

**Lee County Board Of County Commissioners  
Agenda Item Summary**

Blue Sheet No. 2006 0270

**1. ACTION REQUESTED/PURPOSE:**

Approve Change Order No. 19 to Lee County Contract No. 2778 Atos Origin under CN-02-28 Information Technology & Telecommunications Outsourcing Services, for additional staffing to support the increased scope of work. Authorize transfer from ITG reserves in the amount of \$482,432 plus \$92,646 from existing budget reallocated to cover this increase from 3/1/06 through 9/30/06. *JK*

**2. WHAT ACTION ACCOMPLISHES:**

Increases Atos Origin contract value for the following increase in scope: Total contract increase for two years \$1,971,696

- 1) Application Development- \$198936
- 2) Application Maintenance - \$198936
- 3) PC Maintenance - \$298416
- 4) Database Support - \$215520
- 5) Telecom voice - \$612264
- 6) Network Management - \$232104
- 7) Data Center Operations - \$215520

**3. MANAGEMENT RECOMMENDATION: Approve**

4. Departmental Category: **1**

**C I B**

5. Meeting Date: **03-21-2006**

**6. Agenda:**

- Consent
- Administrative
- Appeals
- Public
- Walk-On

**7. Requirement/Purpose: (specify)**

- Statute
- Ordinance
- Admin. Code
- Other

**8. Request Initiated:**

Commissioner \_\_\_\_\_  
 Department Administration  
 Division ITG  
 By: **Jim Desjarlais**

**9. Background:**

Board of Commissioners approved Blue Sheet 20021360 on 12/03/02 which contained the IT contract for Lee County. This contract had scope change thresholds which would trigger a change order. Please see Attachment A. This blue sheet did not take the County's rapid growth into account, since the inception of the Contract on 2/24/03. Please see attachment B for details of the scope change. Please see attachment C for summarized pricing data.

Funds will be available in KC5132851500. 503490

**10. Review for Scheduling:**

Department Director	Purchasing or Contracts	Human Resources	Other	County Attorney	Budget Services				County Manager/P.W. Director
					Analyst	Risk	Grants	Mgr.	
<i>03/06/06</i>	<i>JK-316</i>	N/A	N/A	<i>Went</i>	<i>JK-316</i>	<i>JK-316</i>	<i>JK-316</i>	<i>JK-316</i>	<i>[Signature]</i>

**11. Commission Action:**

- Approved
- Deferred
- Denied
- Other

RECEIVED BY COUNTY ADMIN:  
 3-6-06  
 4:03  
 COUNTY ADMIN FORWARDED TO:  
 3/9/06  
 4:15

Rec. by CoAtty  
 Date: 3/6/06  
 Time: 3:55 pm  
 Forwarded To: *[Signature]*

**Lee County IT Outsource  
Service Agreement Scope Changes**

<b>Service Agreement</b>	<b>Scope Threshold From Current Contract</b>	<b>Baseline</b>	<b>Current</b>	<b>% Change</b>
<b>PC Maintenance</b>	If the number of PCs changes from the baseline indicated in Exhibit F by 10% or more, a change order will be initiated.	<b>1614</b>	<b>2400</b>	<b>48.7%</b>
<b>Data Center Operations</b>	If the number of servers changes from the baseline indicated in Exhibit F by 25 or more, the Change Order Procedure will be initiated.	<b>104</b>	<b>147</b>	<b>41.3%</b>
<b>Help Desk</b>	If the number of users changes by more than 10% from the baseline of 1800 users for three consecutive months The Change Order Procedures will be initiated.	<b>1800</b>	<b>2400</b>	<b>33.3%</b>
<b>Database Support Management</b>	If the number of applications supported changes from the baseline indicated in Exhibit F by 10% or more, a Change Order Procedure will be initiated.	<b>77</b>	<b>184</b>	<b>139.0%</b>
<b>Network Management</b>	If the number of network devices supported changes from the baseline indicated in Exhibit F by 10% or more, a change order will be initiated.	<b>173</b>	<b>274</b>	<b>58.4%</b>
<b>Application Development</b>	Application Development efforts assume a maximum number of man-hours and is limited to 4000 hours on an annual basis for this Service Agreement. The maximum number of man-hours per year can be reviewed and adjusted annually by the County pursuant to the Change Order Procedure.	<b>4000</b>	<b>6000</b>	<b>50.0%</b>
<b>Application Maintenance</b>	If the number of applications supported changes from the baseline indicated in Exhibit E by 10% or more, a Change Order Procedure will be initiated.	<b>75</b>	<b>89</b>	<b>18.7%</b>
<b>Telecommunications Voice</b>	If the number of PABX systems supported increases from the baseline indicated in Exhibit F by 25 or more, a Change Order Procedure will be initiated.	<b>91</b>	<b>400</b>	<b>339.6%</b>
	IMAC's in excess of 200 will be billed at a rate of \$100.00 per IMAC and shall be invoiced on a monthly basis.	<b>200</b>	<b>n/a</b>	<b>n/a</b>

# REQUEST FOR TRANSFER OF FUNDS

**FUND NAME:** ITG **DATE:** 03/09/06 **BATCH NO.** \_\_\_\_\_

**FISCAL YEAR:** 6-May **FUND #:** 51500 **DOC TYPE:** \_\_\_\_\_ **LEDGER TYPE:** \_\_\_\_\_

**TO:** ITG Data Processing  
**(DIVISION NAME)** **(PROGRAM NAME)**

ACCOUNT NUMBER	OBJECT NAME	DEBIT
KC5132851500.503190	Other Professional Services	\$575,078
TOTAL TO:		\$575,078

**FROM:** Non-Departmental Reserves  
**(DIVISION NAME)** **(PROGRAM NAME)**

ACCOUNT NUMBER	OBJECT NAME	CREDIT
GC5890151500.509910	Reserves for Contingency	\$482,121
20870751500.506110	Land & Court Registry	\$92,646
TOTAL FROM:		\$575,078

EXPLANATION: Per Bluesheet #20060270

\_\_\_\_\_  
 DIVISION DIRECTOR SIGNATURE      DATE

DBS: APPROVAL  DENIAL

APPROVAL  DENIAL

CO. ADMIN.: APPROVAL  DENIAL

\_\_\_\_\_  
 DEPARTMENT DIRECTOR SIGNATURE      DATE  
*Sue Lange*      3/09/06

\_\_\_\_\_  
 OPERATIONS ANALYST SIGNATURE      DATE  
*Sue Lange*      3/09/06

\_\_\_\_\_  
 DBS DIRECTOR SIGNATURE      DATE

\_\_\_\_\_  
 CO. ADMIN. SIGNATURE      DATE

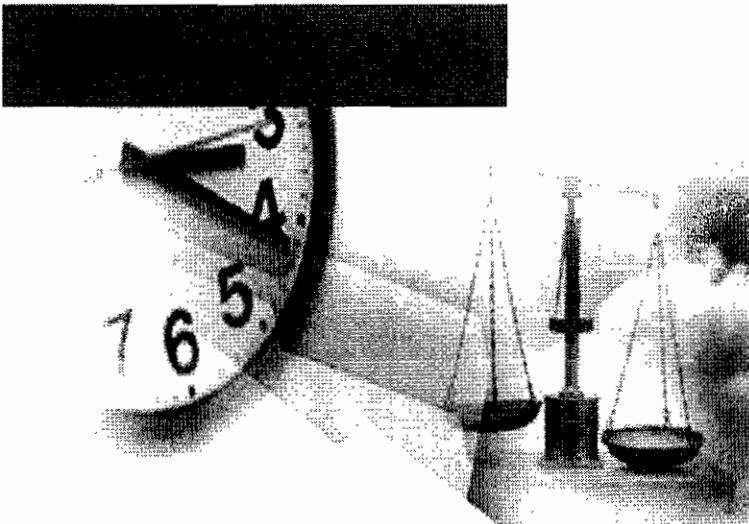
BCC APPROVAL DATE \_\_\_\_\_

\_\_\_\_\_  
 BCC CHAIRMAN SIGNATURE

BA NO. \_\_\_\_\_ AUTH CODE: \_\_\_\_\_ TRANS DATE: \_\_\_\_\_



## Proposal for Increase in Scope of IT Services for Lee County



February 23<sup>rd</sup>, 2006  
Clint Dean

*Turning Client Vision into Results*

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**Proposal for Increase in Scope of IT Services for Lee County**

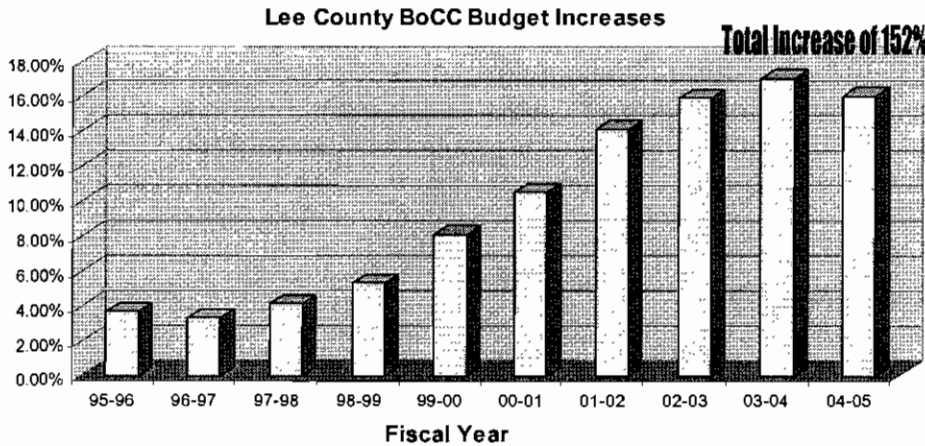
## Introduction

The purpose of this document is to initiate a discussion regarding the scope of services being delivered as described in the Service Agreements and the need for adjustment in scope.

### ***Explosive Growth***

It's well known that Lee County is in the midst of a population boom. In the decade starting in 1990 Lee County saw an increase in population of 31.56%, versus the national average of 13.15% and the Florida average of 23.53%. Since the year 2000 the trend has continued and it is estimated that another 100,000 people have moved to Lee County in the last five years, an additional 25% increase.

The explosive growth in population in Lee County has had rippling effects throughout the community. The Board of County Commissioners budget has increased more than 150% from fiscal year 1995-1996 to 2004-2005. In just the last two years the budget has increased 32% and staffing has increased by 14% to keep up with the increasing demand.



### ***IT Services Expansion***

By and large the increases in the County population and budget have manifested into expansion in the IT realm as well. Over the last two years we have *strived* to provide the highest level of customer service while introducing new services. Some examples of the new services are:

Proposal for Increase in Scope of IT Services for Lee County

<b>Document Management Improvement</b>	Improvements to the legacy document management system to improve reliability and ensure its stability until it could be replaced
<b>KwikTag</b>	replacement to the legacy document imaging system
<b>Revize CMS</b>	an internet content management system for simplifying the website authoring process as well as providing a consistent look and feel
<b>TideMark E-Connect and E-Pay</b>	internet interfaces into the permitting application
<b>Kronos Upgrade</b>	Upgrade Kronos for Public Safety and implement the system for Lee Tran
<b>Kronos Implementation</b>	Countywide implementation of Kronos
<b>Guardian</b>	spam and virus blocking
<b>Oracle Server Consolidation</b>	consolidated Oracle databases to minimize Oracle license costs
<b>Constitutional Complex Telephone Upgrade</b>	complete upgrade of telephone system for Property Appraiser, Tax Collector and Supervisor of Elections
<b>Library Web Filtering</b>	web content filtering for public-use pc's at the libraries
<b>OCS Print Management</b>	print management solution for the public libraries
<b>Redundant Internet Circuit</b>	established an alternative internet provider in the event of an outage
<b>City of Palms Park</b>	reworked the voice and data infrastructure to support the County/Boston Red Sox
<b>Community Development Knowledge Database</b>	a shared database between Community Development and Public Resources to provide better communication
<b>Internet Streaming of LeeTV</b>	an internet video stream of LeeTV
<b>SAN / NAS Implementation</b>	implementation of a network storage solution
<b>Enterprise Linux Server</b>	enterprise Linux server for open source applications
<b>LeeTran VoIP</b>	a voice over IP solution for LeeTran's facilities
<b>15 Telephone Switch Replacements</b>	upgrade/replacement of telephone switching equipment at 15 County sites
<b>Point-to-Point Wireless</b>	implementation of a point-to-point wireless connection for Fleet to improve bandwidth



<b>Fiber Network</b>	creation of Downtown Fiber Network and beginnings of expanding into other areas of the County
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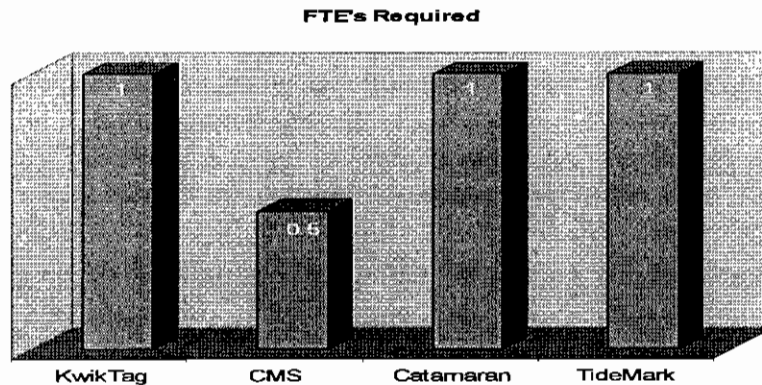
The information being presented is meant to establish an underlying theme of growth and expansion and to provide tangible data as it pertains to Atos Origin and Lee County. The remainder of this document will focus on specific areas of concern.

## Applications Development / Maintenance

The service agreements that cover Applications are Service Agreement 8 – Application Development and Service Agreement 15 – Application Maintenance. The current workload on the Applications team has become an issue that is impacting deliverables and customer satisfaction. Attempts have been made to remedy the situation without having to formally request a change order to the contract. To date we have committed to use the 130 Consulting Days (120 from this year and 10 carried over from last year) to fund an additional contractor through the end of the 2005 calendar year for the Application team. Despite this additional resource we are still falling short of demand.

The original contract listed 58 applications to be supported – that list has grown to 89. Looking only at the number of applications can be misleading because there are many applications for which we act as merely a liaison between the county and a 3rd party vendor and there are others that require 40+ hours per week for support. The second scenario is where we have run into issues with capacity and response times.

The applications that have been added recently, or are in the pipeline to be added, have become quite burdensome: specifically KwikTag, CMS, Catamaran (RFID) and TideMark reports. Continued support of these applications needs to be addressed. The on-going support requirements that these application will require are as follows:



**Original Scope**

Service Agreement 15 – Applications Maintenance lists 58 applications to be supported. Service Agreement 08 – Applications Development specifies 4000 hours of application development time, which equates to two full-time resources.

**Scope Threshold**

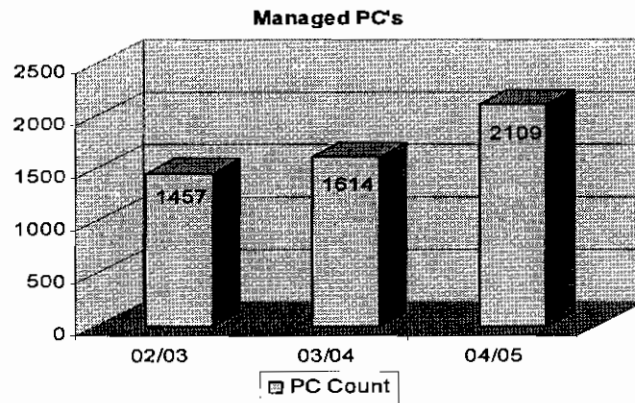
Service Agreement 15 – If the number of applications supported changes from the baseline by 10% or more.

**Proposed Scope and Contract Adjustment**

Service Agreement		Original Scope		Proposed Scope		Original Monthly Cost	Proposed Monthly Cost	Scope Increase	Cost Increase
SA-08	Applications Development	4000	hours	6000	hours	\$23,590	\$31,879	50%	35%
SA-15	Applications Maintenance	75	apps	89	apps	\$60,906	\$69,195	19%	14%

**Desktop Support**

In concert with the increased number of County employees, the inventory of desktop and laptop computers has increased from 1457 in fy02/03 to 2109 in fy05/06.



Despite the increase in PCs we have made attempts to absorb the workload without impacting customer satisfaction or SLAs through the use of automation software and contract labor. Nevertheless, the fact remains that the number of tickets is steadily increasing and is reaching levels that are preventing us from balancing project work (software upgrades, etc) with operational work.

**Original Scope**

Service Agreement 14 – PC Maintenance lists 1614 computers to be supported.

**Scope Threshold**

If the number of PCs changes from the baseline by 10% or more.

**Proposed Scope and Contract Adjustment**

Service Agreement		Original Scope		Proposed Scope		Original Monthly Cost	Proposed Monthly Cost	Scope Increase	Cost Increase
SA-14	PC Maintenance	1614	pc's	2400	pc's	\$105,001	\$117,435	49%	12%

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**Database Administration**

Database support is divided into three technologies:

- Microsoft Access
- Microsoft SQL Server
- Oracle

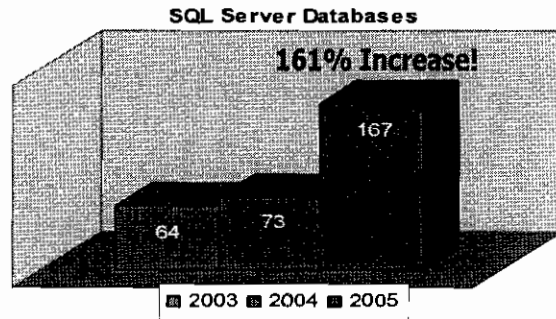
**Microsoft Access**

We have discovered that there are 10,000+ Microsoft Access databases residing on the County’s network, none of which are managed or monitored by Atos Origin. However, users regularly submit trouble tickets for support on these databases and we routinely are involved in maintenance and rescue efforts. The current Service Agreement is intended to provide coverage for enterprise databases, specifically those tied to enterprise applications. ***Ultimately an agreement on how to proceed with support of the Microsoft Access databases is needed and users’ expectations need to be set accordingly.***

**Microsoft SQL Server**

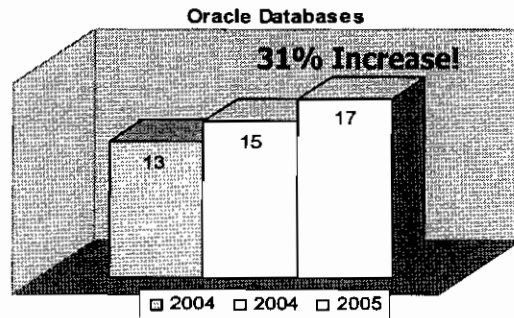
SQL Server is now the de facto standard for County enterprise database applications. With new applications coming on line and the push to migrate away from Oracle the demand for support has become overwhelming. The number of SQL Server database has grown from 64 in 2003 to 167 in 2005.

Proposal for Increase in Scope of IT Services for Lee County



**Oracle**

Despite the recent efforts to migrate from Oracle to SQL Server, the number of Oracle databases has increased in the last two years. The major applications that are currently using Oracle are TideMark, POWER, Cartegraph and Facility Focus. The number of databases has increased from 13 to 17 representing a 31% increase in the last two years. If we continue the migration to SQL Server the number of Oracle databases should decrease, however there would be corresponding increase in SQL Server databases.



**Original Scope**

Service Agreement 06 – Database Management didn't separately list any databases or applications to be supported. The Scope Threshold statement referred to 'applications' but none were listed. A good faith best estimate is 77 Oracle and MS SQL databases that were inventoried in 2003.

**Scope Threshold**

If the number of applications supported changes from the baseline by 10% or more.

**Proposed Scope and Contract Adjustment**

Service Agreement		Original Scope		Proposed Scope		Original Monthly Cost	Proposed Monthly Cost	Scope Increase	Cost Increase
SA-06	Database Support Mgmt	77	db's	184	db's	\$28,116	\$37,096	139%	32%

**Voice Telecommunications**

Service Agreement 10 covers the Voice Telecommunications support services. Exhibit G of that Service Agreement includes a list of sites where telecommunications support is required. The list included 91 sites. Of the 91 sites listed, 27 were listed as not having any hardware (only POTS lines from Sprint). The other 64 sites either had PBX systems from Rolm, Siemens, Nortel and Toshiba or were place holders for future planned facilities.

In an attempt to produce a similar list that reflects the sites that are being supported today a count of over 400 was tallied! (See Appendix E)

In addition to the updated site list, the technology of the telecommunications switches has changed. Telecom switches are becoming more software robust and support of these switches is now a mixture of server, software and telecom skillsets. This scope increase will provide this additional support for the County's growing telecom network.

The County spent \$163,000 in 2004 and \$105,000 in 2005 on Telecom IMACs in excess of the contracted threshold. We are proposing to remove the IMAC threshold so the County can avoid these costly overages. This will represent a significant savings of nearly \$500,000 to the County given the upcoming projects (533 Exchange, Downtown Telecom Upgrade).

**Original Scope**

Service Agreement 10 – Telecom Voice lists 91 sites with PBXs or leased circuits to be supported.

**Scope Threshold**

If the number of PABX systems supported increases from the baseline by 25 or more.

IMAC's in excess of 200 will be billed at a rate of \$100.00 per IMAC and shall be invoiced on a monthly basis.

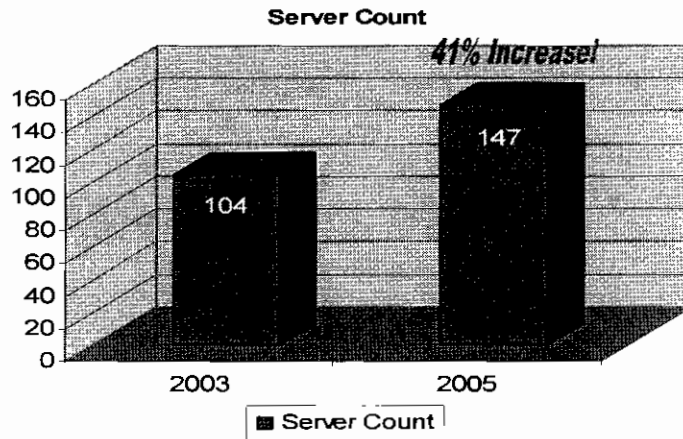
**Proposed Scope and Contract Adjustment**

Service Agreement		Original Scope		Proposed Scope		Original Monthly Cost	Proposed Monthly Cost	Scope Increase	Cost Increase
SA-10	Telecom Voice	91	sites	400+	sites	\$68,713	\$94,224	300%+	37%

Additionally, the IMAC threshold will be removed so there will be no limit to the number of IMACs per month.

**Data Center Operations**

Looking at the infrastructure, despite a concerted consolidation effort the number of servers has increased in the last two years. That being said, the services that were running two years ago are now being run and managed on 25% fewer servers –if it took 100 servers to run the services offered in 2003 we are now running those same services on 75 servers. The net increase in servers is from new servers hosting new services (i.e. KwikTag, Website Content Management, Kronos, SAN, NAS).



**Original Scope**

Service Agreement 04 – Data Center Operations lists 104 servers to be supported.

**Scope Threshold**

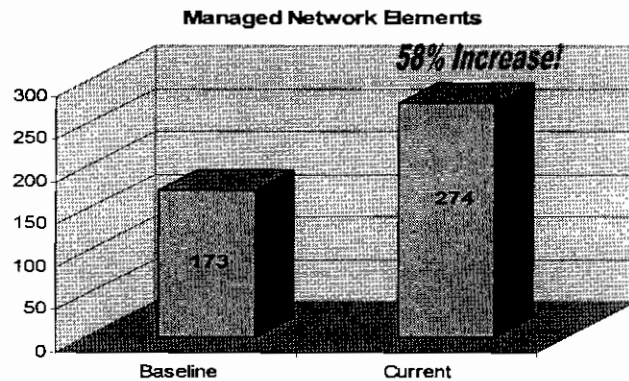
If the number of servers changes from the baseline by 25 or more.

**Proposed Scope and Contract Adjustment**

Service Agreement		Original Scope		Proposed Scope		Original Monthly Cost	Proposed Monthly Cost	Scope Increase	Cost Increase
SA-04	Data Center Operations	104	servers	147	servers	\$60,947	\$69,927	41%	15%

**Network Management**

Likewise, the County’s data network has seen expansion. As the County’s organization has expanded, so too has the physical infrastructure required to support the business. Two years ago we were managing 173 routers switches. Today we are managing a staggering 274 routers and switches.



**Original Scope**

Service Agreement 09 – Network Management lists 173 network devices to be supported.

**Scope Threshold**

If the number of network devices supported changes from the baseline by 10% or more.

**Proposed Scope and Contract Adjustment**

Service Agreement		Original Scope		Proposed Scope		Original Monthly Cost	Proposed Monthly Cost	Scope Increase	Cost Increase
SA-09	Network Management	173	devices	274	devices	\$38,470	\$48,141	58%	25%

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## Summary

Over the last two years Lee County and Atos Origin have established a strong relationship that has enabled us to avoid having to meticulously review the contract to resolve these types of issues. However, at this point the scope in these areas has grown to the point that we will soon be unable to provide the quality and level of service that has been provided in the past. We are asking for discussions so that we can avoid negatively affecting customer satisfaction.

Furthermore, we respectfully request that any contract modifications resulting from these discussions be effective March 1<sup>st</sup>, 2006.



Proposal for Increase in Scope of IT Services for Lee County

**Appendix A – Proposed Pricing Summary**

Service Agreement		Original Scope		Proposed Scope		Original Monthly Cost	Proposed Monthly Cost	Scope Increase	Cost Increase
SA-04	Data Center Operations	104	servers	147	servers	\$60,947	\$69,927	41%	15%
SA-06	Database Support Mgmt	77	databases	184	databases	\$28,116	\$37,096	139%	32%
SA-08	Applications Development	4000	man hours	6000	man hours	\$23,590	\$31,879	50%	35%
SA-09	Network Management	173	devices	274	devices	\$38,470	\$48,141	58%	25%
SA-14	PC Maintenance	1614	# of PCs	2400	# of PCs	\$105,001	\$117,435	49%	12%
SA-15	Applications Maintenance	75	# of Apps	89	# of Apps	\$60,906	\$69,195	19%	14%
SA-10	Telecom Voice	91	sites	450	sites	\$68,713	\$94,224	300%+	37%

## ATTACHMENT C

	Orig contract Yearly	12/19/2005 Proposal	1/17/2006 Proposal	Scope increase Yearly	Years remaining on Contract	
Application Development	283080	384228	382548	99468	2	198936
Application Maintenance	730872	832020	830340	99468	2	198936
PC maintenance	1260012	1487580	1409220	149208	2	298416
Database support mgmt	337392	446964	445152	107760	2	215520
Telecom Voice	824556	1252440	1130688	306132	2	612264
Network Management	461640	579636	577692	116052	2	232104
Help Desk	893976	961404	893976	0	2	0
Datacenter Operations	731364	840936	839124	107760	2	215520
	5522892	6785208	6508740	985848		1971696

APPENDIX C  
FORM – CHANGE ORDER DOCUMENT  
CHANGE ORDER AUTHORIZATION

Change Order No.: 19

(A Change Order Authorization Requires Approval by the Department Director for Expenditures Under \$25,000 or Approval by the County Manager for Expenditures Between \$25,000 and \$50,000 or Approval by the Board of County Commissioners for Expenditures over \$50,000)

CONTRACT NAME: IT & TELLECOMMUNICATION OUTSOURCING SERVICES

FOR PROJECT IT & Telecommunication Scope Increase PROVIDER: Atos Origin

SOLICIT NO.: CN-02-28 CONTRACT NO.: 2778 ACCOUNT NO. \_\_\_\_\_

REQUESTED BY: Jim Desjarlais, County Admin. DATE OF REQUEST: February 23, 2006

Upon the completion and execution of this Change Order Authorization by both parties the Service Provider is authorized to and shall proceed with the following:

SERVICE AGREEMENT 1	MASTER SERVICES AGREEMENT	DATED: <u>N/A</u>
SERVICE AGREEMENT 2	ACCOUNT MANAGEMENT	DATED: <u>N/A</u>
SERVICE AGREEMENT 3	BUSINESS MANAGEMENT SUPPORT	DATED: <u>N/A</u>
SERVICE AGREEMENT 4	TRANSITION/MIGRATION	DATED: <u>N/A</u>
SERVICE AGREEMENT 5	DATA CENTER	DATED: <u>March 1<sup>st</sup>, 2006</u>
SERVICE AGREEMENT 6	HELP DESK	DATED: <u>N/A</u>
SERVICE AGREEMENT 7	DATABASE SUPPORT/MANAGEMENT	DATED: <u>March 1<sup>st</sup>, 2006</u>
SERVICE AGREEMENT 8	DISASTER RECOVERY	DATED: <u>N/A</u>
SERVICE AGREEMENT 9	APPLICATION DEVELOPMENT	DATED: <u>March 1<sup>st</sup>, 2006</u>
SERVICE AGREEMENT 10	NETWORK MANAGEMENT	DATED: <u>March 1<sup>st</sup>, 2006</u>
SERVICE AGREEMENT 11	TELECOM – VOICE	DATED: <u>March 1<sup>st</sup>, 2006</u>
SERVICE AGREEMENT 12	TELECOMMUNICATIONS – DATA	DATED: <u>N/A</u>
SERVICE AGREEMENT 13	TRAINING	DATED: <u>N/A</u>
SERVICE AGREEMENT 14	CONSULTING SERVICES/USER	DATED: <u>N/A</u>
SERVICE AGREEMENT 15	PERSONAL COMPUTER	DATED: <u>March 1<sup>st</sup>, 2006</u>
	APPLICATION MAINTENANCE	DATED: <u>March 1<sup>st</sup>, 2006</u>

It is understood and agreed that the acceptance of this modification by the SERVICE PROVIDER constitutes an accord and satisfaction.

=====

RECOMMENDED:	ACCEPTED	COUNTY APPROVAL:
By: <u>[Signature]</u>	By: <u>[Signature]</u>	By: _____
IT Director	Service Provider	Department Director (Under \$25,000)
Date: <u>3-06-06</u>		

By: _____	Date Accepted: <u>3/7/06</u>	Date Approved: _____
Department Director		

By: <u>[Signature]</u>	By: <u>[Signature]</u>
Contracts Manager	County Manager
Date: <u>3/7/06</u>	(Between \$25,000 and \$50,000)

Date Approved: \_\_\_\_\_

*County Attorney's Office	Date	By: _____
		Chairman
		Board of County Commissioners
		(Over \$50,000)
		Date Approved: _____

\* County Attorney approval needed for over Board level expenditures only

SERVICE ENHANCEMENT  
SUPPLEMENTAL/CHANGE ORDER SERVICES

NAME OF USER DEPARTMENT: County Administration

DATE OF REQUEST: March 1st, 2006

CHANGE TO:  MASTER AGREEMENT  
 SERVICE AGREEMENT NO. 4  
 SERVICE AGREEMENT NO. 6  
 SERVICE AGREEMENT NO. 8  
 SERVICE AGREEMENT NO. 9  
 SERVICE AGREEMENT NO. 10  
 SERVICE AGREEMENT NO. 14  
 SERVICE AGREEMENT NO. 15

All terms defined in the agreement shall have the same meaning ascribed to them therein when used in this Service Enhancement. The County hereby requests that Atos Origin perform the Supplement/Change Order Services described below. The parties acknowledge that any Supplemental/Change Order Services to be performed pursuant to this Service Enhancement shall be performed under the terms and conditions of the Agreement. In addition, unless otherwise set forth below, any payments to be made by County to Atos Origin under this Service Enhancement shall be made pursuant to the terms and conditions of the Agreement. The amounts to be paid by County to Atos Origin under this Service Enhancement shall be in addition to any other amounts which County is obligated to pay to Atos Origin under the Agreement.

Description of Supplemental/Change Order:

See attached proposal.

Projected Start Date for Services: March 1st, 2006

Projected End Date for Services: February 23<sup>rd</sup>, 2008

Total amount to be paid: \$1,971,696.00