



SUBORDINATE CONTRACT
MA-063-13011704
WITH
MAJESTIC SYSTEMS INTEGRATION CO INC
FOR
IT PROFESSIONAL HELP SERVICES

This Subordinate Contract **MA-063-13011704** (hereinafter referred to as "Contract") is made and entered into upon execution of all necessary signatures between Majestic Systems Integration Co. Inc., having a place of business at 30700 Telegraph Rd., Ste. 3445, Bingham Farms, MI 48025-4575; (hereinafter referred to as "Contractor"), and the County of Orange, Social Services Agency (SSA) a political subdivision of the State of California, with a place of business at 888 N. Main St., Santa Ana, CA 92701 (hereinafter referred to as "County") which are sometimes individually referred to as "Party" or collectively referred to as "Parties".

ATTACHMENTS

This Contract is comprised of this document and the following Attachments, which are incorporated by reference into this Contract:

Attachment A – Classifications and Descriptions

Attachment B – Classification Rate Schedule

RECITALS

WHEREAS, the County of Orange, County Procurement Office (CPO) has issued Regional Cooperative Agreement MA-017-12011689 (hereinafter referred to as "RCA") on file with County of Orange, CPO, effective June 1, 2012 through May 31, 2014, for IT Professional Help Services (hereinafter referred to as "Services") in accordance with the terms and conditions of the RCA between Contractor; and

WHEREAS, County desires to enter into a Contract for IT Professional Help Services per the RCA; and

WHEREAS all terms and conditions, amendments/modifications of the RCA are incorporated herein by this reference into this Contract; and

WHEREAS, Contractor is willing to provide the Services specified in the Scope of this Contract as listed below;

NOW, THEREFORE, the parties mutually agree:

ARTICLES

1. **Scope of Contract:** This Contract specifies the terms and conditions, per the RCA incorporated herein, by which County will procure the Services from the Contractor per Attachment A / Classifications and Descriptions.
2. **Term of Contract:** This Contract shall commence on June 1, 2013 and continue through and including May 31, 2014, unless otherwise terminated by the County. This Contract may be renewed thereafter for one additional two-year term upon mutual agreement of both parties. This Contract may not be renewed. The County does not have to give a reason if it elects not to renew this Contract.
3. **Compensation & Payment:** Contractor agrees to provide the Services at the fixed rates specified and set forth in this Contract and in accordance with the terms and conditions specified in the RCA. The total cost of this Contract shall not exceed \$1,145,520.00; provided, however, that in the event County desires to procure Services in excess of the stated amount, the parties shall enter into an amendment to this Contract for such additional expenditure.



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4. **Notices:** Any and all notices, requests demands and other communications contemplated, called for, permitted, or required to be given hereunder shall be in writing, except through the course of the parties' project managers' routine exchange of information and cooperation during the terms of the work and services. Any written communications shall be deemed to have been duly given upon actual in-person delivery, if delivery is by direct hand, or upon delivery on the actual day of receipt or no greater than four calendar days after being mailed by US certified or registered mail, return receipt requested, postage prepaid, whichever occurs first. The date of mailing shall count as the first day. All communications shall be addressed to the appropriate party at the address stated herein or such other address as the parties hereto may designate by written notice from time to time in the manner aforesaid.

FOR COUNTY:

County of Orange
SSA/Procurement Services
Attn: Evelyn Yambao
888 N. Main St., 1st Flr.
Santa Ana, CA 92701
Email: Evelyn.Yambao@ssa.ocgov.com

FOR CONTRACTOR:

Majestic Systems Integration Co. Inc.
Attn: Nate Patel
30700 Telegraph Rd., Ste. 3445
Bingham Farms, MI 48025-4575
Telephone: (615) 661-9511 X 103
Email: npatel@majestic-systems.com
Mobile: (248) 703-4419

COPY TO:

County of Orange
SSA/IT Services Department
Attn: Merilyn Inigo
888 N Main St.
Santa Ana, CA 92701

5. **Invoicing:** Invoices are to be submitted to:
SSA/Procurement Services
Attn: Processing Desk (MA)
888 N. Main St., 1st Flr.
Santa Ana, CA 92705

Payment will be net 30 days after receipt of an invoice in a format acceptable to the County and verified and approved by the agency/department and subject to routine processing requirements. The responsibility for providing an acceptable invoice rests with the contractor.

An acceptable invoice format shall minimally include:

- A. Contractor's name and address;
- B. Invoice number and date;
- C. Name of County agency/department ordering services/goods;
- D. Description of services/goods and date ordered;
- E. Contract MA-063-13011704;
- F. Total Invoice Amount;
- G. Contractor's federal taxpayer's ID number and
- H. Contractor's remittance address (if different from line A)

- Signature Page follows -



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SIGNATURE PAGE

The Parties hereto have executed this Contract on the dates shown opposite their respective signatures below.

MAJESTIC SYSTEMS INTEGRATION CO. INC.*

By Print Name	<u>NATE PATEL</u>	By Print Name	<u>ADARSH SUNEJA</u>
Title	<u>CEO</u> Corporate Officer	Title	<u>PRESIDENT</u> Corporate Officer
Date	<u>4/8/2013</u>	Date	<u>04/08/2013</u>

*If the contracting party is a corporation, (2) two signatures are required: one (1) signature by the Chairman of the Board, the President or any Vice President; and one (1) signature by the Secretary, any Assistant Secretary, the Chief Financial Officer or any Assistant Treasurer. In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signator to bind the corporation.

COUNTY OF ORANGE

a political subdivision of the State of California

By Print Name	<u>Georgetta Vlad</u>	Date	<u>4/09/2013</u>
		Title	<u>Procurement Manager</u>

**COUNTY OF ORANGE
COUNTY COUNSEL**

By	<u>Karen P. Prathy</u>	Date	<u>4/11/2013</u>
	<u>Senior Deputy County Counsel</u>		

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ATTACHMENT A

CLASSIFICATIONS AND DESCRIPTIONS

I. INFORMATION TECHNOLOGIST I

Perform personal computer setup, installation, and/or post installation support duties. Duties include but are not limited to the un-boxing and setup of all hardware, installation of software, pc configuration to include network interface card and cables, delivery to and setup of equipment at the customer site, complete system and network integration testing, customer orientation to the system, diagnosis of hardware and software malfunctions, and problem resolution. Diagnose and resolve hardware and software issues submitted to the IT Help Desk via telephone. This position may also answer Technical Support phone calls, initiate and track priority tickets for technical issues and Moves, Add, Changes and Deletes. Provide initial assessments of issues and track escalation or transfer of tickets. Position also remotely solves numerous technical issues via remote management software.

Preferred skills:

- Diagnose hardware/software/driver malfunctions and conflicts through problem resolution
- Perform computer setup, configuration, installation and support duties
- Provide training, support and instruction in all version of Office plus other desktop applications
- Relocate equipment as required
- Utilize remote Desktop Management solutions to resolve desktop problems
- Imaging PCs and Laptops using RIS (MSI package), Ghost or SMS
- Deploy computers using MS WDS
- Install, configure and resolve issues related peripherals, such as scanners, projectors, Blackberries, digital cameras, printers, card readers, encrypted USB drives
- Provide 1st and 2nd level support to user requests
- Diagnose and replace defective electronic components
- Install and configure hardware upgrades, hard drive, memory, video/sound card, CD/DVD writers
- Install, configure and resolve issues related to Off-the-shelf software
- Install, configure and resolve issues related to supported applications
- Migrate user profiles and data between PCs
- Install, configure and resolve issues related to desktop encryption
- Perform analysis and final resolutions to completed work requests
- Monitor, process and update Unicenter trouble tickets
- Install, configure and resolve issues related to network/local B&W/color printers
- Install, glue, apply anti-theft apparatus
- Troubleshoot network connectivity
- Perform software maintenance on computers, which includes managing remote defragmentation, adware/spyware blocking and other performance measures.
- Complete system and network integration testing
- Monitor and resolve PC patching issues
- Maintain high customer satisfaction
- Answer Helpdesk phones as required
- Provide timely onsite service and support for over 25 remote locations
- Must be able to lift forty pounds
- Conduct physical inventories using bar code equipment and spreadsheets
- Physically able to use a pallet jack to move equipment and shrink wrap to secure equipment
- Must possess a valid California driver's license and maybe required to drive to remote locations throughout Orange County. Must speak and read English proficiently

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Specific Project Preferred Skills:

- Minimum 2 years of experience with MS Windows 7 and Windows XP and Office 2010
- A+ certification (highly desirable)
- Minimum 1 year experience with Unicenter (CA Service Desk) ticket tracking system
- Minimum 1 year experience with the CalWIN image and application
- Minimum 1 year experience with SMS or Ghost imaging or Windows Deployment Server
- Must have experience with ERMI, Advantage Desktop, CAMS, APS Oracle and MSSP Case Management and Alchemy
- Minimum 1 year experience working in large environment over 2,500 users
- Experience with Hyland Onbase, CMIPS II, TMS, Genesys, ccPulse
- Minimum 1 year experience with Dameware Remote

II. INFORMATION TECHNOLOGIST II (VENDOR LIAISON, APPLICATION SUPPORT, TEAM LEAD, JOURNEYMAN TECHNOLOGIST)

10 year experience in IT field performing personal computer setup, installation, and/or post installation support duties. Duties include but are not limited to the un-boxing and setup of all hardware, installation of software, pc configuration to include network interface card and cables, delivery to and setup of equipment at the customer site, complete system and network integration testing, customer orientation to the system, diagnosis of hardware and software malfunctions, and problem resolution. Vendor management experience. Works as a vendor liaison to resolve hardware problems, delivery issues, RMA tracking and hardware driver support. Team lead experience, leading highly technical IT projects and providing direction and leadership to other IT staff. IT advocate at meetings, capable of speaking on behalf of IT department. Software and Application support for several local and State mandated programs.

Preferred skills:

- Diagnose hardware/software/driver malfunctions and conflicts through problem resolution
- Perform computer setup, configuration, installation and support duties
- Provide training, support and instruction in all version of Office plus other desktop applications
- Relocate equipment as required
- Utilize remote Desktop Management solutions to resolve desktop problems
- Imaging PCs and Laptops using RIS (MSI package), Ghost or SMS
- Deploy computers using MS WDS
- Install, configure and resolve issues related peripherals, such as scanners, projectors, Blackberries, digital cameras, printers, card readers, encrypted USB drives
- Provide 1st and 2nd level support to user requests
- Diagnose and replace defective electronic components
- Install and configure hardware upgrades, hard drive, memory, video/sound card, CD/DVD writers
- Install, configure and resolve issues related to Off-the-shelf software
- Install, configure and resolve issues related to supported applications
- Migrate user profiles and data between PCs
- Install, configure and resolve issues related to desktop encryption
- Perform analysis and final resolutions to completed work requests
- Monitor, process and update Unicenter trouble tickets
- Install, configure and resolve issues related to network/local B&W/color printers
- Install, glue, apply anti-theft apparatus
- Troubleshoot network connectivity

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- Vendor Liaison experience. Works with vendors to fix hardware problems.
- RMA processing and tracking of broken hardware.
- Team Lead over various IT projects. Must have direct lead experience over other IT personnel.
- Perform software maintenance on computers, which includes managing remote defragmentation, adware/spyware blocking and other performance measures.
- Complete system and network integration testing
- Monitor and resolve PC patching issues
- Maintain high customer satisfaction
- Answer Helpdesk phones as required
- Provide timely onsite service and support for over 25 remote locations
- Must be able to lift forty pounds
- Conduct physical inventories using bar code equipment and spreadsheets
- Physically able to use a pallet jack to move equipment and shrink wrap to secure equipment
- Must possess a valid California driver's license and maybe required to drive to remote locations throughout Orange County. Must speak and read English proficiently

Specific Project Preferred Skills:

- Minimum 2 years of experience with MS Windows 7 and Windows XP and Office 2010
- A+ certification (highly desirable)
- Minimum 3 year experience with Unicenter (CA Service Desk) ticket tracking system
- Minimum 3 year experience with the CalWIN image and application
- Minimum 5 year experience with SMS or Ghost imaging
- Minimum 2 years experience with Windows Deployment Server (WDS)
- Must have experience with ERMI, Advantage Desktop, CAMS, APS Oracle and MSSP Case Management and Alchemy
- Minimum 5 year experience working in large environment over 2,500 users
- Minimum 1 year experience setting up production scanners and installing VRS and Hyland OnBase client.
- Minimum 1 year experience TMS, Genesys and ccPulse applications
- Minimum 1 year experience Dameware Remote application

III. SENIOR IT APPLICATIONS DEVELOPER (.NET)

Design, develop, and deliver applications based on previously approved system specifications which include architecture design, prototyping of concepts to proof of concept, development of coding standards, design and development of source code, test plans, and documentation. The candidates will provide maintenance and operations support of existing systems and infrastructure as well as develop new technologies. Strong communication and writing skills and ability to communicate directly with peers, managers, and clients while leading development to a completed and successful solution. Figure out the main concept and solve complex problems with optimize solution. Work according to specification of the project. Implement application with proper documentation which involves complete testing and verification of code. Ability to work in a varied, fast paced environment and flexibility and tolerance is a necessity. Have a strong desire to learn and keep technical skills current as new technologies emerge.

Preferred knowledge and experience regarding the use of, but not limited to OSI, 4GL, Microsoft IDE, and design tools such as Visual Studio 2005/ 2008/2010, graphical user interfaces (GUIs), UML, shared LAN-based files, printers, relational databases such as ORACLE 10G/11G, SQL Server 2005/2008/2008 R2S along with Windows Forms applications, web sites, web applications, web

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services and commonly used languages and tools such as ASP.NET, ADO.NET, VB.NET, C++, C#.NET, Java Scripts, JQuery, VB Scripts, LINQ, Entity, HTML, and MS Office Suite 2003/2010 applications. These candidates understand the benefits of Search Engine Optimization (SEO) and the development skills to support SEO are a plus.

Preferred Skill:

Sr. IT Applications Developer candidate will build prototype solutions to web-based problems and then re-factor in changes accomplishing customer as well as SSA network security requirements. Develop, architect, secure and maintain the online applications, once rolled out to production level status. Review, recommend, and implement secure content delivery architecture on network systems for data streaming systems. Administrate data storage and delivery requirements by taking web-based solutions from prototype to production application. The candidate will be responsible for building and maintaining internal and external facing web applications and will work with other project team members and business resources to build highly-performing enterprise and secured systems. Review security requirements and design application workflow analysis through application programming database enhancement, and web services infrastructure. Bachelor of Science in Computer Science, computer-related discipline, or extensive 5+ years of web applications development job experience preferred.

Programming Language:

Preferred ability to develop/maintain complex applications using Oracle 10G, 11G/SQL Server 2005/2008/2008 R2/2012, Visual Studio 2005, 2008, 2010, and 2012; build robust Web based applications using ASP.NET/VB.NET / C#.NET/ Java Scripts/JQuery/VB Scripts. Candidates preferred with a working knowledge of relational databases including use and development of stored procedures, indexes, triggers, views, table design using PL/SQL or T-SQL. Knowledge of Crystal Reports, MS Reporting Services, HTML, XML, Cascading Style Sheets, SharePoint, and Visual Source Safe are also strongly desired.

General Experience:

The Sr. IT Applications Developer is expected to be able to perform all aspects of the development tasks, including front-end and efficient and logical databases for clients. SSA prefers the qualified candidates to have deep expertise in web applications development and designs and codes superior technical solutions. Extensive experience and knowledge in project management, application development lifecycle and application design principles using flowcharting, data flow, relational database design, entity relationship diagramming, Object-Oriented Design and Programming, report layout, graphical user interfaces, users acceptance testing, implementation, and technical documentation of all phases. The candidates will provide maintenance and operations support of existing systems and must have hands on experience in fast paced production or operational system arena and ability to work with minimal direction. Strong communication and writing skills and ability to communicate directly with peers, managers, and clients while leading development to a completed and successful solution. Prefer candidates possess strong analytical and problem solving skills, capability to work with a diverse user groups and experience leading and mentoring other team members. The candidates will have strong organization skills to manage multiple projects and complete tasks quickly within the constraints of specified timelines and budgets. Bachelor of Science in Computer Science, computer-related discipline, or extensive industry job experience preferred.

Specific Project Skills Preferred:

- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's Barcode Generator System, Partner's Data Interchange System, IEVS Specialized Unit Task Management System, and e-Personnel/Attendance System.
- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's Case Accuracy Review System, Change Control Management System, Child Abuse Registry Statistics Application, Differential Response Tracking System, Mandated Reporter

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Application, Online Manual System, Orangewood Children's Information System, GRWP (General Relief Work Program) Client Data System, Independent Living Program Secure Communication, Personnel Tracking System, and Program Integrity Case Statistics System.

- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's Overpayment Review Case Statistic System, Human Resources Management System, Secure Communication Management System, Adoptions Services Registry System, Adoptions Matching System, Reports to Social Workers System, Child Abuse Services Team System, Foster Care Training System, and Foster Care Conference System.
- Preferred candidate with knowledge and experience using California Work Opportunity and Responsibility to Kids Information Network (CalWIN) and Child Welfare Services/Case Management System (CWS/CMS) state mandated systems data for custom applications systems interfaces.
- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's Report Portal, Service Center's Task Management System, Folder Tracking System, Clerical's Task Tracking System, Cash Assistance Program for Immigrants System, MEDS (Medi-Cal Eligibility Data System) Viewer System, CDS (Case Data System) History, Workload Management System, and CalWIN Assistant Pack Tool.
- Preferred candidate with knowledge and experience developing and supporting Social Services Agency's Internet, Intranets, Drupal Content Management System, and Contractor Training Tracking.

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ATTACHMENT B

CLASSIFICATION RATE SCHEDULE

No. of Staff	Fixed Hourly Rate	Est. Hours Required	Overtime Hourly Rate	Est. Overtime Hours
I. IT Information Technologist I				
3	\$46.50	5952	\$46.50	240
II. IT Information Technologist II				
6	\$56.75	11904	\$56.75	480
III. Senior IT Applications Developer				
1	\$75.00	1984	\$75.00	80