

OFFICE OF THE CITY ATTORNEY
CHARLES PARKIN, City Attorney
411 West Ocean Boulevard, 9th Floor
Long Beach, CA 90802-4664

1 FIRST AMENDMENT TO AGREEMENT NO. 35451

2 **35451**

3 THIS FIRST AMENDMENT TO AGREEMENT NO. 35451 is made and
4 entered, in duplicate, as of April 21, 2020, for reference purposes only, pursuant to a minute
5 order adopted by the City Council of the City of Long Beach at its meeting on October 1,
6 2019, by and between DELOITTE CONSULTING LLP, a Delaware limited partnership
7 (“Consultant”), with a place of business at 655 W. Broadway, Suite 700, San Diego,
8 California 92101, and the CITY OF LONG BEACH, a municipal corporation (“City”).

9 WHEREAS, City and Consultant (the “Parties”) entered into Agreement No.
10 35451 (the “Agreement”) whereby Consultant agreed to provide implementation services
11 for a Customer Relationship Management (CRM) system; and

12 WHEREAS, the Parties desire to clarify the Scope of Work;

13 NOW, THEREFORE, in consideration of the mutual terms, covenants, and
14 conditions herein contained, the Parties agree as follows:

15 1. The Scope of Work attached to the Agreement as Exhibit “A-1” and
16 Exhibit “A-2” is amended to include the Change Orders attached hereto and incorporated
17 herein as Exhibit “A-3” and Exhibit “A-4”.

18 2. Except as expressly modified herein, all of the terms and conditions
19 contained in Agreement No. 35451 are ratified and confirmed and shall remain in full force
20 and effect.

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IN WITNESS WHEREOF, the Parties have caused this document to be duly executed with all formalities required by law as of the date first stated above.

DELOITTE CONSULTING LLP, a Delaware limited partnership

4/23, 2020

By [Signature]
Name Thomas Beyst
Title Principal

4/23, 2020

By [Signature]
Name James Guss
Title Principal

"Consultant"

CITY OF LONG BEACH, a municipal corporation

April 29, 2020

By Rebecca L. Garner
City Manager

"City"

EXECUTED PURSUANT TO SECTION 301 OF THE CITY CHARTER

This First Amendment to Agreement No. 35451 is approved as to form on

April 27, 2020.

CHARLES PARKIN, City Attorney

By [Signature]
Deputy

EXHIBIT "A-3"

Appendix C: Change Order Form

| | | |
|---|---------------------------|--|
| Change Request Number 01 | Date 02/24/2020 | Project Name Salesforce CRM Implementation |
| Requesting Party and Project Manager: Deloitte Consulting; David Lindstrom | | |
| Receiving Party and Project Manager: City of Long Beach; Jeanne Takano | | |

Change Description

During the project Analyze Phase, new requirements were identified that were not originally included in the scope defined in the project's Statement of Work. This Change Order seeks to incorporate these additional requirements into the scope of this project.

The additional scope in requirements includes the development and test of the App-order integration, which is outlined below:

- App-order Integration Requirements:** The App-order system serves as the City's Case Management system for Target Graffiti. The scope of these requirements includes the development and test of the system functionality needed for Salesforce to integrate with the App-order system. The integration would involve a bi-directional web-service based integration to push records from Salesforce to the App-order application and to receive updates back to Salesforce when a record is updated in App-order. Without this integration Salesforce will not receive any Target Graffiti data.

These requirements have been documented in more detail as User Stories below:

| Epic | User Story | User Story Description | AC Name | Acceptance Criteria |
|-------------|---|--|--|--|
| Integration | Integration AppOrder Create Record in AppOrder | As a city employee, I want to be able to generate a WO in AppOrder from a SFDC case so that cases can be routed to field staff to work on. | Action to Trigger Creation of WO in AppOrder | User is able to select a button/CTA that triggers the process to create a WO in AppOrder |
| Integration | Integration AppOrder Create Record in AppOrder | As a city employee, I want to be able to generate a WO in AppOrder from a SFDC case so that cases can be routed to field staff to work on. | Attributes to be sent from SFDC in Create WO API | Placeholder to define attributes being sent in API. |
| Integration | Integration AppOrder Create Record in AppOrder | As a city employee, I want to be able to generate a WO in AppOrder from a SFDC case so that cases can be routed to field staff to work on. | Attributes to be returned from AppOrder on Success | AppOrder returns the WO ID of the created FA in resposnes. WO ID is stored in SFDC record. |
| Integration | Integration AppOrder Create Record in AppOrder | As a city employee, I want to be able to generate a WO in AppOrder from a SFDC case so that cases can be routed to field staff to work on. | SFDC Error Handling on API failure | Placeholder for actions to be taken in SFDC if API fails. |
| Integration | Integration AppOrder Create Record in AppOrder | As a city employee, I want to be able to generate a WO in AppOrder from a SFDC case so that cases can be routed to field staff to work on. | Notify Salesforce user of failure | User is notified in Salesforce when attempt to create record in external system fails |
| Integration | Integration AppOrder Update SFDC Record on WO Closure in AppOrder | As a city employee, I want SFDC to automatically update the Case associated to a AppOrder WO on closure of the WO in AppOrder | Receive API Attributes from AppOrder | Placeholder to define attributes being sent in API. |
| Integration | Integration AppOrder Update | As a city employee, I want SFDC to automatically update the Case associated to a AppOrder WO on closure of the WO in AppOrder | Send Acknowledgement to AppOrder | Placeholder to define attributes being sent in API response. |

| | | | | |
|-------------|---|---|--------------------------------------|---|
| | SFDC Record on WO Closure in AppOrder | | | |
| Integration | Integration AppOrder Update SFDC Record on WO Closure in AppOrder | As a city employee, I want SFDC to automatically update the Case associated to a AppOrder WO on closure of the WO in AppOrder | Update Case in SFDC on Receiving API | Salesforce updates the relevant case record in Salesforce upon successfully receiving the API |

Project Schedule/Plan Revision

The project schedule will not be impacted by this Change Order; However, Deloitte's development team will be augmented with additional resources to support the added effort associated with this Change Order.

Fees Revision

Additional Fees: \$47,000

Additional Fees Due Date: These additional fees will be added to the fees due for Deliverable 7 – "Completion of Build and Solution Design Document". This is estimated to be completed on May 15, 2020.

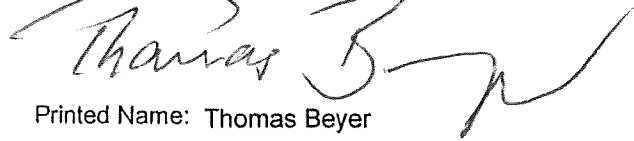
Agreed:

City of Long Beach

Deloitte Consulting LLP.

Signature:

Signature:

Printed Name: Rebecca G. Garner

Printed Name: Thomas Beyer

Title: Acting Asst. City Manager

Title: Principal

Date: 3/18/2020

Date: 3/31/2020

EXHIBIT “A-4”

Appendix C: Change Order Form

| | | |
|------------------------------|-------------|---------------------|
| Change Request Number | Date | Project Name |
| 02 | 03/24/2020 | GoLongBeach 2.0 |

Requesting Party and Project Manager: Deloitte Consulting; David Lindstrom

Receiving Party and Project Manager: City of Long Beach; Jeanne Takano

Change Description

This Change Order seeks to extend the GoLongBeach 2.0 project by 8-weeks and incorporate additional deliverables into the timeline in-order-to provide the City of Long Beach additional time to address the project needs given to the COVID-19 emergency. The new deliverables were defined to reduce project risk by evenly distributing the documents and their associated payments across the new timeline. The adjusted deployment date is now scheduled for September 8, 2020.

A summary table outlining the new project schedule has been provided below, and a detailed view of the extended project timeline can be viewed in the "Project Schedule/Plan Revision" section of this Change Order.

| Milestone | Date |
|----------------|------------------------------------|
| Design & Build | Now – 7/3/2020 |
| SIT | 6/22/2020 – 7/31/2020 |
| UAT | 8/2/2020 – 8/21/2020 |
| Training | 8/17/2020 – 9/4/2020 |
| Go-Live | 9/8/2020 (Tuesday after Labor Day) |
| Support | 9/8/2020 – 10/2/2020 |

The table below displays all deliverables due to the City as stated in the SOW, with the newly defined deliverables and their associated descriptions highlighted in YELLOW. The payment schedule for the deliverables can be found in the "Fees Revision" section of this Change Order.

| Deliverable Title | Deliverable Expectations |
|------------------------|---|
| Project Scope Document | <p>The purpose of the Project Scope Document is to define the project scope in terms of key functions that will be a part of the Phase 1 project. This milestone deliverable should include:</p> <ul style="list-style-type: none"> • Project overview, including a description of the product of the project • Goals of the project • High-level timeline • High-level scope definition (later to be superseded by the Requirements Document deliverable) • List of project deliverables • Deliverables delivery and payment schedule • List of exclusions from scope • Key project stakeholders • Roles and responsibilities |

| | |
|---|---|
| | <ul style="list-style-type: none"> • Assumptions • Constraints • Risks |
| Project Management Plan | <p>The purpose of the Project Management Plan is to define the project organization, approach and timeline, work planning and controls, resource management, and communication plans.</p> <p>The Project Management Plan is approved by the City and is maintained throughout the life of the project. The Project Management Plan should be documented and include the following:</p> <ul style="list-style-type: none"> • Detailed Project Plan • Risk and Issue Management Plan • Scope/Requirements Management Plan • Change Management Plan (outlining the change control process) • Quality Management Plan • Resource Management Plan • Configuration Management Plan • Communication Plan |
| Testing Strategy | <p>The purpose of the Test Strategy Document is to provide a common understanding of the testing phases, testing documentation, roles and responsibilities, tools and accelerators from our Hybrid Agile methodology.</p> <p>Service Provider's traditional testing approach takes a common tactic to documenting test cases regardless of the type of test. This provides a single source of truth for the data related to testing including defect tracking against original requirements.</p> <p>Testing types to be executed are:</p> <ul style="list-style-type: none"> • Unit Testing – to be executed during Design and Build Phase • Integration Testing – to be executed during Integration Test Cycles • User Acceptance Testing – to be executed during User Acceptance Testing Cycles <p>Sign-off requirements for each test phase will be documented and approved in the Testing Strategy Deliverable</p> |
| User Story and Acceptance Criteria Document | <p>Once the functional deep dives are completed in the Analyze Phase, the department-level process details and requirement information gathered will be analyzed and assembled into the User Story and Acceptance Criteria Document.</p> <p>The purpose of the User Story and Acceptance Criteria Document is to accurately define what is needed by the City from the solution, in</p> |

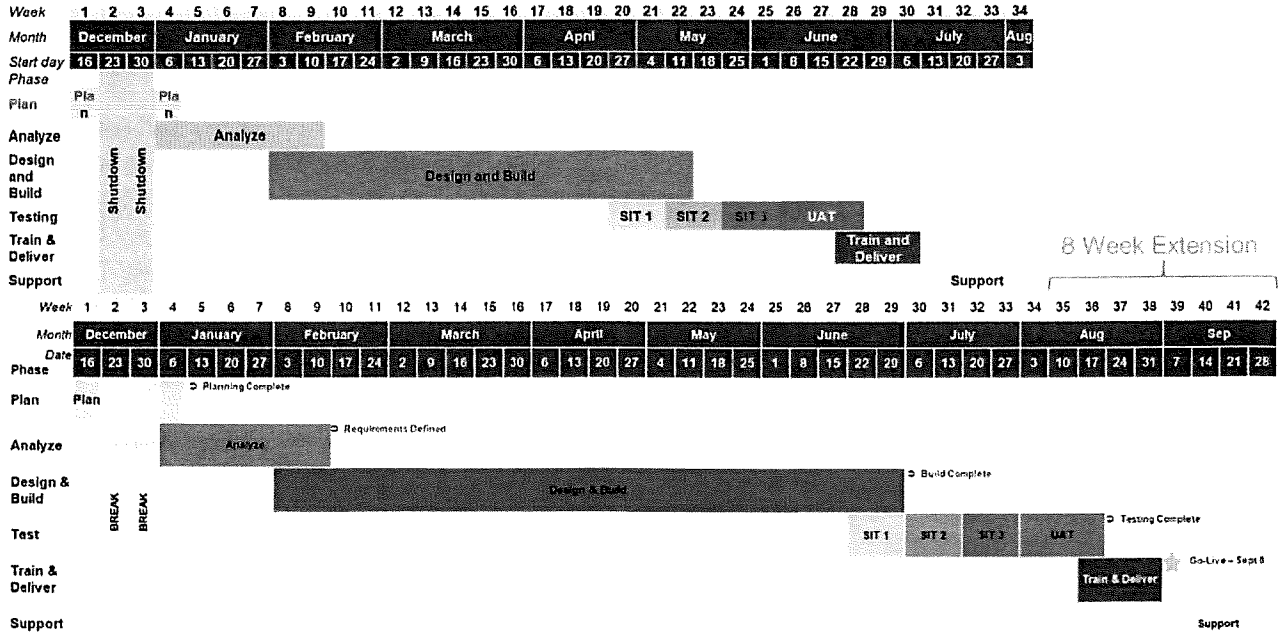
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|--------------------------------------|--|
| | <p>detail. This document will be used by the development team to build the solution during the Design and Build Phase. Additionally, the User Story and Acceptance Criteria Document will be referenced extensively by the functional team during Design and Build sessions and during the Testing Phase to confirm that the solution being delivered meets the specifications of the City and the involved departments. User Story and Acceptance Criteria Document will include:</p> <ul style="list-style-type: none"> • User Stories defined by each department or sub-department group • Each User Story will be linked to 1 or more Functional Requirement(s)/Acceptance Criteria • Unique IDs for each User Story and Functional Requirement/Acceptance Criteria for tracking purposes |
| <p>Training Approach Document</p> | <p>The purpose of the Training Approach Document is to define the methodologies, documentation, tools, and anticipated training courses required to enable future end users to utilize and operate the system. This document will include:</p> <ul style="list-style-type: none"> • Identification of key audiences and user groups • Learning objectives by user group/functions • Details on the training materials to be produced • An overview of the train the trainer methodology • Logistics requirements for Training (resources, rooms, and equipment) • High-Level training roll-out schedule • Training evaluation approach • Key success factors |
| <p>Integration Approach Document</p> | <p>The purpose of the Conversion and Integration Approach document is to define the processes, tools, and resources involved with Data Conversions and Integrations. This document will include:</p> <ul style="list-style-type: none"> • Definition of key conversion activities • Conversion timeline • Object/Table-level conversion scope by application • Detailed RACI matrix for conversion activities • Definition of key integration activities • Integration timeline • Integration scope by application • Detailed RACI matrix for integration activities |

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| | <ul style="list-style-type: none"> List of assumptions and risks related to Conversions and Integration |
| Public Portal Visual Design Document | <p>The Public Portal Visual Design Document deliverable will include the User Interface design mock ups for the following:</p> <ul style="list-style-type: none"> Public Self-Service Portal Mobile App |
| Data Model and Business Rules Document | <p>The Data Model and Business Rules deliverable will include the database design of the GoLongBeach 2.0 application. This will include the following:</p> <ul style="list-style-type: none"> Defining the Entity Relationship Diagram and Data Model that explains how records (Service requests, Contacts, Users, etc.) are stored in Salesforce Defining all the queues and assignment rules that specify the logic on how to assign and evaluate the service request records to the respective department in scope Defining all the validation rules that verify that data entered by users in records meets the requirements before they perform any action on the application |
| Configurations and Customizations Document | <p>The Configurations and Customizations deliverable will include the configuration and customization details required for the GoLongBeach 2.0. This will include the following:</p> <ul style="list-style-type: none"> Defining and assigning Record Types for the cases to route it to the appropriate external work order system Defining the user interface design for the internal users (City Employees) Defining the business process workflows for internal users (City Employees) |
| Completion of Build and Solution Design Document | <p>The Completion of Build occurs once the solution has been fully developed and migrated into the TEST environment for Systems Integration Testing.</p> <p>The Solution Design Documents will be developed to provide information on critical design details captured throughout the Design and Build Phase mapped back to the original User Stories captured in the Requirements Document.</p> <p>Design and Build sessions with internal City employees (and external customers, if requested) are necessary to inform development of this document and the corresponding design decision points.</p> <p>Coordination with the City's Web Team may be necessary to adhere to the City's Web Design Guidelines and templates.</p> <p>The Solution Design Document will consist of:</p> <ul style="list-style-type: none"> Detailed overview of all custom UI components (internal and external) |

| | |
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| | <ul style="list-style-type: none"> • Extract of detailed design requirements and decisions captured during the Design and Build Phase mapped back to the City's User Stories |
| Functional Unit Testing Sign-Off | <p>Functional Unit Testing will be performed by the Service Provider team throughout the Design and Build Phase to confirm that all individual software components are functioning as defined in the User Story and Acceptance Criteria Document, and to verify that functionality is ready for integration Testing by the City. Additionally, Functional Unit Testing will enable the development of Integration Test scripts which will be loaded into the designated testing tool prior to the start of Integration Testing. Functional Unit Testing sign-off criteria will be defined in the Testing Strategy deliverable.</p> |
| Systems Integration Testing & Sign-Off | <p>Systems Integration Testing (SIT) will be managed by Service Provider but executed by testers identified by the City. The purpose of Integration Testing is for the City to confirm that the solution and its integrations are working properly, and that it has been built in accordance to the requirements defined in the Requirements Document.</p> <p>Integration Testing sign-off criteria will be jointly defined by the City and Service Provider in the Testing Strategy deliverable.</p> |
| Final Solution User Acceptance Testing & Sign-Off | <p>Final Solution User Acceptance Testing (UAT) will be managed and executed by the City, with support from Service Provider. The purpose of User Acceptance testing is for the City to validate all system operations and to verify that users can execute critical end-to-end business scenarios. The completion of Final Solution User Acceptance Testing indicates the City's approval of the solution built. User Acceptance Testing sign-off criteria will be jointly defined by the City and Service Provider in the Testing Strategy deliverable.</p> |
| Deployment Checklist, Sign Off & First User Live | <p>The purpose of the Deployment Checklist is to confirm that all components of the project are ready to be deployed. The checklist that is developed will provide the project team with a tool to validate successful deployment of the solution. Items to include but not limited to:</p> <ul style="list-style-type: none"> • Completion of User Acceptance Testing • Provision Production Environment • Stage environment code back up • Configuration migration from Stage environment • Code base migration from Stage environment • Data migration status (by object) • Production environment smoke testing |
| Support Period Report | <p>The purpose of the Support Period Report is to provide the metrics related to types of incidents being reported about the system by its users. This report will include a breakdown of incidents by priority, department, and time.</p> |

Project Schedule/Plan Revision

The project schedule will be impacted by this Change Order with an 8-week project extension. Please see below for the original project timeline, as seen in the first diagram. The second diagram below displays the new project timeline with the 8-week extension included and a new deployment date of 9/8/2020.



Fees Revision

Additional Fees: \$0

There are no additional fees associated with this Change Order. Instead, additional deliverables have been incorporated into the extended timeline to increase the spread of the remaining fee's due from the City. Please see below for the remaining set of deliverables and their associated payment schedule.

- The GREEN items indicate deliverables that have been submitted and approved by the City
- The YELLOW items indicate the newly defined deliverables
- The WHITE items indicate deliverables that have not yet been submitted to the City (from the original list of deliverables as stated in the SOW)

| Milestone Deliverable Name | Phase | Anticipated Completion Date | Payment %/ Cumulative % | Payment Amount |
|----------------------------|----------|-----------------------------|-------------------------|----------------|
| Project Scope Document | Planning | COMPLETE | 1.94% | \$31,900.00 |
| Project Management Plan | Planning | COMPLETE | 1.94% | \$31,900.00 |
| Testing Strategy | Analyze | COMPLETE | 1.94% | \$31,900.00 |

| | | | | |
|--|----------------|-----------|--------|-----------------------|
| User Story and Acceptance Criteria Document | Analyze | COMPLETE | 14.57% | \$239,250.00 |
| Training Approach Document | Analyze | COMPLETE | 1.94% | \$31,900.00 |
| Conversion & Integration Approach Document | Analyze | COMPLETE | 1.94% | \$31,900.00 |
| Public Portal Visual Design Document | Design & Build | 4/3/2020 | 7.57% | \$124,325.00 |
| Data Model and Business Rules Document | Design & Build | 5/8/2020 | 7.57% | \$124,325.00 |
| Configurations and Customizations Document | Design & Build | 6/5/2020 | 7.57% | \$124,325.00 |
| Completion of Build and the Solution Design Documents | Design & Build | 7/3/2020 | 7.57% | \$124,325.00 |
| Functional Unit Testing Sign-Off | Design & Build | 7/3/2020 | 7.57% | \$124,325.00 |
| Integration Testing & Sign-Off | Test | 7/31/2020 | 7.57% | \$124,325.00 |
| Final Solution User Acceptance Testing & Sign-Off | Test | 8/21/2020 | 11.36% | \$186,487.50 |
| Deployment Checklist, Sign Off & First User Live | Train & Deploy | 9/8/2020 | 11.36% | \$186,487.50 |
| Support Period Report | Support | 10/2/2020 | 7.57% | \$124,325.00 |
| | Total: | | | \$1,642,000.00 |

Additional Fees Due Date: N/A

Agreed:

City of Long Beach

Signature:

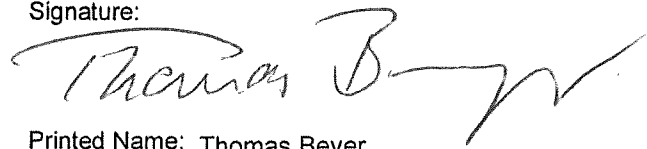
Printed Name:

Title:

Date:

Deloitte Consulting LLP.

Signature:



Printed Name: Thomas Beyer

Title: Principal

Date: 3/31/2020