

ARLINGTON COUNTY, VIRGINIA

AGREEMENT NO. 530-15
AMENDMENT NUMBER 5

This Amendment Number 5 is made on the date of execution by the County and amends Agreement Number 530-15 dated March 31, 2016, ("Main Agreement") between Accela, Inc. ("Contractor") and the County Board of Arlington County, Virginia ("County").

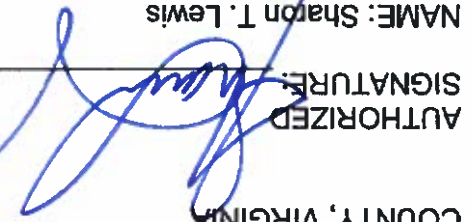
The County and the Contractor amend the services under Deliverable 14: Train the Trainer called for under the Main Agreement and replace it in its entirety as Deliverable 14: Power User and End User Training with the amended Statement of Work as described in Exhibit 1 of this Amendment.

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

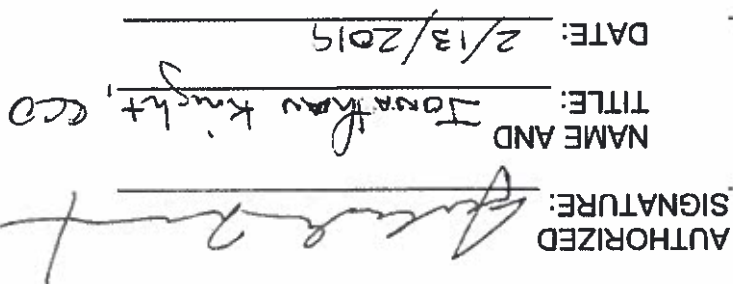
WITNESS these signatures:

THE COUNTY BOARD OF ARLINGTON
COUNTY, VIRGINIA

NAME: Sharon T. Lewis
TITLE: Purchasing Division Chief
DATE: 3/5/2019

AUTHORIZED SIGNATURE: 

ACCELA, INC.

AUTHORIZED SIGNATURE: 
NAME AND TITLE: Jonathan Knight, CEO
DATE: 2/13/2019

Agency: Arlington County Government
 Project Code: ARL11AC002
 Contract ID: 530-15-RFP
 Initiating Department: Delivery
 Initiated By: Deborah Albert, Arlington County
 CO #: 5
 Date: 02/06/2019

Completely replace Deliverable 14 Train the Trainer, with the following:

Deliverable 14: Power User and End User Training

Training Prerequisites for Power User and End User Training:

- Familiarity with operating a Windows-based PC
- Access to the software after training
- All attendees for each module have a consistent understanding of the record being discussed (i.e. business processes, responsibilities, roles, etc.) or County will provide an individual responsible to respond to business process questions
- Completion of the following trainings available on Community, as close as possible to within 2 weeks prior to training:
 - <https://success.accela.com/s/article/Training-Civic-Platform-8-0-Overview>
 - <https://success.accela.com/s/article/Training-Processing-Workflow-in-9-0>
 - <https://success.accela.com/s/article/Training-8-0-Civic-Platform-Processing-Tasks>
 - <https://success.accela.com/s/article/Training-8-0-Civic-Platform-Creating-and-Processing-Records>

Power User Training

Power User Training will provide more in-depth training to a subset of users. This section describes the timing and approach. Formal training classes will be Accelea instructor-lead. The Power users will be identified by Arlington prior to the beginning of training and will meet the training prerequisites listed above. Power User training be subject to the following:

- The student to instructor ratio will be no higher than 12:1 per course.
- This training will be conducted on the County's test or support environment using their existing build of the Accelea Automation product.
- The configuration of process will be in a state close to final prior to conducting the Power User training.

Delivery of Power User training will include the following:

For Phase I:

- 8 hours of on-site classroom training for the Zoning module to include two County-chosen record types
- 4 hours of on-site classroom training at a rate of \$185/classroom training hour for the Building module to include one County-chosen record type
- Schedule development for training activities

Amendment 5 – Exhibit 1

- One step-by-step custom training manual for each of four record types identified by the County for Phase I

For Phase II: These deliverables are optional and Arlington reserves the right to remove these hours and custom training manuals from the scope of work under this amendment:

- Up to a total of 84 hours of on-site classroom training at an hourly rate of \$185/hour. These hours are to be used for Basic/Intro training, Power User and End User training, as requested by the County, subject to a maximum of four record types (such that the sum total record types used in both Power User and End User Training for Phase II does not exceed four).
- Up to four hours for schedule development for Phase II training activities, at an hourly rate of \$185/hour.
- Up to four custom training manuals for up to four record types at a rate of \$2,220 per manual

Accelea Responsibilities:

- Create, review and update the Training Plan to include both Power User and End User Training
- Coordinate with County to develop training agenda and curriculum and to identify training dates.
- Conduct on-site Power User Training for Phase I and II, as identified above
- Create one step-by-step custom training manual for each of four record types identified by the County for Phase I
- Create up to four step-by-step custom training manuals for four record types identified by the County for Phase II.
- Review, update and finalize the custom training manuals in response to County feedback
- Coordinate and conduct final training preparation
- Conduct on-site classroom training
- Perform verbal post-training evaluation meeting(s) to ensure County participants have the necessary information to perform as power users

County Responsibilities:

- Identify County Resources who will receive the training and who meet all the prerequisites outlined above
- Provide a training room at the County facilities to conduct training classes
- Review, provide feedback, and sign-off on specified custom training manuals and materials

End User Training

Accelea will lead End User training for Arlington staff for Phase I and will provide Basic/Intro training and training on the four record types identified during Power User Training. Accelea will provide up to 72 hours of on-site classroom training for Phase I at an hourly rate of \$185/hr, subject to the following:

- The training will focus on Accelea system training with class sizes not to exceed a 15:1 student to instructor ratio.
- This training will be conducted on the County's test or support environment using their existing build of the Accelea Automation product.

Amendment 5 – Exhibit 1

- The configuration of process will be in a state close to final prior to conducting the End User training.

Accela Responsibilities:

- Provide assistance and feedback to the County on the training agenda and training schedule.
- Review, update and finalize the four custom training manuals developed for Power User training, for use in End User training and in response to County feedback
- Coordinate and conduct final training preparation in cooperation with County Power Users
- Conduct on-site classroom training for up to 72 hours, as requested by the County, subject to a maximum of four record types.
- Perform verbal post-training evaluation meetings to ensure County participants have the necessary information to use the system

County Responsibilities:

- Develop the training agenda and schedule with assistance from Accela.
- Identify County Resources who will receive the training and who meet the prerequisites outlined above
- Provide a training room at the County facilities to conduct training classes
- Review, provide feedback, and sign-off on custom training manuals and materials.
- Identify staff in each training who will answer business process questions.

Delivery of End User Training will consist of the following:

For Phase I

- One two-hour on-site classroom training course covering introductory Accela back-office functionality and navigation generally applicable to most record types; number of sessions of this course will be determined by Arlington County prior to scheduling the Accela training resource(s).
- Up to two separate four-hour sessions covering system functionality specific to Arlington's business process, including but not limited to intake, completeness check, fee assessment, document upload and review, processing, and issuance, specific to two different record types to be identified by the County (such that the sum total of record types used in both Power User and End User Training for Phase I does not exceed four).

For Phase II: See Power User Training for details.

UAT TEST SCRIPT ELIMINATION

Arlington has requested to eliminate the requirement for Accela to create test scripts and replace that with additional hours to assist in script development. Below are the changes to Deliverables 09 and 15 to accommodate this:

Deliverable 09: Business Process Validation and Automation

Make the following updates to Deliverable 09: Business Process and Validation

1. Increase Phase 1 script hours from 800 to 832.

Deliverable 15: User Acceptance Testing
 1. Make the following update to Accela Responsibilities for User Acceptance Testing:
 Remove "Provide four (4) sample test scripts for each Phase, and review and updated based on County feedback"

2. Make the following updates to County Responsibilities for User Acceptance Testing:
 a. Remove "review and provide feedback on the four (4) test scripts developed by Accela"
 b. Remove "Develop the User Acceptance Test scripts beyond the four (4) provided by Accela for each Phase"
 c. Add "Develop all User Acceptance Test scripts"

EXHIBIT B ("Pricing and Payment Schedule")
 Exhibit B will change as noted below

To accommodate the additional on-site travel for End User Training, add an additional 20 days of travel at the negotiated rate and conditions outlined in the Travel Expenses section of the Arlington County Agreement No. 530-15 – Amendment No. 2, as follows:

Replace "Accela will provide on-site personnel as needed for a minimum of 206 days and up to 257 days total across both Phases I and II for Deliverables 01-21 at the cost of \$400.10 a day, for a maximum total of \$102,825.00."

With: "Accela will provide on-site personnel as needed for a minimum of 206 days and up to 277 days total across both Phases I and II for Deliverables 01-21 at the cost of \$400.10 a day, for a maximum total of \$110,827.70."

Deliverable	Phase 1	Phase 2	Total
Deliverable 01: Project Initiation	Services	Services	Services
Deliverable 02 - AMDZ: Record Type Finalization	\$6,660.00	\$3,463.20	\$10,123.20
Deliverable 03 - AMDZ: Record Type Gap Analysis by Department	\$21,652.40	\$47,488.00	\$69,140.40
Deliverable 03 - Payment Department Split:			
D03 CPHD/HP, ISD: P1A: \$3,834.88			
D03 DES: P1B: \$9,587.19			
D03 Planning: P1C \$10,545. 91			
D03 Zoning: P1D - \$6,711.03, P2A: \$8,734.29			
D03 ISD: P2B: \$25,232.28			
D03: DES/DHS/Multi: P2C: \$3,881.90			
Deliverable 04: Historic Data Conversion Analysis	\$49,950.00	\$41,440.00	\$91,390.00
Deliverable 05: Historic Data Conversion Development	\$49,950.00	\$41,440.00	\$91,390.00
Deliverable 06: Interface Analysis and Development	\$30,932.00		\$30,932.00
Deliverable 06 - Payment Interfaces Split:			
D06 - Financials: P1A: \$15,466			
D06 - DPOR: P1B: \$7,733			
D06 - ACE: P1C \$7,733			

Deliverable	Phase 1	Phase 2	Total
Deliverable 07: EDR Analysis	\$5,652.12		\$5,652.12
Deliverable 08: Selectron IVR-Interactive Voice Response System Interface	\$2,249.60		\$2,249.60
Deliverable 09: Business Process Validation and Automation (Scripting)	\$135,512.00 + \$5,420.48 = \$140,932.48	\$42,346.62	\$177,858.62 + \$5,420.48 = \$183,279.10
Deliverable 10: Report Specifications and Development	\$56,976.14	\$32,886.10	\$89,862.24
<i>Deliverable 10: Payment Split by Reports Completed - see Table 5</i>			
Deliverable 11: Accela Citizen Access Deployment	\$59,940.00	\$19,358.40	\$79,298.40
Deliverable 12: Accela Mobile Deployment	\$11,470.00	\$5,964.40	\$17,434.40
Deliverable 13: Administrative Training	\$25,900.00		\$25,900.00
Deliverable 14: Train the Trainer	\$10,920.00	\$4,128.46	\$15,048.46
Deliverable 14 Split:			
Phase I Power User and End User Classroom Training hours	\$8,140.00		\$8,140.00
Optional Phase I classroom training, up to 40 hours @ \$185/hour (subject to approval by Arlington Program Manager)	\$7,400.00*		\$7,400.00*
Phase I User Manuals	\$8,880.00		\$8,880.00
Phase I schedule development	\$740.00		\$740.00
Optional Phase II User Manuals, up to 4 manuals @ \$2,200/manual (subject to approval by Arlington Program Manager)	\$8,880.00*		\$8,880.00*
Optional Phase II Classroom Training, up to 84 hours (subject to approval by Arlington Program Manager)	\$15,540.00*		\$15,540.00*
Optional Phase II schedule development, up to 4 hours (subject to approval by Arlington Program Manager)	\$740.00*		\$740.00*
Deliverable 15: User Acceptance Testing	\$29,600.00 - \$2,710.24 = \$26,889.76	\$15,392.00 - \$2,710.24 = \$12,681.76	\$44,992.00 - \$5,420.48 = \$39,571.52
Deliverable 16: Production Support	\$22,200.00	\$11,544.00	\$33,744.00
Deliverable 17: Post Deploy Support & Transition to Customer Support	\$44,400.00	\$23,088.00	\$67,488.00
Deliverable 18: Project Management	\$481,000.00	\$115,431.00	\$596,431.00
<i>Phase 1: thirteen (13) monthly payments totaling: \$37,000</i>			
<i>Phase 2: eleven (11) payments totaling: \$10,493.73</i>			
Deliverable 19: ONBASE EDR AND EDMS INTEGRATION	\$22,496.00		\$22,496.00
Deliverable 20: Security Set-up	\$22,200.00	\$11,544.00	\$33,744.00
Deliverable 21: GIS Deployment	\$18,500.00		\$18,500.00
Total	\$1,138,839.26 + \$9,550.24 + \$7,400.00* = \$1,155,789.50	\$453,362.75 + \$25,160.00* + \$6,838.70 = \$471,684.05	\$1,592,202.01 + \$2,711.54 + \$32,560.00* = \$1,627,473.55