

## CONTRACT AMENDMENT: 2012-02-001

Agreement number 2012-02 between ICF Incorporated, LLC (ICF or Contractor) and Western Climate Initiative, Inc. (WCI, Inc.), which was executed by the parties on October 1, 2012, is hereby amended as follows:

### SUMMARY OF CHANGES

Amendment Number	001
Effective Date for Amendment:	October 1, 2015
Current Agreement Amount:	██████ (USD)
Changes to the Agreement Amount:	None
Current Agreement Term:	Beginning on October 1, 2012 and ending on September 30, 2015.
Agreement Term as Amended:	Beginning on October 1, 2012 and ending on September 30, 2017.
Extension of Tasks:	Provide ongoing CITSS Help Desk Service

### PURPOSE OF THIS AMENDMENT

- 1) Exercise the contract option to extend the term by two years to enable ICF to continue providing Help Desk services for the Compliance Instrument Tracking System Service (CITSS) through September 30, 2017.

### SPECIFIC TERMS AND CONDITIONS WHICH CONSTITUTE THE AMENDMENT

- 1) The agreement referenced above is modified as follows:
  - a. Term: Line 2 of the Standard Agreement cover page is changed to **“Sixty (60) months, beginning on October 1, 2012 and ending on September 30, 2017.”**
  - b. Contractors Cost Proposal for Amendment 2012-02-001 reflecting fixed cost invoicing changes is appended to the existing agreement as Attachment H.

## APPROVALS

This document and any attachments described herein constitute an amendment to the above numbered agreement. All provisions of that contract, except those which are explicitly changed by this amendment, shall remain in full force and effect.

By signing, Contractor and WCI, Inc. do hereby accept and approve this amendment.

### **ICF Incorporated, LLC**

Signature on file  
Authorized Signature

Timothy M. Lowry  
Name

June 1, 2015  
Date

Director, Contracts  
Title

### **Western Climate Initiative, Inc.**

Signature on file  
Authorized Signature

Greg Tamblyn  
Name

June 1, 2015  
Date

Executive Director  
Title

## **Justification for a Contract Amendment to Contract 2012-02: Help Desk Services for the Compliance Instrument Tracking System Service (CITSS)**

**May 4, 2015**

### **Introduction**

Most of the administrative support provided by WCI, Inc. is highly technical or specialized and has been developed through the use of contractors. In October 2012, WCI, Inc. contracted with ICF Incorporated, LLC to provide CITSS help desk services. WCI, Inc. proposes to modify its existing contract with ICF to extend the term to provide CITSS help desk services through September 2017.

### **Description of Services**

The services being procured through the proposed amendment are the same as in the original contract. Only the contract period and billing method are being modified.

### **Approach**

The competitive procurement process that resulted in the selection of ICF has been described previously and approved by the WCI, Inc. Board of Directors. The contract with ICF includes two optional contract extensions of two years each. As stated in the contract, the decision to exercise an optional extension is at the sole discretion of WCI, Inc., and the scope of work and extension shall be mutually agreed to by WCI, Inc. and the contractor.

ICF has been providing help desk services significantly under budget. After confirming with Participating Jurisdiction staff that the contractor's performance has also been satisfactory and that the contractor should continue to provide services, WCI, Inc. staff approached ICF to determine its interest in and availability to continue this work. In response, ICF provided a proposed two-year extension to continue the work, in which the services, scope of work, and budget would remain unchanged, but billing would be at a fixed rate of 1,250 USD per month instead of a per minute rate. This proposal was reviewed by WCI, Inc. and jurisdictional staff, who found the proposal acceptable and recommended no further changes.



Proposal  
1<sup>st</sup> Optional Extension 2-Yrs

# CITSS Help Desk Services

RFP No. 2012-02

April 23<sup>rd</sup>, 2015

**Submitted to:**  
WCI, Inc.  
980 9<sup>th</sup> Street  
16<sup>th</sup> Floor  
Sacramento, CA 95814



April 23<sup>rd</sup>, 2015.

Western Climate Initiative, Inc.  
 Attention: Mr. Greg Tamblyn  
 980 9<sup>th</sup> Street  
 16<sup>th</sup> Floor  
 Sacramento, CA 95814

**REFERENCE: RFP Number 2012-02 1<sup>st</sup> Optional 2-Year Extension for Help Desk Services for the Compliance Instrument Tracking System Service (CITSS)**

Dear Mr. Tamblyn:

ICF Incorporated, L.L.C., (also referred to as “ICF”) is pleased to provide our proposal in response to the above-referenced Request for Proposal of 1<sup>st</sup> Optional 2-Year Extension for continuation of Help Desk Services for the Compliance Instrument Tracking System Service (CITSS).

ICF will continue to provide help desk services for the CITSS users, as outlined in Task 3 of our existing contract on a fixed price basis as described below.

All other conditions would remain the same as in the existing contract. Task 5 provides is limited to [REDACTED] which we would like to use for the onboarding of the Ontario jurisdiction. We request that the Task 5 limit be adjusted to [REDACTED] to ensure adequate funding for those onboarding activities.

ICF proposes a fixed-price per month fee of [REDACTED] over the period of the 1<sup>st</sup> optional 2-year extension from October 1, 2015 through September 30, 2017.

The proposed cost pricing will be inclusive of the following:

- Daily Help Desk Operations, as outlined in Task 3
- IVR configuration, to include new Canadian jurisdiction for the province of Ontario
- Updated training materials, to include new jurisdiction for the province of Ontario
- CRM transfer from BizFlow to ICF Connect
- Monthly Help Desk Activities Reporting and Billing Details

**Monthly Fixed Pricing Schedule – 1<sup>st</sup> Optional 2-YR Extension:**

OCT2015	NOV2015	DEC2015	JAN2016	FEB2016	MAR2016	APR2016	MAY2016	JUN2016	JUL2016
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
AUG2016		SEPT2016		TOTAL for Opt YR-1 EXTENSION					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]						

OCT2016	NOV2016	DEC2016	JAN2017	FEB2017	MAR2017	APR2017	MAY2017	JUN2017	JUL2017
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
AUG2017		SEPT2017		TOTAL for Opt YR-2 EXTENSION					
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]						



The below table represents 1<sup>st</sup> Optional 2-YR Extension as of October 1, 2015:

Contract Year	Period	Proposed Budget
OPT Year 1	Oct 2015 – Sept 2016	[REDACTED]
OPT Year 2	Oct 2016 – Sept 2017	[REDACTED]
<b>Total Budget</b>	<b>Oct 2015 – Sept 2017</b>	[REDACTED]

Training: Standard CSR training and minor programmatic updates requiring training are included in the fixed price, but significant rule changes that require in excess of 4 hours per agent in training time, will be billed separately on an hourly basis at the rates set in our original proposal.

The table below represents contract #2012-02 Revised Budget effective April 1, 2013, following the implementation of the last change order dated April 30, 2013:

Contract Year	Period	Original Budget	Revised Budget	Billed Amount	Remaining Budget
<b>Year 1</b>	Oct 2012 – Sept 2013	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Task 1				[REDACTED]	
Task 2				[REDACTED]	
Task 3				[REDACTED]	
Travel				[REDACTED]	
<b>Total Year 1</b>				[REDACTED]	[REDACTED]
<b>Year 2</b>	Oct 2013 – Sept 2014	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Task 3				[REDACTED]	
<b>Total Year 2</b>				[REDACTED]	[REDACTED]
<b>Year 3</b>	Oct 2014 – Sept 2015	[REDACTED]	No change	[REDACTED]	[REDACTED]
Task 3				[REDACTED]	
<b>Total Year 3</b>				[REDACTED]	[REDACTED]
<b>Total Budget</b>	<b>Oct 2012 – Sept 2015</b>	[REDACTED]	No change	[REDACTED]	[REDACTED]

We thank you for the opportunity to extend our help desk operations for an additional 2-year period and look forward to hearing from WCI, Inc. on the aforementioned proposal.

Sincerely,



Karim Shihata  
 Vice President  
 Consolidated Business Operations and Support Services (CBOSS)  
 Email: [karim.shihata@icfi.com](mailto:karim.shihata@icfi.com)