



North Carolina Department of Public Safety

Purchasing and Logistics

Roy Cooper, Governor
Erik A. Hooks, Secretary

Cassandra Skinner Hoekstra, Chief Deputy Secretary
Douglas Holbrook, Chief Financial Officer
Joanne B. Rowland, Director

June 18, 2019

DRAFT AMENDMENT NUMBER ONE (1)

State of North Carolina
Department of Public Safety
NC Office of Recovery and Resiliency (NCORR)
RFP No. 19-RFP-014530-WAX
Salesforce System of Record Management Services

This document shall amend **RFP No. 19-RFP-014530-WAX** by and between Vertiba, LLC. D\|a Publicis Sapient Salesforce Practice and the State of North Carolina, Department of Public Safety, Purchasing and Logistics (hereinafter referred to individually as "State"). Except as provided in this Amendment, all terms and condition of the original Agreement shall remain in force and shall apply to this Amendment. The Agreement is hereby amended as follows, to become effective upon signature of all parties.

This Amendment, including all previous Amendments, Agreement, Request for Proposal, Response, BAFOs and all of its exhibits constitutes the entire agreement between the parties.

The Parties wish to amend the current contract as follows:

- 1) Within "Errata and Exceptions" which starts on page 61:
 - a) Under the sub heading "General Project Exceptions:
 - i) Delete the first paragraph and replace with: Publicis Sapient Salesforce Practice's estimates and the statement of work herein are based on the following list of key assumptions. Deviations that arise during the project will be managed through the Change Control Procedure, and may result in adjustments to the Project Scope, Estimated Schedule, Charges, and other terms. These adjustments may consist of charges on a time and materials basis using the negotiated rates in effect at such time for any resulting additional work or waiting time.
 - ii) Regarding Paragraph 3. Note that Vendor shall provide the State with archived records following the end of the contract.
 - iii) In Paragraph 8. Replace DORA with NCORR. Replace Paragraph 9 with: The State is most knowledgeable about how the new application will meet their business process requirements, and is therefore responsible for conducting User Acceptance Testing (UAT) within the project timeline. PS SP will conduct Unit, System, and Integration testing on our delivered functionality, but the State will be highly engaged, but onsite PM should take lead on scripting, setting up testing environment and accounts, arranging logistics, etc. for all User Acceptance Testing.

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iv) Replace Paragraph 10 with: The deliverables should be subject to a well-defined, and objective acceptance testing process. The acceptance process should be based on agreed upon criteria, during an agreed upon time period (3-5 days is usually sufficient). PS SP will correct defects at no extra cost (or issue a refund if unable to do so). Replace Paragraph 16 with: PS SP shall develop custom pages to be supported by Salesforce-approved browsers. Strike Paragraph 17 and 20.

b) Under Contract Assumptions:

i) Strike Paragraphs 3 and 9.

c) Exceptions to Terms and Conditions:

i) Strike entire section

2) SFDC Service Terms which starts after page 66:

a) Strike the entire section.

The undersigned individuals below represent and acknowledge they have the company power and authority to bind Vertiba, LLC Publics Sapient Salesforce Practice and the State of North Carolina Department of Public Safety, Purchasing and Logistics to the terms of this Amendment.

ACCEPTED AND AGREED TO:

**Vertiba LLC, Publics Sapient
Salesforce Practice**

John R Meyer

By: john.meyer@publicis.sapient.com

Name: John Meyer

Title: VP Government Services

Date: 07/12/2019

**North Carolina Dept. of Public Safety
Purchasing and Logistics**

By: *Angela Wainright*

Name: Angela Wainright

Title: Purchasing Officer

Date: 7/17/19