

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

NOTICE OF AMENDMENT OF CONTRACT

TO: Leidos Digital Solutions, Inc.
2700 Prosperity Avenue
Fairfax, VA 22031

DATE ISSUED: January 31, 2018

CONTRACT NO: 35-11

CONTRACT TITLE: DTS – Grams Maintenance

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

This is your notice that the above referenced contract has been amended. The contract documents consist of the terms and conditions of Arlington County Agreement No. 35-11, dated January 12, 2010, including any exhibits, attachments or amendments thereto.

CONTRACT PRICING:

1. REFER TO ARLINGTON COUNTY AGREEMENT NO. 35-11

ATTACHMENT/S:

1. ARLINGTON COUNTY AGREEMENT NO. 35-11, AMENDMENT NO. 7, DATED 01/31/2018

EMPLOYEES NOT TO BENEFIT:

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

VENDOR CONTACT: Lawrence Vittori

TELEPHONE NO.: (216) 235-4613

EMAIL ADDRESS: lawrence.vittori@leidos.com

COUNTY CONTACT: Isai Trani

TELEPHONE NO.: (703) 228-3408

EMAIL ADDRESS: itrani@arlingtonva.us

CONTRACT AUTHORIZATION

DISTRIBUTION:

VENDOR: 1
BID FOLDER 2


MICHAEL BEVIS
PURCHASING AGENT

1/31/2018
DATE

ARLINGTON COUNTY, VIRGINIA
AGREEMENT NO. 35-11

AMENDMENT NUMBER 7

This Amendment Number 7 ("Amendment") is made on the date of execution of the Amendment by the County and amends Agreement Number 35-11, dated January 12, 2010 ("Main Agreement"), as amended, and made between Leidos Digital Solutions, Inc., 2700 Prosperity Avenue, Fairfax, Virginia 22031 ("Contractor"), a Virginia corporation authorized to transact business in the Commonwealth of Virginia, and the County Board of Arlington County, Virginia ("County").

Whereas the County and the Contractor desire to amend the Work called for and the amounts to be paid under the Main Agreement, as amended (if applicable) 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.

In addition to the work and payment called for under the Main Agreement, the Contractor agrees to perform the work called for under this Amendment in return for the payment called for in this Amendment as set forth in the attached Scope of Work for Amendment No. 7 and Pricing Schedule for Amendment No. 7.

I. CHANGES TO EXHIBIT A:

STATEMENT OF WORK

The scope of work for the additional services added to the Main Agreement by this Amendment No. 7 is hereby incorporated into Exhibit A of the Main Agreement, as amended.

II. CHANGES TO EXHIBIT B:

CONTRACT PRICING

The contract period of performance (POP) will be February 1, 2018 to January 31, 2021.

Terms and Conditions

All terms and conditions of the Main Agreement, as amended, 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

AUTHORIZED
SIGNATURE: _____



PRINT
NAME: _____

for
MICHAEL BEVIS

TITLE: _____

PURCHASING AGENT

DATE: _____

1/31/2018

LEIDOS DIGITAL SOLUTIONS, INC.

AUTHORIZED
SIGNATURE: _____

Lawrence A. Vittori

PRINT
NAME: _____

Lawrence A. Vittori

TITLE: _____

Contracts Manager

DATE: _____

01/31/2018

AGREEMENT NO. 35-11

AMENDMENT TO EXHIBIT A

I. ADD THE FOLLOWING TO EXHIBIT A STATEMENT OF WORK:

A. At the County's specified time of year, the Contractor shall install the latest version of IQ on the GRAMS test environment to accommodate the best source code available at that time. This phase will require the Contractor to provide the following:

1. Update the application and apply any companion Oracle patches.
2. Validate the install was complete and notify the County to perform testing scripts.
3. Upon notification from the County, the Contractor shall verify that the source code update was successful.
 - i. NOTE: The County will, at its own pace, test the latest version.
4. Schedule a time to upgrade the production server to the same version.

B. Contractor staff parameters shall include the following:

1. Project Management. All project management, administrative activities, and account management activities performed by the assigned Project Manager are covered under this task.
2. System Engineer. Installation and upgrade services relating to the IQ system and design are covered under this task. Attending meetings related to the upgrade or on site visits are included.

NOTE: Architecture issues not directly related to the IQ system are not covered under this task.

3. Training. Prices include onsite training classes to be used at any time during the contract period in a County-provided classroom. This fixed priced offering includes offsite training preparation, creation of classroom training materials and quick reference guides, and on-site training between 9AM and 5PM (with one hour lunch break). Training will not exceed 16 hours during the 12-month period.
4. Help Desk Support. This offering also includes access to remote help desk support. This support can be delivered via telephone calls, teleconferences, point-to-point WebEx sessions and Webchat. This can include onsite hours for general consultation time to be used to review what was learned in class, as well as, hands-on explanation of release notes using the training account. These remote (and onsite) help desk services during the contract period will include only the following:

- Help desk support for user questions or technical guidance in IQ version 4 (such as how to install the Outlook plugin, etc.).
- After the Contractor has concluded upgrading IQ to a specified version, Contractor shall provide support to the County as it pertains to any version specific functionality.
- Configuration verification to ensure upgrade functionality.
- The Contractor shall provide support to restore previous (or equivalent) functionality should any features be identified as negatively impacted. If bugs are found and confirmed within the new version deployed, the Contractor shall conduct any break-fix support required to correct the identified issue.
- Training and/or training materials on new features per given release shall be provided to the County.

- A method to suggest enhancements that could be included in future releases. This method will take advantage of the already established process which is started at the IQ help desk. It is called the IQ Task Request (“TR”) process. The details of the County’s request(s) are entered by the help desk staff, or anyone that is working on a project with GRAMS users. The software programming team, that meets regularly, will evaluate the details found in IQ Software Change Request Forms to determine whether to put it on the Contractor’s IQ Road Map (at no expense to the County or if the County wants it sooner, Contractor has options for accelerated development efforts. Final determination of valid change requests that change the IQ software will be approved by Contractor staff.

C. Certain criteria and data elements will be needed to be conveyed when a help desk ticket is opened by County staff. This will include, but not be limited to, identifying the area of the application that the user is in at the time of the application failure is identified. Choices for this are:

- i. IQ Home
- ii. IQ Contacts
- iii. IQ Boards
- iv. IQ Messages
- v. IQ Outreach
- vi. IQ Services
- vii. IQ Library
- viii. IQ events
- ix. IQ Admin

Information regarding specific screens and error messages in which failed transactions occur is also necessary for timely resolution of reported issues.

The County will keep the IQ server in a “ready state” and patched according the County’s Enterprise Architecture protocol. The Contractor shall continue to enhance and support the ongoing and evolving IQ source code to meet industry and Contractor customer base needs. Contractor shall continue to enhance the product and create the application scripts to allow the maintenance upgrades to be applied to IQ customers. The IQ upgrade subscription (maintenance) is a key element of IQ’s value. The Contractor’s ‘Annual Upgrade Subscription’, will entitle the County to all “dot” upgrades of the IQ product as long as a maintenance contract is in effect. Upgrades typically include both enhancements and service patches designed to keep IQ current with evolving operating systems and desktop applications. The Annual Upgrade Subscription is calculated at a rate of twenty percent (20%) of the total software purchase price for the qualified software being maintained. Qualified software includes all IQ named user licenses, IQ add-on applications, and Oracle Database Licenses purchased from the Contractor.

The Contractor team shall document the formal release notes which are related to impactful changes to the underlying source code. These release notes are available to the County at all times from the help desk or from the Contractor project manager.

D. The Contractor shall provide the following deliverables to the County:

- Latest source code to the test and production server;

- Create and deliver training materials and Quick Reference Guides instructing users on how to best use the application while also identifying any new impactful changes and;
- Provide onsite and remote phone line access to IQ subject matter experts and project staff.

E. Personnel Requirements

The personnel requirements by both the County and the Contractor are:

- Project Management and Subject Matter Experts (IQ) (Contractor staff)
- Project Management, Business Management and Subject Matter Experts (County staff)

II. ADD THE FOLLOWING TO EXHIBIT B CONTRACT PRICING:

A. Compensation and Payment Terms

The County will pay the Contractor for the performance of all activities necessary for, or incidental to, the performance of work as set forth in this SOW. The amount to cover the annual upgrade maintenance and all project support will be \$38,446.22.