

FIRST AMENDMENT TO INTERGOVERNMENTAL  
SERVICES AGREEMENT BUSINESS TECHNOLOGY SERVICES OUTSOURCING

THIS FIRST AMENDMENT TO INTERGOVERNMENTAL SERVICES AGREEMENT is made and entered into as of this 29 day of April, 2021, by and between Pinellas County, a political subdivision of the State of Florida (hereinafter the "County"), for and on behalf of the Business Technology Services Department ("BTS"), and the Juvenile Welfare Board of Pinellas County, an independent special district (hereinafter the "JWB") (hereinafter sometimes referred to as "Party" or jointly as "Parties").

W I T N E S S E T H:

WHEREAS, the County and the JWB previously entered into an agreement for the provision of business technology services to the JWB dated August 24, 2020, and

WHEREAS, the Parties desire to adjust the payment schedule of Exhibit C BTS Service Fee & Payment Schedule,

NOW THEREFORE, in consideration of the above and the mutual covenants contained herein, the Parties agree as follows:

1. For all payments listed as 'quarterly' within Exhibit C BTS Service Fee & Payment Schedule, they are now to made 'semi-annually' in alignment with the other listed items with a semi-annual payment frequency.
4. Exhibit C BTS Service Fee & Payment Schedule, to the Agreement is hereby updated and revised as attached as Exhibit C hereto.
5. Except as provided herein, all other terms, provisions and covenants of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF the Parties herein have executed this Agreement as of the day and year noted above.

PINELLAS COUNTY, FLORIDA by and  
through its Board of County Commissioners,

Business Technology Services Department

By:  \_\_\_\_\_

JUVENILE WELFARE BOARD OF  
PINELLAS COUNTY

By:  \_\_\_\_\_

### Exhibit C BTS Service Payment Schedule and Labor Rates

*In accordance with the Intergovernmental Services Agreement (ISA), The following schedule is based on services listed in Exhibit A. All fees are intended to fully offset labor and expenses in support of the JWB. Unless otherwise engaged for additional services approved by the customer and BTS and charged above and beyond the below fees, these fees will hold until BTS incurs additional cost to be passed on to JWB. Any increases to the following schedule will occur within preparation of the next fiscal year budget of the Customer and BTS.*

Intergovernmental Services	Cost	QTY	Total Service Fee
<b>Network Services &amp; Software Licensing Fees</b>			
Internet Access via shared redundant 5gb Enterprise Internet (Service Provider Costs + Hardware & Mtnc Costs to JWB for redundant carrier providers, Firewall security functionality (Threat and URL filter), and general network maintenance & support; based on 1/20 or 5% of BTS Budget for 1 year of service for each carrier)	\$1,085.00	12	\$ 13,020.00
Local Primary WAN monthly @ 1gb split 3 ways (1/3)	\$341.55	12	\$ 4,098.60
Local Secondary WAN monthly @ 100mb split 3 ways (1/3)	\$216.81	12	\$ 2,601.72
Hub Access via Dedicated Enterprise WAN (Service Provider Costs + Hardware & Mtnc Costs to JWB for redundant carrier providers; based on 1/20 or 5% of BTS Budget for 1 year of service for each carrier)	\$700.00	12	\$ 8,400.00
LAN General Maint/Support for Enterprise Network infrastructure supporting JWB area \$15,400/yr	\$15,400.00	1	\$ 15,400.00
<b>Telecomm Services &amp; Software Licensing Fees</b>			
Unified Communications annual maintenance	\$4.05	60	\$ 243.00
Unified Communications annual Software Assurance	\$4.75	60	\$ 285.00
OpenScape Contact Center annual maintenance	\$57.42	9	\$ 516.78
OpenScape Contact Center annual Software Assurance	\$36.18	9	\$ 325.62
<b>Labor</b>			
*2 Full Time Equivalent Support Staff @ Fully Loaded Mid Point PG of E20	\$97,289.92	2	\$ 194,579.84
Management & Administrative Services			\$ 29,186.98
	<b>Service Fee Annual Total</b>		<b>\$ 268,657.54</b>
	Semiannual Service Fee Total		\$ 134,328.77

<i><b>IT Service Provided</b></i>	<i><b>Billing Period</b></i>	<i><b>Estimated Total Annual Additional Fees</b></i>	<i><b>Estimated Semiannual Additional Fees</b></i>
Desktop Phone Service (Based on Usage)	Semiannual	\$ 12,576.00	\$ 6,288.00
Backup Support & Maintenance \$264/TB @ 15 TBs. True Up Review Quarterly.	Semiannual	\$ 3,960.00	\$ 1,980.00
PSC SAN Storage Maintenance \$1,200/TB @ 9 TBs. True Up Review Annually.	Semiannual	\$ 10,800.00	\$ 5,400.00
	<b>Total Additional Fees</b>	<b>\$ 27,336.00</b>	<b>\$ 13,668.00</b>

**\*Grand Annual Fee Total    \$            295,993.54**

*\*Annual labor rate to be assessed to ensure rate is adequate to cover the cost of BTS staff assigned with any % increases not to exceed BTS BCC approved adopted budget inclusive of Market and Cost of Living Adjustments, and Benefits.*