



DEPARTMENT OF ADMINISTRATIVE SERVICES



STATE OF CONNECTICUT

165 Capitol Avenue
Hartford, CT 06106-1658

August 23, 2012

Joe Singh
Executive Vice President/ Co-founder
PCC Technology Group
2 Barnard Lane
Bloomfield, CT 06002

Re: Master Agreement B-03-011

Dear Mr. Singh:

I have received your recent request to update the Product Schedule associated with the above noted Master Agreement. **This change adds the attached services for the CONCORD application from July 1, 2012 through June 30, 2013 for the Office of the secretary of the State of Connecticut.**

Given the terms and conditions of this agreement, the request to update the Product Schedule is approved. Please consider the services a part of the associated Master Agreement and retain this approval for future reference.

A copy of your Product Schedule Update request is attached to this letter. Thank you for your interest in doing business with the State of Connecticut.

Very Truly Yours,

 Joseph Giliberto
Contract Team Leader, Procurement Services

JG/jdg

cc: Master Agreement File B-03-011

An Affirmative Action/Equal Opportunity Employer



August 23, 2012

Mr. Joseph Giliberto
Contract Team Leader, Procurement Services
Department of Administrative Services
165 Capitol Avenue 5th Floor South
Hartford, CT 06106-1658

RE: Product Schedule Update to Master Agreement B-03-011

Dear Mr. Giliberto:

Please consider this a request to update the Product Schedule of Master Agreement Number B-03-011 to include the following:

Resources	Rate/hr
Business Analyst	\$84
Developer	\$72
Architect	\$110

In addition to the resource table above, a copy of the request to change the original schedule is also included. Please call me at (860) 466-7223 or email me at jsingh@pcctg.com if you have any questions.

Best Regards,

Joe Singh
Executive Vice President/Co-founder



Office of the Secretary of the State Connecticut
CONCORD Application Maintenance

June 08, 2012

PCC Technology Group will provide the following services to:

**Commercial Recording Division
Office of the Secretary of the State
30 Trinity Street
Hartford, CT 06106**

Description:

The primary scope of this cost estimate is to facilitate the maintenance work on the code deployed to CONCORD application starting July 1, 2012 through June 30, 2013.

Scope Overview:

PCC will provide support of up to 240 hours per month on the application maintenance, database support and software upgrades. All maintenance tickets will be logged and sent to the SOTS at the end of every month.

Maintenance Activities:

1. Customer Portal and Online Filings
2. Payment and Account Reconciliations
3. Payment Gateway Upgrades
4. Statutory Changes
5. Application upgrades

Technical Support:

1. Database Driver upgrades
2. MQ Server upgrades
3. Websphere Application Server Upgrades
4. Operating System patches and updates
5. Operating System migration
6. Application performance tuning and tweaking
7. End to End Application testing
8. Browser compatibility releases
9. 24 X 7 X 365 support for Filings



Scope Overview		No. of		
	Resources	Hours	Rate/hr	Total
CONCORD application maintenance and support activities	Business Analyst	520	\$84	\$43,680
	Developer	1920	\$72	\$138,240
	Architect	750	\$110	\$82,500
Duration : 12 Months	Total Cost	3190		\$264,420
07/01/2012– 06/30/2013				

Terms and Conditions:

- Above estimates are based on best of our knowledge and any unforeseen extra time required to accomplish any of the above tasks shall be communicated to the client and would require approval of any extra time requested.
- These maintenance hours are based on the past experience and support needs to be defined by the SOTS Project Manager.
- The total cost for the twelve month maintenance is: \$264,420.00
- The standard support and maintenance will be billed on a monthly basis and monthly billing would be \$22,035.00. Any additional hours utilized beyond the normal scope will be billed on a per case basis.

 Manager
 Office of the Secretary of the State

Date

 PCC^{llc} Technology Group Representative

Date