

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

NOTICE OF CONTRACT AMENDMENT

TO: Ashburn Consulting, LLC 43848 Goshen Farm Court Leesburg, Virginia 20176	DATE ISSUED: AGREEMENT NO: AGREEMENT TITLE:	<u>March 27, 2018</u> <u>16-282-R</u> <u>Information Technology (IT) Staff Augmentation</u>
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**THIS IS A NOTICE OF A CONTRACT AWARD 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. 16-282-R**, dated April 7, 2016, including any exhibits or attachments thereto.

EMPLOYEES NOT TO BENEFIT:

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

VENDOR CONTACT: James Burris	TELEPHONE NO.: (571) 212.6554
	EMAIL ADDRESS: jburris@ashburnconsulting.com
COUNTY PROJECT OFFICER: Jeff Bergin	TELEPHONE NO.: (703) 228-7939
	EMAIL ADDRESS: jbergin@arlingtonva.us

CONTRACT AUTHORIZATION

AUTHORIZED SIGNATURE:  **DATE:** March 27, 2018

NAME: Cynthia Davis

TITLE: Procurement Officer

Distribution: Contractor: 1 Contract Folder: 1 Project Officer: 1 Purchasing Admin: 1

ARLINGTON COUNTY, VIRGINIA
AGREEMENT NO. 16-282-R

AMENDMENT NUMBER 2

This Amendment Number 2 ("Amendment") is made on the date of execution of this Amendment by the County and amends Arlington County Agreement Number 16-282-R, dated April 7, 2016 ("Main Agreement", and made between Ashburn Consulting, LLC ("Contractor"), a Michigan 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 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. Remove Joe Bruno and replace him with Chris Robbins (resume included below).
2. Revise the Statement of Work to replace all technical tasks with the tasks described in Attachment A – Revised Statement of Work, dated August 4, 2017.

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

WITNESS THESE SIGNATURES:

THE COUNTY BOARD OF ARLINGTON
COUNTY, VIRGINIA

AUTHORIZED
SIGNATURE: Cynthia Davis

PRINT
NAME: MICHAEL E. BEVIS

TITLE: PURCHASING AGENT

DATE: March 27, 2018

ASHBURN CONSULTING, LLC

AUTHORIZED
SIGNATURE: James Burris

PRINT
NAME: James Burris

TITLE: President

DATE: 03/20/2018

*Statement of Work for the Arlington-Alexandria Joint 911 CPE Project
Engineering and Consulting Services*



Attachment A

**STATEMENT OF WORK
FOR
Arlington County Office of Emergency Management
Arlington-Alexandria Joint 911 CPE Project**



**PREPARED FOR
Arlington County Office of Emergency Management
1425 N. Courthouse Road
Arlington, Virginia 22201**

Ashburn Consulting, LLC
www.ashburnconsulting.com tel. 703-999-8500

*Statement of Work for the Arlington-Alexandria Joint 911 CPE Project
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*Statement of Work for the Arlington-Alexandria Joint 911 CPE Project
Engineering and Consulting Services*

Background

Arlington County Department of Technology Services is seeking the services of a Technical Lead for the Arlington County and City of Alexandria joint Customer Premise Equipment (“joint CPE”) project. Ashburn Consulting, teamed with Winbourne Consulting, understands that the successful candidate for this position must provide superior customer service to clients and have the capacity and experience to manage a complex 9-1-1 System deployment. We further understand that the successful candidate will also have demonstrated experience and thorough knowledge of **the technology supporting NG 9-1-1** and the important role it plays in both Arlington and Alexandria’s Wide Area Network.

We understand that the position will report directly to the County’s Program Manager of Network Operations and that the position will be located in the Department of Technology Services (DTS.) The successful candidate will also work closely with the senior staff of other County Departments and Agencies, specifically OEM, Public Safety IT, as well as appropriate Information Technology and Emergency Communications stakeholders from Alexandria.

Contract Amendments

This amendment extends the original Statement of Work for Contract # 16-282-R, for support, technical guidance, and project management expertise as listed below:

1. Remove Joe Bruno and replace him with Chris Robbins (resume included below).
2. Amend the Statement of Work to replace all technical tasks with those described below.

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Duties and Responsibilities

Requirement

Arlington County desires the technical lead position provide the following duties and responsibilities.

- *Position should have 75% Technical and 25% Project Management*
- *Position needs to technically understand NG 9-1-1 and existing 9-1-1 systems*
- *Oversee all technical aspects of Joint 9-1-1 System CPE replacement/upgrade with Arlington County and Alexandria City.*
- *Provide direct supervision to project team of staff and contract network engineers. Assign and manage the work of the team to ensure timely achievement of tasks and manage quality and productivity of the assigned staff.*
- *Manage the complete technical implementation of joint 911 System to be NG911 compliant.*
- *Oversee progress of third party vendors to ensure project stays on track.*
- *Assist in the development of documentation, including diagrams, drawings, statements of work, contracts, service level agreements, standards, requirements and policies.*
- *Coordinate upgrades, maintenance, and support for 9-1-1 System replacement/upgrade.*
- *Work closely with surrounding jurisdictions connecting with 9-1-1 System*
- *Remain current on emerging technologies during the project via professional groups, trade publications, internal and external training, independent research and study, etc.*

Ashburn Consulting's Response

Ashburn Consulting, through Winbourne Consulting, proposes Mr. Chris Robbins to support this important project. Mr. Robbins' resume is provided at the end of this section for Arlington County's review and consideration.

Mr. Robbins has a strong 9-1-1 project management and technical background. He is experienced in providing clients with the project management and technical support needed to upgrade the joint CPE, and ensure compliance to NG 9-1-1 standards. He has worked in the 9-1-1 industry for many years and has held project management support positions within 9-1-1 solution providers' organizations. He has strong experience in managing technical and support staffs throughout the design, installation, configuration, testing, training, cutover and support phases of 9-1-1 projects.

Mr. Robbins is a collaborative leader who confidently and collaboratively directs staff members and vendors during each phase of the project. He understands the importance of accurate and timely project status reports and assisting in the development of

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documentation, including diagrams, drawings, statements of work, contracts, service level agreements, standards, requirements and policies.

His broad background and knowledge of 9-1-1 telephony solutions provides the foundation for his support of upgrades and maintenance for 9-1-1 systems. As a seasoned professional, Mr. Robbins remains current on the 9-1-1 industry, NG 9-1-1 systems and public safety technology as a whole by attending seminars, vendor presentations and reading technical and project management articles and journals.

Ashburn Consulting has full confidence in Mr. Robbins ability to support Arlington County and the city of Alexandria during the joint CPE upgrade process.

Chris Robbins, Director NG9-1-1, Winbourne Consulting, LLC

Summary of Experience and Qualifications

Overview

Mr. Robbins is a certified project manager (PMP) and has a vast array of 9-1-1 project management experience, technical design, implementation and overall project management of Basic, Enhanced (E9-1-1) and Next Generation (NG 9-1-1) systems. This expertise spans the traditional network components (CAMA, SS7, ISDN), the Next Generation 9-1-1 Emergency Services IP network (ESInet), and the 9-1-1 Call Processing Equipment (CPE) solutions. Specifically, Chris has over 20 years of experience with designing and implementing CPE solutions for Public Safety Answering Points across the country.

Chris is also experienced in performing detailed financial analyses of 9-1-1 agencies' various funding mechanisms and service costs, 9-1-1 tariffs and surcharge revenues (wireline, wireless, VoIP), as well as ALI Database true-ups. Chris has been instrumental in helping these 9-1-1 agencies significantly increase revenues and reduce costs.

Professional Accomplishments

- As **Project Manager** for Winbourne Consulting, led multi-million dollar cash flow improvements for large 9-1-1 agencies by increasing revenues and reducing costs.
- As **NG9-1-1 Subject Matter Expert** for Winbourne Consulting, provided technical analysis and direction for new Regional NG 9-1-1 CPE solutions.
- As **Project Manager** for AT&T & Lucent Technologies, led large, multi-company team in the development of new solution for large statewide 9-1-1 program

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- As **Project Manager** at AT&T, coordinated all project work between Software Development and System Engineering teams for large commercial telephone switching system (5ESS)
- As **Quality Systems Engineer** at Lucent Technologies, managed organization and process changes to software design and development teams for ISO 9000 and ISO 9001 compliance
- Grew start-up companies: **VP Business Development** for Palladium Project Management, **Founder and Owner**, Independent Consulting, Inc.
- As **Director of Sales** for Lucent Technologies and Intrado, led multi-functional team including Sales, Channel Management, Inside Sales, Training and Marketing
- As **Director of Sales** for Intrado, led cross-training program across multiple products and business units
- As **Business Development Manager** for Intrado, initiated and grew Channel Partner program
- Won **Excellence in Sales** awards 4 times with Lucent Technologies and Intrado
- As **Channel Manager** for Lucent Technologies and Intrado, led multi-business unit teams to major wins including State of Connecticut (twice), State of Vermont, City of Chicago, City of Fresno, City Milwaukee, Cincinnati Bell Region, Nellis Air Force Base and the US Pentagon
- As **Director of Sales** for Intrado, led RFP Response team and 9-1-1 User Groups
- Companies worked for include: **AT&T, Lucent Technologies, Intrado, TelControl (TCI), Primal Innovation Technologies, Palladium Project Management, Motorola Solutions, Winbourne Consulting**

Education / Certifications

- BS in Math and Computer Science, Loyola University of Chicago
- MBA, University of Chicago
- Project Management Professional (PMP), 2015
- Agile SCRUM Project Management Certification, 2015
- ITIL Certification, 2015
- Quality Systems Engineer
- 5 Technology Patents

Organizations

- National Emergency Number Association (NENA), member
- Association of Public-Safety Communications Officials (APCO), member
- FIRST - For Inspiration and Recognition of Science and Technology, lead volunteer

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Technical Lead Qualifications

Requirements

A combination of education and experience equivalent to a Bachelor's degree in computer science, information systems management, emergency systems management or an equivalent field of study plus experience with complex networks and technology-related systems. This experience must include certificates and real-world experience implementing of 9-1-1 Systems, NG 9-1-1 preferred.

Other key areas of consideration include:

- Experience in implementing and managing systems into an organization made up of diverse stakeholders.*
- Experience working as a member of large-scale, cross-functional teams.*
- Strong leadership, teamwork and collaboration skills with internal and external partners and stakeholders.*
- Strong experience and demonstrated success in facilitating customer relationship management and achieving excellent customer services.*
- Ability to understand strategic and business objectives and translate these into actionable initiatives.*
- Problem solving skills and the ability to work with innovative solutions.*
- Demonstrated ability to effectively communicate, both in oral and written communications, senior County Management, County Board and business leaders as well as expert technical staff, consultants and other County partners and stakeholders.*

DESIRABLE:

- Previous experience with replacing 9-1-1/CPE system (NG911 Preferred) similar or larger than Arlington Counties 9-1-1 Center.*
- Minimum of 5-7yrs experience working with 9-1-1 Centers.*
- Minimum of 8-10yrs of project management experience.*
- Experience with Computer Aided Dispatch (CAD) data.*
- Experience in the 9-1-1 field, specifically with 9-1-1 communication systems*

Ashburn Consulting's Response

Mr. Robbins has a bachelor's degree in math and computer science. He holds an MBA from the University of Chicago. In addition to his PMP certification, he is also certified in SCRUM and ITIL. He possesses the requisite years of experience in the 9-1-1 industry and project management.

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Mr. Robbins understands the technical and operational importance of public safety solutions. Specifically, he understands 9-1-1 telephony solutions, how to interface the 9-1-1 telephony solution with the CAD system, digital recorders, ANI/ALI feeds as well as the manner in which CAD systems feed Record Management Systems (RMS) for law enforcement and fire officer reporting.

Mr. Robbins is a strong and concise communicator. He is able to speak to technical and operational issues at all levels. He has presented status reports, risks, issues, recommended resolutions and future activities to operational staff, supervisors, managers, directors, CIOs and elected officials.

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Level of Support

Requirement

Normal Work Hours: Monday - Friday, 8am - 5pm.

Management, Project, Migration and Maintenance will require outside the normal work hours stated above.

Ashburn Consulting's Response

Ashburn Consulting understands that the Technical Lead will provide services to support this project on a part time basis (80 hours per month) for approximately 20 months. We also understand that the County expects the successful candidate to be on-site an average of 1 week per month. Mr. Robbins understands and is available to support this requirement.

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Pricing Proposal

Ashburn Consulting's pricing proposal is below.

Service	Duration	Total Hours	Unit Cost	Total Cost
Joint CPE Technical Lead	80 hours per month for 20 months	1,600	\$156 per hour	\$249,600

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