

STATE OF TEXAS §
COUNTY OF TRAVIS §

Division Number: <u>210</u>	Program Name: <u>New Generation System Support Help Desk</u>
Org. Code: <u>711P</u>	Legal/Funding Authority: <u>Title I, Part C, 84.011A</u> <u>P.L. 107-110, Elementary and Secondary Education Act of 1965 as amended by the NCLB Act of 2001; DIR-SDD-2131</u>
Speed Chart: _____	ISAS Contract #: <u>3106</u>
Payee Name: <u>Northrop Grumman</u>	PO #: _____
Payee ID: <u>1951055798</u>	

Amendment # 1

**AMENDMENT TO
STANDARD CONTRACT
BETWEEN
TEXAS EDUCATION AGENCY
AND**

Northrop Grumman Systems Corporation

NAME OF CONTRACTOR

It is mutually understood and agreed by and between the undersigned contracting parties of the above numbered contract to amend said contract effective August 27, 2014 as follows:

TEA is exercising the option to renew the New Generation System (NGS) Help Desk Support Contract from September 1, 2014 to August 31, 2015. Revised Description of Services attached hereto and incorporated herein by reference. The firm fixed price for this period is \$334,248.96 and below is the invoice schedule.

Contract Amount: \$243,999.72

FY2015 Amendment Amount: \$334,248.96

Total Contract Amount: \$578,248.68

2014		2015	
Month	Amount	Month	Amount
October	\$ 27,854.08	January	\$ 27,854.08
November	\$ 27,854.08	February	\$ 27,854.08
December	\$ 27,854.08	March	\$ 27,854.08
		April	\$ 27,854.08
		May	\$ 27,854.08
		June	\$ 27,854.08
		July	\$ 27,854.08
		August	\$ 27,854.08
		September	\$ 27,854.08

Pursuant to Section 2252.901 of the Texas Government Code, Contractor certifies that it is not a former employee of TEA or that Contractor has not been an employee of TEA for twelve (12) months prior to the beginning date of this contract.

Contractor reimbursement for travel and expenses incurred in the performance of Contractor's duties under this contract, and computed in accordance with Texas law in effect at the time such travel and expenses are incurred by Contractor. Contractor will make a good faith effort to comply with the State of Texas Travel Guidelines which specifies reimbursement rates for lodging, meals, and mileage. Refer to the current rates located at CPA's website: <https://fm.x.cpa.state.tx.us/fmx/travel/texttravel/index.php>. Effective January 1, 2014, the mileage rate is 56¢.

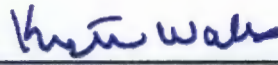
Contractor must make full disclosure of intent to employ or subcontract with an individual who is a former employee/retiree of TEA. Within the first twelve months of leaving employment at TEA, a former employee/retiree selected by the Contractor for employment or subcontracting, shall not perform services on a project or fill a position that the former employee/retiree worked on while employed at TEA.

Excluded Parties List System: The Texas Education Agency and the contractor must adhere to the directions provided in the President's Executive Order (EO) 13224, Blocking Property and Prohibiting Transactions With Persons Who Commit, Threaten to Commit, or Support Terrorism. That Executive Order prohibits any transaction or dealing by United States persons, including but not limited to the making or receiving of any contribution of funds, goods, or services to or for the benefit of those persons listed in the General Services Administration's Excluded Parties List System (EPLS) which may be viewed on the System for Award Management (SAM) site at <http://www.Sam.gov>.

All other terms and conditions of the original contract remain the same and are incorporated herein as if specifically written.

It is agreed and accepted by a person authorized to bind Contractor that all terms and conditions of this amendment are effective commencing on the above date.

Typed Name: Kristen Walls
Typed Title: Contract Administrator


Authorized Signature

This section reserved for Agency use.

I, an authorized official of Agency, hereby certify that this contract is in compliance with the authorizing program statute and applicable regulations and authorize the services to be performed as written above.

AGREED and accepted on behalf of Agency this 29th day of August 2014
(month/year) by a person authorized to bind Agency.

Return three (3) copies with original signature to:
Norma Barrera, Purchasing and Contracts
Texas Education Agency
1701 North Congress Avenue, Room 2-125
Austin, Texas 78701-1494

Send electronic copies to:
TEAContracts@tea.state.tx.us


Shirley Beaulieu
Associate Commissioner Finance/ CFO

Description of Services

New Generation System (NGS) Help Desk

I. Project Management

- a) Provide help desk services out of the current NGS office which will give NG the ability to provide full time project oversight and compliance for TEA and NGS Consortium Help Desk requirements;
- b) Meet with the TEA designee twice a month to provide project status and regular project related communication;
- c) Validate that data being entered into the NGS application is being monitored on a daily basis via the NGS Help Desk operators running SQL queries directly on the NGS production database;
- d) Work closely with the NGS Help Desk staff to generate and fine tune the queries so that critical data can be monitored by creating processes that run on a daily basis;
- e) Provide a toll-free telephone number and a fax number;
- f) Provide a digital telephone system that is capable of handling multiple phone lines as well as two analog ports for a conference phone and fax machine;
- g) Provide call tracking software that resides on a computer system within the NGS office that will track incoming and outgoing call information;
- h) Create monthly help desk reports that provide the statistical information regarding the monthly contact by end users to the help desk as well as call and resolution detail for each help desk ticket;
- i) Have an email mailbox to the current NGS Microsoft Exchange Mail system that automatically forwards all email received to all NGS staff in the NGS office; and
- j) Ensure the NGS Help Desk Operational Policies are in place.

II. Technical Support

- a) Provide full time support for the Help Desk hardware and software infrastructure during normal business hours, 8:00 a.m. – 5:00 p.m. Central Time.
- b) Run queries on the NGS production database and produce Ad-Hoc reports as required by TEA and/or NGS end users;
- c) Assist end users with the use of the Report Generator;
- d) Provide complete beta testing of NGS application changes and new build items;
- e) Identify and merge duplicate NGS records; and
- f) Assist TEA with user account maintenance for NGS.

III. Help Desk Services

- a) Provide an NGS State Trainer to conduct on-site trainings, as needed, training webinars and recorded training videos;
- b) Answer end user questions regarding the NGS application via telephone, fax, and/or email;
- c) Assist in the resolution of end user issues with the NGS system;
- d) Assist TEA and the MSIX Specialist with MSIX end user questions regarding the MSIX application and resolve MSIX application issues to the extent possible;
- e) Escalate unresolved NGS and MSIX application problems to the NGS programmer development team;
- f) Escalate unresolved Migrant issues to the appropriate TEA Migrant personnel;
- g) Develop, maintain and update the NGS training manual; and
- h) Perform other related duties as they arise.