

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES

**Amendment Number 1 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 and receive quarterly reports on positions filled by businesses with an Iowa presence and positions filled by a minority, woman owned or targeted small business.

Section 2 DURATION OF CONTRACT AMENDMENT

2.1 Term of Contract Amendment. The term of this Contract Amendment shall be from August 15, 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
Security Analyst Level 1	1-3 years experience. Understanding of all aspects of computer and network security, including such areas as firewall administration, encryption technologies and network protocols. Strong oral and written communication, analytical and problem-solving skills as well as excellent judgment and self-motivation. Able to multitask and work well under pressure. Knowledgeable of industry security trends and developments as well as applicable government regulations. Perform security audits, risk assessments and analysis. Make recommendations for enhancing data systems security. Formulates security policies and procedures. Research attempted breaches of data security and rectifying security weaknesses.	43.36
Security Analyst Level 2	4-7 years experience. Work description included as Security Analyst Level 1. Work description included as Security Analyst Level 1.	51.39
Security Analyst Level 3	8 to 10 years experience. Work description included as	56.43

	Security Analyst Level 1.	
Security Analyst Level 4	11 or more years experience. Work description included as Security Analyst Level 1.	59.11
Systems Architect	Up to 5 years experience in software development, testing and project management. Responsible for designing, developing and implementing application infrastructure to provide highly-complex, reliable, and a scalable applications and systems to meet the organization's objectives and requirements. Architects are familiar with a variety of the application technologies, environments, concepts, methodologies, practices and procedures and rely on experience and judgment to plan and accomplish goals, Architects are able to perform a variety of complicated tasks with minimal supervision. They have proven experience defining systems and application architecture and provide vision, problem anticipation and problem solving ability to organizations.	86.83
Software Developer/Programmer Level 5	Includes all skills of a Software Developer/Programmer Level 4. Senior Developer/Programmer with experience with a government specific application or development design pattern.	76.28
Business Analyst Level 5	Includes all skills of a Business Analyst Level 4. Senior Business Analyst with specific government application experience.	66.76
Business Analyst Level 6	Includes all skills of a Business Analyst Level 5. Strategic Business Analyst consults with executive-level stakeholders to define business need or problem. Conducts research, performs studies and surveys to obtain data; and analyzes problems to advise on or recommend solutions, utilizing knowledge of theory, principles, or technology of specific discipline or field of specialization. Analyzes data to determine solution, such as installation of alternate methods and procedures, changes in processing methods and practices, modification of machines or equipment, or redesign of products or services. Advises client or department heads on alternate methods of solving need or problem, or recommends specific solution. Requires experience providing consulting services to governmental entities. May be designated according to field of business and technical specialization.	84.02
Database Administrator Level 5	Includes all skills of a Database Administrator Level 4. Senior database administrator with experience with more than one database architecture or experience with the latest software releases. The administrator may have experience with a government specific database structure.	78.93
Database Administrator	Includes all skills of a Database Administrator Level 5.	83.05

Level 6	Administrator may also have experience as an architect, modeler or warehouse design for decision support.	
Project Manager Level 4	11 or more years experience as a Project Manager.	88.80
Project Manager Level 5	Includes all skills of a Project Manager Level 4. Experience with a specific government application.	94.35
Exception Rate	Specific and unique skill set unavailable in the standard rate structure.	Quoted and available only upon request and approval by the State of Iowa Chief Information Officer
Help Desk Support Level 1 (Phone Support)	1 to 3 years field experience and preferred education of 2 year associates degree or equivalent technical study The Help Desk Support provides technical assistance support and advice to end users for hardware, software and systems. Depending on the level the Help Desk Support staff will provide phone support for activities like password resets or in person hands-on technical assistance to business and technical users. Calls software and hardware vendors to request service regarding defective products. Talks to programmers to explain software errors or to recommend changes to programs. Talks with technical and non-technical co-workers to research problem and find solution. Calls software and hardware vendors to request service regarding defective products. Develops end user instructions Examples could be: How to manage your popup blocker or How to add a printer. Follow quality standards, and displays strong customer service skills; Ability to work in a team environment; Complete assigned tasks; Strong communication skills; both written and spoken. Train users on software and hardware on-site	17.82
Help Desk Support Level 2 (Desktop Support)	1 to 3 years field experience and preferred education of 2 year associates degree or equivalent technical study. Work description included as Help Desk Support Level 1.	36.57
Help Desk Support Level 3 (Advanced Desktop Support)	3 to 5 years field experience and preferred education: 4 year college degree in field of specialty or equivalent education and experience combined. Work description included as Help Desk Support Level 1.	39.07

The following positions descriptions and associated rates shall be removed from the IT Services Cost Proposal included in the Original Contract titled IT Services Managed Service Provider (Exhibit A) Help Desk Analyst Level 1; Help Desk Analyst Level 2; Help Desk Analyst Level 3; Data Entry Operator Level 1; Data Entry Operator Level 2

Data Entry Operator Level 2

Section 4 OTHER AMENDMENT PROVISIONS

The attachment to the Original Contract titled IT Services Managed Service Provider (Exhibit A) Appendix H Revised SLA Chart shall be amended to include:

Performance Metric	Performance Target	Description	Calculation	Frequency of Review
Report of Minority, Woman Owned or Targeted Small Business Placement	The percentage of the Iowa registered minority, woman owned or targeted small business must be tracked		Total number of positions filled divided by the number of positions filled by a minority, woman owned or TSB contractor.	Quarterly
Report of Iowa Based Businesses Placement	The percentage of the candidates from a company with an Iowa presence		Total number of positions filled divided by the number of positions filled by a contractor with an Iowa presence..	Quarterly

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*
Mike Carroll, Director

Date: 9/5/12

CONTRACTOR

By: *James P. Cooney*
James P. Cooney, Managing Director

Date: 8-30-2012