
 - i. Detailed descriptions of the required feature
 - ii. User Interface and User Design (UI/UX)
 1. Screenshots of all impacted menus, screens and reports
 2. Written summary of impact to any business processes impacted by changes.

2) Design & Approval

- a. Review of Design Documentation with County stakeholders.
- b. Submission of completed RD to County Project Officer for review.
- c. Provision of Level of Effort (LOE) based on requirements
 - i. All LOE's shall have an NTE (Not to Exceed) clause measured in hours to ensure accuracy in estimating.
- d. RD is accepted and signed off by County Project Officer and PD.
 - i. No programming will be done by the Contractor until the formal sign-off and County's authorization to proceed in writing.

3) Build & Test

- a. Functional Review & Configuration Approval of solution in development environment
 - i. Proof of Concept and validation of a functioning solution must be reviewed and approved by PD personnel before deploying any solutions to the Production environment.
- b. Contractor completes programming from RD and provides modified software to County or publishes software to the production environment in coordination with PSIT.
 - i. Any promotion of software to the Production environment shall require:
 1. Prior approval from PD.
 2. Minimum 5 business days prior notice.
 3. Completion of promotion of software during an approved maintenance window, established by PD.

4) Stabilization and Maintenance

- a. Any changes shall pass a 90-day reliability period in the production environment free of any bugs or defects to be considered successfully deployed.
- b. Any bugs or defects found during this period shall be remedied at the expense of the Contractor.

Section 2.4.3

The Contractor will perform an equipment replacement at the start of the first contract extension as exercised under Amendment 2 including field devices, printers and accessories, at no additional cost to the County.

The County shall have the option to procure third-party hardware or to purchase additional hardware from the Contractor at the County's cost in addition to the scheduled refresh as indicated above. The County shall coordinate with Contractor to ensure that the selected hardware supports and is compatible with the Contractor's enforcement application. If the County elects to proceed with the hardware refresh through the Contractor, the County shall issue a Purchase Order to encumber funds for these additional goods.



DEPARTMENT OF TECHNOLOGY SERVICES (DTS)

SERVER MAINTENANCE

Background: Server maintenance is the process of keeping an organization's computer network operations running smoothly. Vendor operating systems (OS), security, and database patches are required for reliable and consistent system performance.

Policy: Server hosting organizations will create and implement a server maintenance plan that contains daily, weekly and monthly schedules for checks and patches to protect the computing network.

Server Maintenance Objectives

Documentation

- Inventory of all servers, appliances, operating systems, applications and databases.
- Identification of all relevant vendor support sites and contact information.
- Monitoring OS, security, database patches, and overall performance issues.

Communications

- Establish a management-approved maintenance schedule with minimal impact to business operations.
- Communications plan for notifying when maintenance periods start and end for application owners and users.

Preventive Actions

- Performance audits
- Resource audits
- Security checks and patches
- OS checks and patches
- Database checks and patches
- System verification post-maintenance window

Insurance Actions

- Test and/or developmental systems
- High availability testing
- Backup notifications

Emergency Response

- System restore process, procedures and testing



DEPARTMENT OF TECHNOLOGY SERVICES (DTS)

SERVER MAINTENANCE

DTS Server Maintenance

Maintenance

DTS Hosting Operations conducts Microsoft patches monthly per operational requirements. Patches are applied no later than every 2nd Sunday following the 2nd Tuesday of the month.

DTS Hosting Operations conduct test patching on test servers on the Monday prior to the monthly maintenance schedule, if test servers are available. Test patches take place between 5 am – 10 am. Test servers are not available during that time.

Department application administrators are notified when the Microsoft patches have been completed. At that time, application administrators must test their applications to ensure they are functioning properly. DTS will not be responsible for testing departmental applications. DTS will be responsible for all server-related issues.

Backups

Enterprise backups for application and or database servers occur on a scheduled basis.

Full backups for the servers every night and based on the retention policy below.

- Weekly full backup occurs between 9:30 pm – 10:30 pm and available on-site for two months only.
- Database backups are run daily.
 - If there are any database applications, database backups should be stored in a DB folder on the server (i.e. DBDUMP). DTS-HOSTING takes the enterprise backup the DB backup folder from the server and will notify the department if there are any problems or failures.
- Monthly full backups are available off-site for one year only.
- The server will slow down during the backups.

Once the backups are created, the tapes are sent off-site to Iron Mountain for safe storage.

Arlington County Contact 674-15**Exhibit B: Pricing
Revised by Contract Amendment 2**

Description	Pricing Model*
Contract Year 1	\$23,900/mo + \$0.75/issued ticket above 10,415 tickets each month and including up to 50 hours customization**
Contract Year 2	\$23,900/mo + \$0.75/issued ticket above 10,415 tickets each month and including up to 50 hours customization
Contract Year 3	\$23,900/mo + \$0.75/issued ticket above 10,415 tickets each month and including up to 50 hours customization
Contract Year 4	(\$23,900/mo + \$0.75/issued ticket above 10,415 tickets each month)* 3% or CPI-U*** whichever is lower at the time and including up to 50 hours customization
Contract Year 5	Contract Year 4 Pricing Model* 3% or CPI-U whichever is lower at the time and including up to 50 hours customization
Contract Year 6	Contract Year 5 Pricing Model * 3% or CPI-U whichever is lower at the time and including up to 50 hours customization
Contract Year 7	Contract Year 6 Pricing Model * 3% or CPI-U whichever is lower at the time and including up to 50 hours customization
Contract Year 8	Contract Year 7 Pricing Model * 3% or CPI-U whichever is lower at the time and including up to 50 hours customization
Contract Year 9	Contract Year 8 Pricing Model * 3% or CPI-U whichever is lower at the time and including up to 50 hours customization
Contract Year 10	Contract Year 9 Pricing Model * 3% or CPI-U whichever is lower at the time and including up to 50 hours customization
*Price adjustment (beginning in Contract Year 4) will only be requested if it results in a price increase.	
**Customization requiring more than the included 50 hours annually will be performed at a fixed rate of \$150/hr.	
***CPI-U is defined as the U.S. Department of Labor Consumer Price Index, All Items, Unadjusted, Urban Areas	

Fees Added by Contract Amendment 2

Item Type	Description	One-Time Lump Sum Fee	Recurring Monthly Fee[^]
Implementation	eTIMS® Physical Permit Module- DB migration from Softek to eTIMS®	\$38,000.00	
Implementation	Virtual Permitting Solution	\$41,000.00	
Maintenance	eTIMS® Physical Permit Module maintenance (billed monthly)		\$1,400.00
Maintenance	Virtual Permitting (billed monthly)		\$1,000.00
[^] Beginning in Contract Year 7, the Recurring Monthly Fees are subject to the CPI-U or 3% adjustment, whichever is lower, as outlined in earlier in this Exhibit.			

Optional Permit Fulfillment Staffing[^]:

Item Type		Recurring Monthly Fee
Staffing	One (1) Full Time Employee to fulfill Customer Program Support & Permit Fulfillment requirements	\$5,550.00
Staffing	One (1) Part Time Employee to fulfill Customer Program Support & Permit Fulfillment requirements	\$2,080.00
[^] Beginning in Contract Year 7, the Permit Fulfillment Staffing costs are subject to the CPI-U or 3% adjustment, whichever is lower, as outlined earlier in this Exhibit.		

EXHIBIT E

NONDISCLOSURE AND DATA SECURITY AGREEMENT
(CONTRACTOR)

The undersigned, an authorized agent of the Contractor and on behalf of Conduent State & Local Solutions, Inc., ("Contractor"), hereby agrees that the Contractor will hold County-provided information, documents, data, images, records and the like confidential and secure and protect them against loss, misuse, alteration, destruction or disclosure. This includes, but is not limited to, the information of the County, its employees, contractors, residents, clients, patients, taxpayers and property as well as information that the County shares with the Contractor for testing, support, conversion or other services provided under Arlington County Agreement No. 647-15 (the "Project" or "Main Agreement") or that may be accessed through other County-owned or -controlled databases (all of the above collectively referred to as "County Information" or "Information").

In addition to the DATA SECURITY obligations set in the County Agreement, the Contractor agrees that it will maintain the privacy and security of County Information, control and limit internal access and authorization for access to such Information and not divulge or allow or facilitate access to County Information for any purpose or by anyone unless expressly authorized. This includes, but is not limited to, any County Information that in any manner describes, locates or indexes anything about an individual, including, but not limited to, his/her ("his") Personal Health Information, treatment, disability, services eligibility, services provided, investigations, real or personal property holdings and his education, financial transactions, medical history, ancestry, religion, political ideology, criminal or employment record, social security number, tax status or payments, date of birth, address, phone number or anything that affords a basis for inferring personal characteristics, such as finger and voice prints, photographs, or things done by or to such individual, or the record of his presence, registration, or membership in an organization or activity, or admission to an institution.

Contractor also agrees that it will not directly or indirectly use or facilitate the use or dissemination of County information (whether intentionally or by inadvertence, negligence or omission and whether verbally, electronically, through paper transmission or otherwise) for any purpose other than that directly associated with its work under the Project. The Contractor acknowledges that any unauthorized use, dissemination or disclosure of County Information is prohibited and may also constitute a violation of Virginia or federal laws, subjecting it or its employees to civil and/or criminal penalties (e.g., the Government Data Collection and Dissemination Practices Act, formerly called the Privacy Protection Act, Va. Code§ 2.2-3800 et seq., and the Secrecy of Information Act, Va. Code§ 58.1-3, which may be punishable by a jail sentence of up to six months and/or a fine of up to \$1,000.00.)

Contractor agrees that it will not divulge or otherwise facilitate the disclosure, dissemination or access to or by any unauthorized person, for any purpose, of any Information obtained directly, or indirectly, as a result of its work on the Project. The Contractor shall coordinate closely with the County Project Officer to ensure that its authorization to its employees or approved subcontractors is appropriate and tightly controlled and that such person/s also maintain the security and privacy of County Information and the integrity of County-networked resources.

Contractor agrees to take strict security measures to ensure that County Information is kept secure; is properly stored in accordance with industry best practices, and if stored is encrypted both in transit and at rest; and is otherwise protected from retrieval or access by unauthorized persons or for unauthorized purposes. Any device or media on which County Information is stored, even temporarily, will have strict security and access control. Any County Information that is accessible will not leave Contractor's work site or the County's physical

facility, if the Contractor is working onsite, without written authorization of the County Project Officer. If remote access or other media storage is authorized, the Contractor is responsible for the security of such storage device or paper files.

Contractor will ensure that any laptops, PDAs, netbooks, tablets, thumb drives or other media storage devices, as approved by the County and connected to the County network, are secure and free of all computer viruses, or running the latest version of an industry-standard virus protection program. The Contractor will ensure that all passwords used by its employees or subcontractors are robust, protected and not shared. The Contractor will not download any County Information except as agreed to by the parties and then only onto a County-approved device. The Contractor understands that downloading onto a personally owned device or service, such as personal e-mail, Dropbox, etc., is prohibited.

Contractor agrees that it will notify the County Project Officer immediately upon discovery or becoming aware or suspicious of any unauthorized disclosure of County Information, security breach, hacking or other breach of this agreement, the County's or Contractor's security policies, or any other breach of Project protocols concerning data security or County Information. The Contractor will fully cooperate with the County to regain possession of any Information and to prevent its further disclosure, use or dissemination. The Contractor also agrees to promptly notify others of a suspected or actual breach if requested.

The Contractor agrees that all duties and obligations enumerated in this Agreement also extend to its employees, agents or subcontractors who are given access to County information, including those employed by parent companies, sister companies, subsidiary companies, and/or other affiliates. Breach of any of the above conditions by Contractor's employees, agents or subcontractors, including those employed by parent companies, sister companies, subsidiary companies, and/or other affiliates, shall be treated as a breach by the Contractor. The Contractor agrees that it shall take all reasonable measures to ensure that its employees, agents and subcontractors, including those employed by parent companies, sister companies, subsidiary companies, and/or other affiliates, are aware of and abide by the terms and conditions of this agreement and related data security provisions in the Main Agreement.

It is the intent of this *NonDisclosure and Data Security Agreement* to ensure that the Contractor has the highest level of administrative safeguards, disaster recovery and best practices in place to ensure confidentiality, protection, privacy and security of County information and County-networked resources and to ensure compliance with all applicable local, state and federal laws or regulatory requirements. Therefore, to the extent that this *NonDisclosure and Data Security Agreement* conflicts with the Main Agreement or with any applicable local, state, or federal law, regulation or provision, the more stringent requirement, law, regulation or provision controls.

At the conclusion of the Project, the Contractor agrees to return all County Information to the County Project Officer. These obligations remain in full force and effect throughout the Project and shall survive any termination of the Main Agreement.

Authorized Signature: _____

Printed Name and Title: _____

Date: _____

ARLINGTON COUNTY AGREEMENT 674-15

EXHIBIT F

SOFTWARE AND HARDWARE UPGRADES

AS REVISED BY CONTRACT AMENDMENT 2

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Introduction

This project will upgrade specific equipment that inhibits the system from working at its optimal level given advances in technology, while also standardizing best practices for configurations and futureproofing against technology lock-in. This upgrade is included at no cost to the County.

The major components of this no cost upgrade include software and hardware upgrades.

Software Upgrades

Following Contractor Software shall be upgraded from “Current Software” to “Future Software”, as described below.

Current Software

Software Name	Software Purpose/Description (Core Functionality and Major Functions)	Version
eTIMS®	Back-End and web tier solution for payment, noticing, adjudication, other processing, and management of parking citations.	The latest release was completed on 11/17. Build number not provided.
HH Parking	Back-End and web tier for the management and administration of enforcement officers and supervisors.	End of life, build number not provided.
PocketPEO	Mobile tier for the enforcement software for handheld devices	End of life, build number not provided.
Redirect Payment Page	Website to allow citizens to search for their ticket, which can redirect them to the CAPP payment portal website	Build 2018088.1

Future Software

Software Name	Software Purpose/Description (Core Functionality and Major Functions)	Version
eTIMS®	Back-end and web tier solution for payment, noticing, adjudication, other processing, and management of parking citations.	The latest release was completed on 11/17. Build number not provided.
CitySight Enforcement Manager®	Back-End and web tier for the management and administration of enforcement officers and supervisors. This replaces HH Parking.	1.0.1.X- Build number not provided
CitySight Enforcement®	Mobile tier for the enforcement software for handheld devices This replaces PocketPEO	2.0.1
Redirect Payment Page	Website to allow citizens to search for their ticket, which can redirect them to the CAPP payment portal website	Build 2018088.1

Upon successful installation and subsequent passing of reliability period, Contractor Software shall be covered by the existing Maintenance agreement described in Exhibit A.

All Contractor Software upgrades shall be subject to the Software Change Control Methodology described within this exhibit.

Hardware Upgrades:

The detailed list of equipment to be provided by the Contractor includes:

Handhelds

Part Number	Description	Quantity
TC77HL-5ME24BG-NA	TC77, SE4750, 5MP F/13MP R CAMERA, ANDROID, 4GB RAM/32GB FLASH, 2 SIM/, 1 MICRO SD, GMS, USA/CANADA/PUERTO RICO ONLY	30
CRD-TC7X-SE5EU1-01	TC7X 5-Slot Ethernet Cradle for 5x TC70's or 4x TC70's + 4x spare batteries off of one power supply via Adapter Cup (sold separately). (PWR-BGA12V108W0WW), country specific AC line cord & DC Line Cord (CBL-DC-382A1-01) sold separately	7
23844-00-00R	AC line cord, 7.5 feet long, grounded, three wire. Associated Country: US	7
PWR-BGA12V108W0WW	Level VI AC/DC Power Supply (Brick). AC Input: 100-240V, 2.8A. DC Output: 12V, 9A, 108W. Requires: DC line cord and Country specific grounded AC line cord.	7
CBL-DC-382A1-01	DC line cord for running multi-slot cradles from a single LEVEL VI Power Supply PWR-BGA12V108W0WW	7
CRD-TC7X-SE2CO1-01	TC7X 2-SLOT CHR/USB/ENET CRADLE	2
PWR-BGA12V50W0WW	POWER SUPPLY ADAPTOR,POWERBRICK, AC,DC,4.16 A,12V,50W	2
CBL-DC-388A1-01	CABLE, ASSEMBLY, POWER,12VDC, 4.16A	2
CUP-SE-BTYADP1-01	4-Slot Battery Charger Adapter cup. Allows for TC70 4- Slot Battery Charger (SAC-TC7X-4BTYC1-01) to be charged and docked on the SE 5-Slot Charge Only Cradle. Battery Charger, Cradle, Power Supplies all sold separately.	7
SAC-TC7X-4BTYPP-01	Four slot Battery Charger	7
CHG-TC7X-CLA1-01	Auto Charge Cable	30
BTRY-TC7X-46MPP-01	BATTERY PACK, TC7X LI-ION POWERPRECISION PLUS BATTERY:(SINGLE PACK)	5
SG-TC7X-RHLSTR1-01	TC7X Rigid Holster with snap in Design. Rotating Belt Clip with ability to insert in either direction.	30
SG-TC7X-HSTR2-03	ZEBRA EVM, TC7X HANDSTRAP, 3 PACK	10
Z1AE-TC75XX-3C00	3 Year Zebra OneCare Essential. Includes Comprehensive Coverage. Does not include coverage for cradles.	30

Printers

Product Number	Description	Quantity
ZQ51-AUE0000-00	ZQ510 Printer, 3" BlueTooth 4.0	30
P1063406-038	Printer case with strap	30

SAC-MPP-6BCHUS1-01	Two 3 slot battery chargers (charges 6 batteries) with power supply and cable; ZQ600, QLN or ZQ500, US Power cord included	5
P1063406-027	ZQ500 4 bay power station	8
Z1AF-ZQ5X-3C0	ZEBRA ONECARE ZQ520 ESSENTIAL 3 YEARS, COMPREHENSIVE	30

Upgrade Project Schedule & Milestones

The process as described in this section shall apply to Section 2 of Exhibit A.

Hardware Configuration & Delivery

The following information shall be provided prior to the Kick-Off meeting:

- 1) The Contractor shall provide all requirements documents within 10 business days from Amendment Execution.
- 2) The Contractor shall have 30 days from confirmation of successful submission by the County of all required information to complete configuration and delivery of all equipment.

System Testing, Training & Acceptance

- 1) System Testing, Training & Acceptance shall begin no later than 15 business days from completion of Hardware Configuration & Delivery
- 2) System Testing and Acceptance shall include integration testing of the following components that rely on Contractor Software:
 - a. CitySight® Enforcement & CitySight Enforcement Manager
 - b. eTIMS® and CitySight Enforcement
 - c. eTIMS and CitySight Enforcement Manager
- 3) Data transfers and interfaces between Contractor Software and County software shall include at a minimum:
 - a. ACER data transfer (3 data transfers)
 - i. eTIMS® to ACER data file transfers
 1. New Parking Ticket Data
 2. New Payment information
 - ii. ACER to eTIMS® data file transfers
 3. Daily Update File
- 4) System Testing, Training & Acceptance shall conform to Section 2.2.
- 5) Upon acceptance, all provisions of section 2.3 Post-Deployment Support and Maintenance shall become effective.

ARLINGTON COUNTY AGREEMENT 674-15
EXHIBIT G
VIRTUAL PERMITTING UPGRADE
AS REVISED BY CONTRACT AMENDMENT 2

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Introduction

The purpose of this scope of services is to provide the Arlington County Department of Environmental Services (DES) with the eTIMS® Physical Permitting Solution and, as an option, the eTIMS® Virtual Permitting Solution. This will afford DES the flexibility to implement in accordance with both County priorities and available funding.

Pricing for this upgrade are included in updated Exhibit B.

Software Upgrades

The following Contractor Software shall be upgraded from “Current Software” to “Future Software”, as described below.

Current System

System Component	Core Functionality	Vendor (if applicable)
Software- Database for Residential Parking Permits	Back-End and web tier solution for payment, noticing, adjudication, other processing, and management of parking citations.	Softek
Hardware	N/A- Currently a manual paper process	N/A

Future System

Software Name	Core Functionality	Version
Conduent: eTIMS® Permit Module	New module/feature allowing the tracking and management of Permits through eTIMS system currently used for Parking Enforcement.	N/A
Conduent: Virtual Permitting	Software module allowing for integration with Hardware solutions to virtualize and eliminate paper processes associated with permitting.	N/A

The future system must be capable of exporting the data files necessary to print, fulfill, and mail notices and permits resulting from completed permit applications from the permit system on at least a weekly basis. These data files shall include fields and values for the customer(s) application number, name, full mailing address, full physical address, the RPP zone number that corresponds to the physical address of the home, the types of materials to be printed, fulfilled, and mailed, the dynamic text to be printed on permit and pass materials (such as unique serial numbers), and the vehicle information (vehicle make, vehicle model, vehicle model year) for any materials where a permit or pass is assigned to a specific vehicle. The system must be capable of exporting to a third party for printing, fulfillment, and mailing in a format in common use, such as a delimited text file or a similar County-approved format.

Upon successful installation and subsequent passing of the reliability period, Contractor Software shall be covered by the Agreement

All Contractor Software upgrades shall be subject to the Software Change Control Methodology described within Exhibit A.

Hardware Upgrades:

Hardware shall be provided by the County and includes:

License Plate Reader (LPR) Equipment

Item Type	Description
Hardware	Camera
Hardware Warranty	Annual Camera System Warranty

Mobile Data Terminals (MDTs)

Item Type	Description
Hardware	Panasonic Toughbook
Hardware	Premium Keyboard
Hardware	Car Power Adapter
Hardware	VGA HDMI Port replicator
Hardware Warranty	Panasonic Public Sector Service Package (Extended service agreement 2 years (4th/5th year))

Staffing (optional)

Item Type	Description
One (1) Full Time Employee	Staff to fulfill the Customer Program Support & Fulfillment requirements
One (1) Part Time Employee	Staff to fulfill the Customer Program Support & Fulfillment requirements

The County shall evaluate the need for staffing support and, if desired, may elect to add Contractor staffing support to the scope of services covered under this Agreement using the monthly rate established in the updated Exhibit B. The County and the Contractor shall determine the scope of support needed (e.g. part-time or full-time). If the County elects to proceed, then the Project Officer shall approve the proposed Personnel in writing, and the County shall issue a Purchase Order, or a Purchase Order revision, to encumber the additional funds as required in Paragraph 5 of the Main Agreement.

Upgrade Project Schedule & Milestones

The process described in this section shall be based on Section 2 of Exhibit A of the existing agreement.

Software Configuration & Delivery

The eTIMS Permit Module shall be deployed not later than July 1, 2021. The acceptance criteria for deployment shall include everything noted in Section 2.2. Implementation Deliverables of Exhibit A of the Agreement.

The deployment date for the Virtual Permitting, if implemented, shall begin no earlier than the completion of the deployment of the eTIMS Permit Module.

System Testing, Training & Acceptance

Any requirements relating to System Testing, Training & Acceptance shall revert to Section 2.2. Implementation Deliverables of the Agreement.

Upon acceptance, all provisions of Section 2.3 Post-Deployment Support and Maintenance shall become effective.