



togetherforbetter

AMENDMENT NO. 2

CBE NO. 606874-23

Multi Agency Mass Casualty Incident and Regional Recovery Organization Case Management Blueprint Strategy Services

THIS AMENDMENT is made and entered into this ____ day of _____ 20____, by and between CLARK COUNTY, NEVADA (hereinafter referred to as “COUNTY”), and CARAHSOFT TECHNOLOGY CORPORATION (hereinafter referred to as “PROVIDER”).

WITNESSETH:

WHEREAS the parties entered into an agreement under CBE Number 606874-23, entitled “Multi Agency Mass Casualty Incident and Regional Recovery Organization Case Management Blueprint Strategy Services” dated September 29, 2023 (hereinafter referred to as CONTRACT); and

WHEREAS the parties desire to amend the CONTRACT.

NOW, THEREFORE, the parties agree to amend the CONTRACT as follows:

- 1. Section I: Term of Contract

ORIGINALLY WRITTEN

“COUNTY agrees to retain PROVIDER for the period from September 29, 2023, through June 30, 2024, with the option to renew for 2, one-year periods subject to the provisions of Section II and VIII herein. During this period, PROVIDER agrees to provide services as required by COUNTY within the scope of this Contract.”

REVISED TO READ

“COUNTY agrees to retain PROVIDER for the period from September 29, 2023, through June 30, 2024, with the option to renew for 3, one-year periods subject to the provisions of Section II and VIII herein. During this period, PROVIDER agrees to provide services as required by COUNTY within the scope of this Contract.”

- 2. Amendment 1, Exhibit F, Subscription Term

ORIGINALLY WRITTEN

“The subscription term and price outlined in this SOW is set for a prorated duration of six (6) months, aligning with the existing contract term and concluding on 06/30/2024. The Client is granted the option to extend the mavQ subscription for up to two (2) additional one (1) year terms.

For renewal, the specified price is the complete subscription amount of \$103,573.34, supplemented by an annual increase of 3%.”

REVISED TO READ

“The subscription term and price outlined in this SOW is set for a prorated duration of six (6) months, aligning with the existing contract term and concluding on 06/30/2024. The Client is granted the option to extend the mavQ subscription for up to three (3) additional one (1) year terms.

For renewal, the specified price is the complete subscription amount of \$103,573.34.”

3. Add Exhibit H in its entirety, attached hereto.
4. The revisions contained herein are effective as of July 1, 2024.

This Amendment No. 2 represents an increase of \$592,853.33.

Except as expressly amended herein, the terms and conditions of the CONTRACT shall remain in full force and effect.

COUNTY:
COUNTY OF CLARK, NEVADA

PROVIDER:
CARAHSOFT TECHNOLOGY
CORPORATION

By: _____
JESSICA COLVIN
Chief Financial Officer

By: Natalie LeMay
NATALIE LEMAY
State & Local Contracts Manager

APPROVED AS TO FORM:
STEVEN B. WOLFSON, District Attorney

By: Jason Patchett
Jason Patchett (Jun 18, 2024 07:20 PDT)
JASON B. PATCHETT
Deputy District Attorney

EXHIBIT H

Objective

This Statement of Work provides COUNTY with Clark County Impacted Persons Database additional Subscription items:

1. Emergency Support Subscription
2. Managed Services Subscription

Impacted Persons Database Subscription

Described below are the features and requirements as they are understood by mavQ today (collectively the "Subscription"). Included are the mavQ services that will be considered as a part of the subscription.

IN-SCOPE		
Service	Details	Assumptions
Impacted Persons Database Case Management System	<ul style="list-style-type: none"> • Access to the Impacted Persons Database System and all technologies inside of it. • Subscription supports up to 500 concurrent users logged in at a single time 	<ul style="list-style-type: none"> • Customer hosted infrastructure (AWS)
Customer Experience Cloud (CXC)	<ul style="list-style-type: none"> • Access to the CXC application to take calls, edit/add case information, edit/add person information, and access other included call center features 	<ul style="list-style-type: none"> • Users for IFAC Intake and IFAC Navigator are shared users • 150 licenses for call center users • 500k minutes annually
DataX	<ul style="list-style-type: none"> • Out-of-the-box dashboard pages with pre-build reports with visualizations • Access to the DataX custom report/dashboard builder in order to build visualizations and update/create dashboard layouts for the IPD 	<ul style="list-style-type: none"> • Clark County will have 5 DataX Admin licenses • Clark County will have access to 50 DataX user licenses
Missing Person Search AI Suggestion Model	<ul style="list-style-type: none"> • Custom model built to identify the best potential matches for a case based on data logged on the case/person record 	<ul style="list-style-type: none"> • 50K records per year • Real time updates on record creation & edits • Real time search API • 30 system users

Emergency Support	<ul style="list-style-type: none"> Details described below 	
Managed Services	<ul style="list-style-type: none"> Details described below 	

maVQ CXC Service Features

This amendment will adopt the call retention practices described below as a part of the maVQ CXC Service Features.

IN-SCOPE		
Service	Details	Assumptions
Call Recording	Ability for calls to be recorded	<ul style="list-style-type: none"> Recordings will be archived for 7 years before deletion.

Any adjustments or additional features and services can be added upon request through an Amendment. The above services and limits are enabled for the subscription price defined in this SOW. Adding additional services may change subscription prices via Change Order Process from Carahsoft. Acceptance of completion of any item is sole discretion of Client and shall be granted through an Amendment.

maVQ Service Level Agreement Definitions

SEVERITY	DEFINITION	MAVQ SLA RESPONSE TIMES
1-Critical	Cloud Services or Application running on the Cloud Service are not accessible or seriously degraded, whereby an essential Application or Platform component or process failure prohibits the continuance of basic operations and intended purpose, and there is no suitable workaround, or there is a substantial security flaw or any security breach.	Business Hours: 1 hour Off Hours: 2 hours Weekends & Holidays: 8 hours
2 - High	Cloud Services or Applications running on the Cloud Service encounter a component or process failure or performance degradation resulting in a high number of users unable to perform their normal functions. Major feature/product failure; inconvenient workaround or no workaround exists. The Application or Platform is usable but severely limited.	Business Hours: 1 hour Off Hours: 2 hours Weekends & Holidays: 8 hours
3 - Medium	Cloud Services or Application running on the Cloud Service encounter a component or process error or failure but there is a continuance of basic	Business Hours: 4 hour Off Hours: 8 hours Weekends & Holidays: 12 hours

SEVERITY	DEFINITION	MAVQ SLA RESPONSE TIMES
	operations and intended purpose, or there is a reasonable workaround. The failure is not critical - no data has been lost, and the Cloud Services have not failed. The issue has been identified and does not prevent normal operation of the Cloud Services. Workaround is cumbersome to use.	
4 - Low	Cloud Services or Application running on the Cloud Service encounter a component or process error or failure but there is a continuance of basic operations and intended purpose with minor disruption in the way tasks are performed but does not stop workflow and a workaround exists.	Business Hours: 8 hour Off Hours: 8 hours Weekends & Holidays:12 hours

- Business Hours: 7AM - 10PM EST
- Off Hours: 10PM - 7AM EST
- Weekends & Holidays

Emergency Support

Described below are the requirements as they are understood by mavQ today (collectively the "Subscription"). Included are the mavQ services that will be considered as a part of the subscription.

IN-SCOPE		
Service	Details	Assumptions
Strategy Sessions	<ul style="list-style-type: none"> • mavQ resource to be available for strategy session in the first 24-48 hours post incident 	<ul style="list-style-type: none"> • mavQ will be available for up to 3 strategy sessions in the first 24-48 hours after an incident • Strategy session can be combined with a larger strategy sessions happening for all of Clark County or it can be separate
Setup Assistance	<ul style="list-style-type: none"> • Support in setting up incident, users, public portal and other system needs 	<ul style="list-style-type: none"> • mavQ won't be responsible for creation of incident and users but will be available to answer questions and provide support on creation of incident and user creation/maintenance • mavQ to assist Clark County with the setup checklist (can be found in Microsoft Teams shared drive) for the IPD to ensure the system is fully ready

<p>Training Sessions</p>	<ul style="list-style-type: none"> • mavQ will be available to provide training sessions for groups of users • mavQ will be available to give ongoing training support as the IFAC is active 	<ul style="list-style-type: none"> • mavQ to provide up to 5 initial training sessions for different user types in the first 24-48 hours • mavQ will be available to answer questions, provide additional training videos, and be available for an additional 10 ad hoc training sessions over the 2-3 week period where the IFAC is active. • Clark County leadership will be expected to communicate with mavQ for the coordination or training sessions
<p>On-Call Assistance</p>	<ul style="list-style-type: none"> • mavQ will be available for on-call assistance as needs arise 	<ul style="list-style-type: none"> • mavQ will provide a response time of 30 minutes during business hours and 1 hour during off hours and weekends. • Clark County leadership will be expected to communicate with mavQ for any on-call assistance needed.

SEVERITY	DEFINITION	MAVQ SLA RESPONSE TIMES
<p>Emergency Response</p>	<p>Emergency response is defined as after a designated "Mass Casualty Incident" where an incident is created and the "Individual and Family Assistance Center" is stood up. Emergency support will be available for 2 weeks after the incident.</p>	<p>Business Hours: 30 min Off Hours: 1 hour Weekends & Holidays: 4 hours</p>

Managed Services

Described below are the requirements as they are understood by mavQ today (collectively the "Subscription"). Included are the mavQ services that will be considered as a part of the subscription.

IN-SCOPE		
Service	Details	Assumptions
<p>Managed Services Subscription</p>	<ul style="list-style-type: none"> • 560 hours available for M&O • Work can include: <ul style="list-style-type: none"> ○ Cloud Service Maintenance <ul style="list-style-type: none"> ■ Security Testing ■ Performance Testing ■ DevOps Support ○ Solution Enhancements 	

	<ul style="list-style-type: none"> ■ New Case Management Features ■ Product Configurations ■ Custom Work ■ Discovery and Design 	
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Payment Details

Cost Summary

Items	Year 1	Year 2	Year 3
Annual Subscription Costs			
Clark County Impacted Database additional Subscription items: <ul style="list-style-type: none"> • Includes 560 hours of M&O • Includes Emergency Response Services 	\$163,093.33	\$163,093.33	\$163,093.33
Total Annual Recurring	\$163,093.33	\$163,093.33	\$163,093.33
Grand Total	\$163,093.33	\$163,093.33	\$163,093.33

Annual Subscription Costs

mavQ Subscription Term	Payment Schedule	Cost
Start Date: 7/1/2024 End Date: 6/30/2025	Contract Execution Date	\$163,093.33
Start Date: 7/1/2025 End Date: 6/30/2026	Year 2 start	\$163,093.33
Start Date: 7/1/2026 End Date: 6/30/2027	Year 3 start	\$163,093.33