

**AMENDMENT #1 TO COUNTYWIDE SERVICE AGREEMENT BETWEEN
COUNTY OF MONTEREY & ADVANCED COMPUTER TECHNOLOGY SOLUTIONS,
INC. DBA ALLIANCE CAREER TRAINING SOLUTIONS**

THIS AMENDMENT is made to the Countywide Service Agreement for Computer Application Training & Consulting Services by and between **ADVANCED COMPUTER TECHNOLOGY SOLUTIONS, INC. DBA ALLIANCE CAREER TRAINING SOLUTIONS**, hereinafter referred to as "CONTRACTOR", and the County of Monterey, a political subdivision of the State of California, hereinafter referred to as "County".

WHEREAS, the County entered into a Countywide Service Agreement with CONTRACTOR, pursuant to a Request for Proposals (RFP) which required, among other things, that the proposed vendor include a statement to propose how they will perform the written Scope of Work (SOW) to meet the expressed needs of the County; and

WHEREAS, the County and CONTRACTOR wish to amend the Countywide Service Agreement to revise the SOW to further align with the needs of the County and to ensure that those needs are met over the course of the Agreement.

NOW THEREFORE, the County and CONTRACTOR hereby agree to amend the Countywide Service Agreement in the following manner:

1. **Section 2.0: SCOPE OF SERVICE** shall be amended by revising the requirements of the Agreement to further align those requirements with the needs of the County per Amendment #1 attached hereto.
2. The revised *Section 2.0: SCOPE OF SERVICE*, dated 9/8/16 replaces the original *Section 2.0: SCOPE OF SERVICE*, dated 6/21/16. Changes to the scope of service were made to multiple sections listed within Section 2.0.
3. Except as provided herein, all remaining terms, conditions and provisions of the AGREEMENT are unchanged and unaffected by this AMENDMENT and shall continue in full force and effect as set forth in the AGREEMENT.
4. A copy of the AMENDMENT shall be attached to the original AGREEMENT executed by the County on June 21, 2016.

IN WITNESS WHEREOF, the parties have executed this AMENDMENT on the day and year written below.

MONTEREY COUNTY



Contracts/Purchasing Officer

Dated: 9-29-16

Approved as to Fiscal Provisions:


Deputy Auditor/Controller

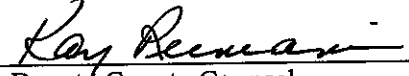
Dated: 9-27-16

Approved as to Liability Provisions:

Risk Management

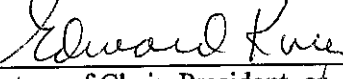
Dated:

Approved as to Form:


Deputy County Counsel

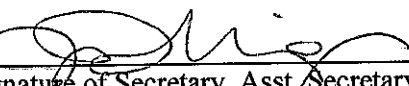
Dated: 9/27/16

CONTRACTOR

By: 
Signature of Chair, President, or
Vice-President

Edward King, President
Printed Name and Title

Dated: 9/20/16

By: 
(Signature of Secretary, Asst. Secretary, CFO,
Treasurer or Asst. Treasurer)*

Julie King, VP GC + Secretary
Printed Name and Title

Dated: 9/20/16

*INSTRUCTIONS: If CONTRACTOR is a corporation, including limited liability and non-profit corporations, the full legal name of the corporation shall be set forth above together with the signatures of two specified officers. If CONTRACTOR is a partnership, the name of the partnership shall be set forth above together with the signature of a partner who has authority to execute this Agreement on behalf of the partnership. If CONTRACTOR is contracting in an individual capacity, the individual shall set forth the name of the business, if any, and shall personally sign the Agreement.

2.0 SCOPE OF SERVICE

The SCOPE OF WORK, *revised as of 9/8/16*, includes but is not limited to the following:

2.1 Training/Location:

- 2.1.1 Instructor led trainings shall be provided by CONTRACTOR at their facility (parking must be provided free of cost to employee).
- 2.1.2 A County Department may request a customized on-site training and in that event will provide an optional on-site location available for use by CONTRACTOR if deemed necessary in order for trainings to be available.
- 2.1.3 Software used by CONTRACTOR for training purposes on site at County facility shall be purchased by CONTRACTOR in addition to costs associated for internal Information Technology Department (ITD) support for loading of course software on County training PC's.
- 2.1.4 CONTRACTOR shall host live online trainings for employees using GoToMeetings or equivalent software programs that meet ITD safety capability.
- 2.1.5 CONTRACTOR shall provide training manuals, guides, and resources to employees for additional support.
- 2.1.6 CONTRACTOR shall provide customer service via phone or email for inquiries that include but are not limited to: course information, downloading of training guides, employee support for specific software features, plus registration and payment processing inquires.

2.2 Marketing:

- 2.2.1 CONTRACTOR shall produce monthly electronic marketing fliers for employee advertisement.
 - 2.2.1.1 CONTRACTOR shall provide designated Contract Manager, within the Contracts/Purchasing Division with electronic marketing flyer for adequate dissemination.
 - 2.2.1.2 CONTRACTOR shall provide the Contracts/Purchasing Division with an electronic marketing flyer at least three (3) weeks prior to the start of new courses
- 2.2.2 CONTRACTOR shall develop a computer training calendar bi-annually to provide varied training options for employees.
- 2.2.3 CONTRACTOR shall produce a course catalog for employees; CONTRACTOR will update the course catalog annually (or as needed) to maintain accurate course availability and information.

2.3 Registration:

2.3.1 CONTRACTOR shall manage the registration of County employees for all available courses.

2.3.1.1 CONTRACTOR shall provide the County with a copy of employee registration list and/or class roster upon request.

2.3.1.2 Course registration list and class roster shall include, but is not limited to the following:

2.3.1.2.1 Name of the employee

2.3.1.2.2 Name of County department

2.3.1.2.3 Name of the employee's immediate Supervisor

2.3.2 CONTRACTOR shall provide employee requested assistance for self-enrollment process.

2.3.3 County shall provide a link to CONTRACTOR's website via the Learning & Organizational Development website.

2.4 Needs Assessment/Strategic Planning:

2.4.1 CONTRACTOR shall provide course evaluations to employees after each course.

2.4.1.1 CONTRACTOR shall provide the County with copies of course evaluations upon request.

2.4.1.2 Course evaluations shall be made available to County upon request for up to one (1) year after course was completed.

2.4.2 CONTRACTOR shall maintain data collection of performance measures on courses offered.

2.5 CONTRACTOR shall be able to provide training in the following disciplines including, but not limited to the following categories, subjects, or titles:

End User Training-Microsoft Suites

2.5.1 Office Pro 2007

2.5.2 Office Pro 2010

2.5.3 Office Pro 2013

2.5.4 Webex Microsoft Suite Training

2.5.5 Customized classroom and online Microsoft Suite Training

End User Training- Other Training Subjects

2.5.6 Adobe Acrobat

2.5.7 Business Skills (examples: Business Writing & Grammar, Effective Presentations, Organizational Skills, Project Management Fundamentals, Time Management, etc.)

- 2.5.8 Crystal Reports
- 2.5.9 Adobe Flash
- 2.5.10 Adobe Illustrator
- 2.5.11 Adobe Dreamweaver
- 2.5.12 Microsoft Expression Web
- 2.5.13 Introduction to Personal Computing
- 2.5.14 Adobe Photoshop
- 2.5.15 Microsoft Project
- 2.5.16 Microsoft Publisher
- 2.5.17 QuickBooks
- 2.5.18 Visio Professional
- 2.5.19 Visual Basic
- 2.5.20 Microsoft Windows (Excel, PowerPoint, Word, Outlook)
- 2.5.21 SharePoint 2010
- 2.5.22 SharePoint 2013
- 2.5.23 Mindjet MindManager
- 2.5.24 Vision Internet or other equivalent website development tools
- 2.5.25 On-line or Webex versions of any of the above trainings