



FULLY EXECUTED - CHANGE 2
 Purchase Order No: 4300178231
 Original PO Effective Date: 07/01/2009
 PO Change Date: 12/29/2009
 PO Issue Date: 01/06/2010

Your SAP Vendor #: 120630

Please Deliver To:
INFORMATION SYSTEMS
 333 MARKET St 13TH FLOOR
 HARRISBURG PA 17126-0333 US

Supplier Name/Address:
 CENTRAL SUSQUEHANNA INTERMEDIATE
 UNIT
 CENTRAL SUSQUEHANNA INTERMEDIATE
 90 LAWTON LN
 MILTON PA 17847-9756 US

Supplier Phone Number: 570-523-1155

Please Bill To:
 Commonwealth of Pennsylvania - PO Invoice
 PO Box 69180
 Harrisburg, Pennsylvania 17106

Purchasing Agent
 Name: Cathy Anderson
 Phone: 717-783-9792
 Fax: 717-705-2917

Purchase Order Description:
16 EPO CSIU PIMS Help Desk

This Purchase Order is comprised of: The above-referenced Solicitation, the Suppliers Bid or Proposal, and any documents attached to this Purchase Order or incorporated by reference.

Suppliers must provide four mandatory elements on PO invoices: PO Number, Invoice Date, Invoice Number, and Invoice Gross Amount. Failure to comply will result in the return of the invoice. Additional optional information such as supplier name, address, remit to information and PO Line Item information will improve invoice processing.

Item	Material/Service Desc	Qty	UOM	Delivery Date	Net Price	Price Unit	Total
1	Administrative Services	12,503.320	Each	07/01/2009	1.00	1	12,503.32
Item Text This is a not to exceed budget amount in a draw down account to cover all costs related to administration and overhead of this project, as described in the attached Statement of Work. Costs are based on \$2,083.33 per month for a four month period.							
2	Backlog Reduction	8,665.000	Each	07/01/2009	1.00	1	8,665.00

Information:

Total Amount:
 SEE LAST PAGE FOR TOTAL OF ALL ITEMS

Currency: USD

Supplier's Signature _____

Printed Name _____

Title _____

Date _____



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UNIT

Item	Material/Service Desc	Qty	UOM	Delivery Date	Net Price	Price Unit	Total
	<p>Item Text This is a not to exceed budget amount in a draw down account to cover all costs related to backlog reduction, as described in the attached Statement of Work. This cost is based on \$1,443.75 per month for a four month period.</p>						
3	Application & Data Analysis	280,006.640	Each	07/01/2009	1.00	1	280,006.64
	<p>Item Text This is a not to exceed budget amount in a draw down account to cover all costs related to applications and data-analysis support desk as described in the attached Statement of Work. This cost is based on a charge of \$46,666.66 per month for a four month period.</p>						
4	Call Center Technology	17,356.640	Each	07/01/2009	1.00	1	17,356.64
	<p>Item Text This is a not to exceed budget amount in a draw down account for all costs related to 800 call center technology for 12 telephone lines for a period of four months. It is based on: Installation and rental @ \$391.66/month Phone line usage fees @ \$2,500/month Purchase and installation of call recording and monitoring equipment and software @ \$691.66/month.</p>						
5	Amend 2: Administrative Services	4,170.000	Each	01/01/2010	1.00	1	4,170.00
	<p>Item Text This is a not to exceed budget amount in a draw down account to cover all costs related to administration and overhead of this project, as described in the attached Statement of Work. *** New Item ***</p>						
6	Amend 2: Backlog Reduction	2,890.000	Each	01/01/2010	1.00	1	2,890.00
	<p>Item Text This is a not to exceed budget amount in a draw down account to cover all costs related to backlog reduction, as described in the attached Statement of Work. *** New Item ***</p>						

Information:

Total Amount:
SEE LAST PAGE FOR TOTAL OF ALL ITEMS
Currency: USD



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Item	Material/Service Desc	Qty	UOM	Delivery Date	Net Price	Price Unit	Total
7	Amend 2: application & Data Analysis	93,340.000	Each	01/01/2010	1.00	1	93,340.00
Item Text This is a not to exceed budget amount in a draw down account to cover all costs related to applications and data-analysis support desk as described in the attached Statement of Work. *** New Item ***							
8	Amend 2: Call Center Technology	5,420.000	Each	01/01/2010	1.00	1	5,420.00
Item Text This is a not to exceed budget amount in a draw down account for all costs related to 800 call center technology for 12 telephone lines *** New Item ***							

General Requirements for all Items:

Header Text

This purchase order represents an Emergency Purchase with Central Susquehanna Intermediate Unit to provide Help Desk Services for the PA Information Management System (PIMS) as described in the attached statement of work. The term of this document shall be upon final approval for a period of 120 days with the possibility of an additional 60 days, if Department of Education determines additional time is needed to find a more permanent solution.

10/27/2009-- Amendment #1: As permitted by Dept. of General Services, Bureau of Procurement, this agreement is extended for an additional 60 days as the RFP process for a contract award is begun. Approval by Tom DiMartile of DGS, BOP is attached to this document and further permits an additional extension of 60 days, if it becomes necessary. For now, this agreement is extended from the original October 28, 2009 termination date through to December 31, 2009.

12/29/2009-- Amendment #2: As permitted by Dept. of General Services, Bureau of Procurement, this agreement is extended for an additional 60 days to allow completion and execution of an Intergovernmental Agreement with Central Susquehanna IU so that a Request for Proposal may be executed by General Services. That agency estimates the process could take longer than originally anticipated.

No further information for this PO.

Information:

Total Amount:
424,351.60

Currency: USD

PIMS Help Desk
Statement of Work

The PIMS Help Desk established at CSIU must achieve these goals:

- Provide operational PIMS Help Desk including:
 - Touchback & schedule next business day (Tier 1)
 - Scheduled Detail help (Tier 2)
 - No busy signal – never
 - Escalate tickets that cannot be scheduled within one week
- Remunerate CSIU for extra temporary help requested by PDE.
- Provide 7 FTE full time. There may be an opportunity to use state rates.
- Coordinate shared information including:
 - Knowledge base information (PDE)
 - CSIU Info Base
- Provide Reporting Measures (CSIU and PDE)
 - Monthly Agent Report (CSIU)
 - Monthly Split Report (CSIU)
 - Remedy Reports (PDE)
 - Remedy Open Tickets
 - Remedy Time to Close
 - Customer survey's (issue and summarize weekly)

Specifications for CSIU Technology Services to be Provided

From January 1-February 28, 2010

CSIU Technology Group will provide client support and management staff to implement the on-going delivery of Applications and Data-Analysis Support Desk (ADSD) services for the Pennsylvania Information Management System (PIMS) and the PAMSecureID System, as specified below.

Service		Jan.	Feb.
Administration	<ul style="list-style-type: none"> • Accounting, bookkeeping, insurance, legal costs • Administrative oversight and management • Maintain 800-line telephone support system 	\$2,085	\$2,085
Backlog Reduction	Provide two (2) full-time temporary staff to provide LEA outreach and reduce backlog of client-request tickets	\$1,445	\$1,445
Applications and Data-Analysis Support Desk (ADSD)	Employ 7 FTE full time Identify, train, and manage staff Manage and monitor system effectiveness <ul style="list-style-type: none"> • Evaluate client-request information and support statistics in order to redesign Applications and Data-Analysis Support Desk (ADSD) processes for greater efficiency • Analyze and modify ADSD processes to accommodate PDE decisions and changes in LEA issues and requests Consult and liaise with PDE regarding dominant LEA issues for various data submissions Recommend content for and provide LEA webinar training Make recommendations regarding documentation changes Provide staff for the following functions: <ul style="list-style-type: none"> • Answer questions regarding PIMS applications, web sites, and processes • Advise LEAs regarding system error messages and identifying specific problems • Analyze LEA data in order to assist LEAs in resolving problems • Communicate system technical issues to PDE staff • Re-evaluate and update existing content of Remedy knowledge base • Add new content to Remedy knowledge base 	\$46,670	\$46,670
800 Call Center Technology	Estimated cost of renting phone lines	\$410	\$410
	Estimated phone line usage fees	\$2,300	\$2,300
Total		\$52,910	\$52,910