CherryRoad Hosting Contract - Amendment No. 2
Amendment Specifications

For good and valuable consideration set forth in this Amendment No. 2, County, on behalf of its Department of Information Technology, and Contractor hereby amend the Contract as set forth in this Amendment No. 2. Except as expressly amended herein, all other terms and conditions of the Agreement shall remain in full force and effect.

1. <u>Contract Payment Limit</u>. Section 4 (Payment Limit) of the Contract is hereby amended by deleting "$2,192,520" therefrom and replacing it with "$6,810,120".

2. <u>Temporary Post Production Services</u>. Section II(I) (Out of Scope Services) of the Service Plan is hereby deleted in its entirety and replaced with the following:

   "I. Temporary Post Production Support; Out of Scope Services.

   1. <u>Temporary Post Production Support</u>. Contractor shall provide the following employees to provide post production System support : Michael Finkelstein (Payroll), Laura Adams (HR/Benefits), Daniel Gonzalez (Benefits Administration), Himanshu Thakkar (Technical Self-Service), and Jeff Strand (Technical) to perform the following System support services at the rates set forth in Section I(2) below (the "<u>Temporary Post Production Support Services</u>").
      a. Respond, record, and triage functional/technical application issues and communicate solutions offered from a knowledge repository which includes historical views of both issues and resolutions (i.e. Ticketing System), process flows and application documentation
      b. Assist users with usage and navigation of Application functionalities and business processes within the modules, specific to the County's application functional setup
      c. Troubleshoot functional issues and provide solutions through configurations and setup changes
      d. Assist users with issues associated with data consistency within their HCM/ applications
      e. Support release management (patches-fixes-updates)
      f. Troubleshoot technical issues and provide solutions through configurations and setup changes
      g. Assist users with issues associated with data consistency within the HCM applications
      h. Provide Break/Fix support for existing custom programs, forms, reports, and interfaces
      i. Support Data extracts and batch programs
      j. Apply and/or implement new Functionality delivered through the PUM process
      k. HCM Technical Upgrade
      l. SDLC Management
      m. Remote Development and Testing
      n. Custom Integration development
      o. User Interface/Customization modifications
      p. Development migrations
      q. Remote Application Testing
      r. Custom Training development and delivery

Initials: _____   _____
            Contractor   County

s.   Work with the County to identify new functionality and enhancements to implement as needed

2. Period of Temporary Services, Etc. Contractor shall provide the Temporary Post Production Support Services until July 31, 2020, unless earlier terminated, in part or in whole, by County's provision of thirty (30) days written notice to Contractor. Each of the Contractor employees listed in the table below will not exceed the hours set forth in the table and County will pay Contractor at the hourly rates set forth in the table below. County has the option of selecting whether the Temporary Post Production Support Services consultants will perform services onsite at County or remotely. If County notifies Contractor in writing that any Contractor employee performing Temporary Post Production Support Services is not performing in a satisfactory manner, Contractor shall remove such employee and, within a reasonable period of time, replace such employee with a qualified employee and the approval of County.

CherryRoad Amendment #2 - Hours and Amounts

Name/Month	Laura Adams	Michael Finkelstein	Danny Gonzalez	Shashank Katepalli	Jeff Strand
Feb-19	160	160	160	160	160
Mar-19	170	170	170	170	170
Apr-19	170	170	170	170	170
May-19	180	180	180	180	180
Jun-19	160	160	160	160	160
Jul-19	160	160	160	160	160
Aug-19	180	180	180	180	180
Sep-19	152	152	152	152	152
Oct-19	184	184	184	184	184
Nov-19	160	160	160	160	160
Dec-19	160	160	160	160	160
Jan-20	160	160	160	160	160
Feb-20	160	160	160	160	160
Mar-20	170	170	170	170	170
Apr-20	170	170	170	170	170
May-20	180	180	180	180	180
Jun-20	160	160	160	160	160
Jul-20	160	160	160	160	160
Total	2996	2996	2996	2996	2996
Onsite Rate	$185	$185	$185	$185	$185
Remote rate	$155	$155	$155	$155	$155
Total	$554,260	$554,260	$554,260	$554,260	$554,260

Total Amendment #2	**$2,771,300**

Initials: _____   _____
              Contractor   County

      3.   <u>Out of Scope Services</u>. If County desires that Contractor perform services that are not within the scope of this Agreement, the parties will cooperate in good faith to amend this Contract to provide a description of the additional services, and the cost therefor at the hourly rates set forth in Article V (Payment Provisions) below."

3.   <u>Section V(B)(1) (Optional Services Not Included in Monthly Fee)</u>. Section V(B)(1) (Optional Services Not Included in Monthly Fee) is hereby deleted in its entirety and replaced with the following:

      "1.   The services set forth below in the "Optional Application Managed Services" column are not included in the monthly fee, however, Contractor will perform the Temporary Post Production Support Services pursuant to Section II(I) (Temporary Post Production Support; Out of Scope Services) above for the rates set forth therein, and after the Temporary Post Production Support Services have ended, Contractor will perform the described services either on a fixed price monthly basis or a time and material basis at the rates set forth in Section B(2) below."

Initials: _____   _____
               Contractor   County