

STATE OF TEXAS §
COUNTY OF TRAVIS §

Division Number: 210	Program Name: New Generation System Support Help Desk
Org. Code: 711P	Legal/Funding Authority: Title I, Part C, 84.011A, P.L. 107-110, Elementary and Secondary Education Act of 1965 as amended by the No Child Left Behind Act of 2001 (NCLB); RFO #701-14-018; TGC Title 10, Subtitle D, §2155.137
Speed Chart: 6P493	
Payee Name: Northrop Grumman Systems Corporation	ISAS Contract #: 3106
Payee ID: 1951055798	PO #: 34526

Amendment # 3

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

**Northrop Grumman Systems Corporation, acting through Northrop Grumman
Information Systems, Civil Division**

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 beginning December 18, 2015 as follows:

ARTICLE II. PERIOD OF CONTRACT

TEA is exercising the option to extend the New Generation System Support Help Desk Contract from the effective start date of staff of December 22, 2015 through completion of transition period no later than June 21, 2016, provided that TEA would give Northrop Grumman a written thirty day advance notice of termination. The Contract is being extended as allowed in the Contract term and per an emergency extension.

ARTICLE III. PURPOSE OF CONTRACT

The purpose of this Amendment is to continue the project management services, technical support, and help desk services for the New Generation System. The Description of Services remain the same, see Attachment 1.

ARTICLE IV. PAYMENT UNDER CONTRACT

The amount for the extension shall not exceed \$176,359.08, revised Pricing Proposal, Attachment 2, is attached. The total contract amount is increasing from \$666,428.22 to \$842,787.30.

Texas Government Code §2252.901 prohibits the agency into entering into an employment contract, a professional services contract, or a consulting services contract with a former or retired TEA employee before the first anniversary of their last date of regular employment. If TEA enters into a "professional services" contract with a corporation, firm, or other business entity that employs a former or retired employee during the first year of the past employee's departure from the agency, the former or retired employee is restricted from performing services on projects that the employee worked on while employed at TEA. Texas Government Code §572.069. CERTAIN EMPLOYMENT FOR FORMER STATE OFFICER OR EMPLOYEE RESTRICTED. A former state officer or employee of a state agency who during the period of state service or employment participated on behalf of a state agency in a procurement or contract negotiation involving a person may not accept employment from that person before the second anniversary of the date the officer's or employee's service or employment with the state agency ceased.

All other terms and conditions of the original contract remain the same and are hereby reinstated and attached hereto. 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: Melissa A. Corbin
Typed Title: Contracts Manager

Northrop Grumman Systems Corporation

Melissa A. Corbin DEC. 16, 2015
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 18th day of December 2015 (month/year) by a person authorized to bind Agency.

Return electronic copy to: TEAContracts@tea.texas.gov
Norma Barrera, Purchasing and Contracts
Texas Education Agency
1701 North Congress Avenue, Room 2-125

Shirley Beaulieu
Shirley Beaulieu
Associate Commissioner Finance/ CFO

Austin, Texas 78701-1494

Description of Services

I. Project Management

- a) Provide help desk services out of the current NGS office which will give Contractor 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 Help Desk 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
- 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
- f) Assist TEA with user account maintenance for NGS

III. Help Desk Services

- a) Provide full-time Help Desk services during normal business hours, 8:00 a.m. – 5:00 p.m. Central Time
- b) Provide an NGS State Trainer to conduct on-site trainings, as needed, training webinars and recorded training videos
- c) Answer end user questions regarding the NGS application via telephone, fax and/or email
- d) Assist in the resolution of end user issues with the NGS system
- e) Assist TEA and the Texas MSIX Specialist with reviewing MSIX webinars and training videos
- f) Assist TEA and the MSIX Specialist with MSIX end user questions regarding the MSIX application and resolve MSIX application issues to the extent possible
- g) Escalate unresolved NGS and MSIX application problems to the NGS Programmer development team
- h) Escalate unresolved Migrant issues to the appropriate TEA Migrant staff
- i) Develop, maintain and update the NGS training manual
- j) Develop, maintain and update the NGS Alerts, communication on the NGS User Forum, FAQs, Monthly Schedule of Events, etc.
- k) Perform other related duties as they arise

**Pricing Proposal
Revised**

Category	FY16 Price Per Month
Help Desk	\$ 24,367.77
Project Management	\$ 3,210.77
Technical Support	\$ 718.87
Other – Phone Lines, Desktops, Trainer Travel, misc.	\$ 1,095.77
Monthly Total:	\$ 29,393.18
Total:	\$ 176,359.08