

**IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES**

**Amendment Number 2 to  
CONTRACT NUMBER 4080-11**

**Between**

**IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES  
And  
Computer Aid, Inc.**

This Contract Amendment is entered is between the Iowa Department of Administrative Services (DAS) and Computer Aid, Inc. (Contractor). The parties agree as follows:

**Section 1 STATEMENT OF PURPOSE**

**1.1 Purpose.** The purpose of the Contract Amendment is to add additional position descriptions and associated rates.

**Section 2 DURATION OF CONTRACT AMENDMENT**

**2.1 Term of Contract Amendment.** The term of this Contract Amendment shall be from December 7 2012 through July 15, 2013 unless terminated earlier in accordance with the Termination section of the Original Contract titled IT Services Managed Service Provider which is included as Exhibit A. However, this Contract Amendment shall not begin until it has been signed by both parties.

**Section 3 CONTRACT AMENDMENT STATEMENT OF WORK**

**3.1 Statement of Work.** As part of this Contract Amendment, Contractor shall provide temporary IT staff in these additional position descriptions:

Position	Description	Hourly Bill Rate
Desktop Support (DS) Level 1	Less than 2 years experience. DS1 responds to help desk tickets, works with vendor support contacts to resolve technical problems with desktop computing equipment and software, ensures desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers and administrative systems, builds and configures new user workstation equipment set (PC, desktop image, phone, peripherals, software, user accounts), and troubleshoots basic network, software, and printing problems.	\$30.29
Desktop Support Level (DS) 2	DS2 performs all roles of a DS1 and assesses functional needs to determine specifications for purchases, orders computer supplies, and works with vendors on supply issues	\$33.49
Desktop Support (DS) Level 3	DS3 performs all roles of a DS2 and assumes team leadership responsibilities; mentors junior team	\$36.38

	members, possesses extensive networking knowledge, and has experience working with complex systems and/or custom hardware.	
Technical Specialist (TS) Level 1	5 to 6 years experience. The Technical Specialist (TS) is a senior level resource with specialized knowledge and experience in a specific technology such as SharePoint development or an SAP specialist. The Technical Specialist has an overall knowledge and understanding of application development and architecture that serves as a strong base for technical expertise in a specific product or program.  TS1 demonstrates expertise in conveying technical and functional concepts for a specific technical specialty, identifies improvements to project standards to achieve high quality services/ products, and is able to identify best practices and standards for the use of the product.	\$70.27
Technical Specialist (TS) Level 2	7 to 8 years experience. TS2 performs all roles of a TS1 and delivers support and design for industry specific applications that require integration with statewide systems or applications, interacts with executive level business users or technical experts, and may function as a niche technical SME.	\$87.82
Technical Specialist (TS) Level 3	8 to 10 years experience. TS3 has advanced experience in the required technical subject matter.	\$95.47
Technical Specialist (TS) Level 4	More than 10 years relevant experience. TS4 has proven experience across large and complex implementations and systems.	\$103.52

#### **Section 4 OTHER AMENDMENT PROVISIONS**

None.

#### **Section 5 EFFECT OF AMENDMENT ON ORIGINAL AGREEMENT PROVISIONS**

All provisions of the Original Contract titled IT Services Managed Service Provider (Exhibit A) shall remain in full force and effect unless specifically changed by this Contract Amendment.

#### **Section 6 AMENDMENTS**

This Amendment may only be modified by written mutual consent of both parties.

#### **Section 7 Integrated Writing**

The parties agree that no other promises regarding this amendment have been exchanged and that the amendment is an integrated writing.

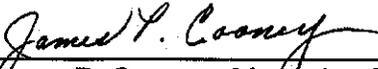
IN WITNESS THEREOF, the parties hereto have executed this Contract Amendment on the day and year last specified below.

**DEPARTMENT OF ADMINISTRATIVE SERVICES**

By:   
Mike Carroll, Director

Date: 12/19/12

**CONTRACTOR**

By:   
James P. Cooney, Managing Director

Date: 12-10-2012

MB  
12/17/12  
BK/ [unclear]  
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