

KUBRA

34857

AMENDMENT No. 2 TO CONTRACT 34857

This Amendment No. 2 to the Contract 34857 is made effective as of December 13th, 2019 and is between KUBRA America West, Inc. (the "Company") and City of Long Beach ("City").

WHEREAS Company and City entered into Contract 34857 for electronic payment services dated November 20th, 2017, as amended December 3rd, 2018 (the "Agreement");

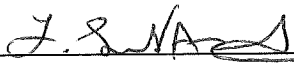
AND WHEREAS the parties wish to further amend the Agreement to provide for revised pricing for the Services;

NOW THEREFORE the parties hereto, for good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, agree as follows;


- Defined Terms.** Capitalized terms used in this Amendment No. 2 and not otherwise defined herein shall have the respective meanings attributed to them in the Agreement.
- Amendments to the Agreement.** The Agreement is hereby amended by replacing the pricing contained in Statement of Work No. 1 Section 2 of the Pricing Section: Transactional Costs for Implemented Solutions with the pricing in Appendix A attached hereto.
- Effect on Agreement.** Except as specifically amended by this Amendment No. 2, the Agreement shall remain in full force and effect.
- Counterparts.** This Amendment No. 2 may be executed in any number of counterparts (including by way of facsimile or email) and all of such counterparts taken together shall be deemed to constitute one and the same instrument.

IN WITNESS WHEREOF, the parties have executed this Amendment No. 2.

KUBRA Data Transfer Ltd.

By: 
Printed Name: Lida Sadrazadi
Title: CFO
Date: July 29, 2019

City of Long Beach

By: 
Printed Name: Thomas B. Modica
Title: Acting City Manager
Date: 10/1/19

APPROVED AS TO FORM

9-3, 2019
CHARLES PARKIN, City Attorney

By: 
AMY R. WEBBER
DEPUTY CITY ATTORNEY

AMENDED TO UNIS: SS

**Appendix A Pricing
Statement of Work # 1
6. Pricing**

Section 2: Transactional Costs for Implemented Solutions

These are the fees that KUBRA will charge for processing the payment, which does not include the merchant processing fees as included in Exhibit B of the Statement of Work. All convenience fees that are customer paid do NOT have the additional merchant processing fees added on as they are included in the Kubra flat rate listed below). Note that the fee does NOT change based on transaction amount for a given bill type/source.

Bill Type / Source	Paid By	In-Person (POS)	Web	IVR	Virtual Terminal	Recurring	Retail (RCP)
Mayor's Homeless Fund	City (Biller Absorbed for all)		\$0.12*				
Utility Bill	City (Biller Absorbed + Biller funded Convenience Fee)	\$0.12*	\$0.12*	\$0.27*			\$1.49**
Billing & Collections	Both (Biller Absorbed for iNovah only)	\$0.12*	\$1.95	\$1.95	\$1.95		
Tyler	Both (Biller Absorbed for iNovah only)	\$0.12*	\$1.95	\$1.95			
INFOR (Business License plus 22)	Both (Biller Absorbed for iNovah only)	\$0.12*	\$1.95	\$1.95	\$1.95		
RescueNet (Ambulance)	Both (Biller Absorbed for iNovah only)	\$0.12*	\$1.95	\$1.95			
Animal Care Licenses (Chameleon)	Customer		\$1.59				
Online Garage Sales	Customer		\$1.59				
Marina Boat Slips	City (Biller Absorbed for all)	\$0.12*	\$0.12*	\$0.27*		\$0.12*	
Harbor Rental Fees	Customer		\$1.95				
Parking Citations	City (Biller Absorbed for all)	\$0.12*					
Police Department	City (Biller Absorbed for all)	\$0.12*	\$0.12*	\$0.27*			

*Listed fee is KUBRA Payment Processing/Gateway fee per transaction only. Additional merchant fees apply as detailed in Exhibit B Schedule 1, 2 and 3.

**Convenience fee model whereby City of Long Beach pays the convenience fee on behalf of the customer

Exhibit “B”

Scope of Work

W



STATEMENT OF WORK
DocWeb CASE: 889341

City of Long Beach

Presented by: Gabrielle Di Iorio
Version: 1

KUBRA - Project Management Methodology (PMM)		Aligned with our PMM Lifecycle Phase(s): Planning	
Document: Statement of Work (SOW)	Document Version: v3.5.1c	www.KUBRA.com	
Questions concerning the content, use, or validation of this document may be directed to your KUBRA CRM, your KUBRA Project Lead, or KUBRA Client Support at clientsupport@KUBRA.com			

This Statement of Work ("SOW") between **City of Long Beach** and Kubra Data Transfer Ltd. (KUBRA), as it relates to this specific project, is entered into pursuant to the Agreement between KUBRA and **City of Long Beach** (the "Agreement"), and consists of this SOW, and its applicable attachments and transaction documents referenced herein, and is effective as of the last signature date below.

City of Long Beach also agrees to the hourly bill rate and any contingencies outlined in the "Pricing and Effort" section of this SOW. As well, **City of Long Beach** agrees to pay KUBRA reasonable out-of-pocket expenses, including travel expenses. All additional expenses require written documentation from KUBRA and must receive prior written approval from **City of Long Beach**. **City of Long Beach** agrees to pay KUBRA's fees and expenses within thirty (30) days of **City of Long Beach** receipt of KUBRA's invoice.

Furthermore, all parties acknowledge and understand that the services being delivered hereunder will not commence until full execution of this SOW. The parties agree that execution and delivery of this SOW via facsimile or scanned PDF is legal, valid, and binding execution and delivery for all purposes.

The individuals executing this SOW on behalf of **City of Long Beach** and KUBRA do each hereby represent and warrant that they are duly authorized by all necessary action to execute this SOW on behalf of their respective principals.

Stakeholder	Action	Name (Print)	Signature	Date
KUBRA COE	Approval	Tarun Ratra	<i>[Signature]</i>	4/8/2019
KUBRA Sales	Approval	Gabrielle Di Iorio	<i>[Signature]</i>	4/8/2019
City of Long Beach	Authorization and Approval	Thomas B. Modica	<i>[Signature]</i>	
City of Long Beach	Authorization and Approval		10/8/19	

IMPORTANT DATES

Project Start* Date	Project LIVE Date	SOW Expiration** Date
Monday, November 05, 2018	Wednesday, December 12, 2018	Friday, November 30, 2018

*The Project Start Date will be synonymous with one-of-two commencement milestones within the project schedule dependent upon the state of the estimate included in the SOW, being identified as either "Initial" or "Final". When the SOW is presented with an Initial Estimate, the Project Start Date will be synonymous with the **Requirements Kickoff Meeting**, unless otherwise stated. When the SOW is presented with a Final Estimate, the Project Start Date will be synonymous with the **Build Commencement Milestone**, unless otherwise stated.

**All "Final" SOW's will be presented with an Expiration Date. The SOW must be approved and returned to KUBRA by the end-of-business on the stated expiration date to ensure that the project schedule and associated milestones are honored. Once the SOW has expired, project scheduling and staffing will need to be revisited which may impact scheduled milestones, project staffing, project costs, and ultimately the project LIVE.

PRICING

Time and Material	Hours	Rate	Not to Exceed
Professional Services	100	\$165	\$16,500.00
Total:	100		\$16,500.00

TERMS & CONDITIONS

- Hours billed not to exceed the estimate, plus contingency, without prior written approval
- Billing for this SOW will occur in the month following the LIVE of this project
- The hourly rate used to calculate the costs are based upon your current contractual rate
- Project LIVE date must be achieved unless a new date is mutually agreed to due to an approved change request

ESTIMATE

- Initial **Initial Estimates** are based on a top-down analogous estimating method which considers all information on-hand, expert judgment, and project historical performance. Initial Estimates are expected to be within +/- 15% of the final estimate for standard (non-customized) projects.
- Final **Final Estimates** are the result of a completed requirements study (documented in our Business Requirements Document – BRd), systems design, project schedule, and assigned project team.

Phase	Initial	Final	Comment(s)
Planning	8	[hours]	[comment]
Analysis & Design	8	[hours]	[comment]
Build	40	[hours]	[comment]
Test	32	[hours]	[comment]
Implement	6	[hours]	[comment]
Post-Implementation	6	[hours]	[comment]
Total	[100]	[hours]	

Statement of Scope

Police Department Payments

KUBRA to build one time (EZ-PAY SI) payment application for Police Department Payments for the City of Long Beach. EZ-PAY SI application to collect payments from three channels including Web, IVR and POS.

The payments are to be collected under a biller absorbed model, whereby City of Long Beach pays processing and merchant fees, as well as KUBRA payment fee. All card types will be accepted, **except** for AMEX.

POS (Point of Sale) payments will be processed and recorded under their own Division ID, specific to Police Department. This division will be on a distinct database, separate from the City of Long Beach's POS implementation, which hosts all other City of Long Beach divisions that require POS on a common CPT Division ID.

Requirements:

- The City will provide the customer with an email which contains the link to Kubra to make the payment (URL and the IVR #).
- The amount is fixed at \$23.
 - Note that the City may need to increase this amount at some point, so please make sure this is flexible so that it can be updated at some point.
- The solution will NOT use a validation file but rather gather information from the customer and then this information will be used to map it back to the customer record manually. They may want to integrate it with their records solution next year.
- The customer will have two options to make a payment:
 - WEB, which will have 3 input fields (Reference number, report number and customer name)
 - IVR, which will have 2 input fields (Reference number (just the numeric) and report number)
- The remittance file should have the following fields:
 - Reference number - Alphanumeric 14 - Rnnnnnn-mmddyy where 'R' is alpha, 'n' is numeric, '-' in the middle, and mmddyy (date). (Example is: 'R001921-050218')
 - Report Number - Numeric – 9 digits (Example '180012345')
 - Customer Name (web only)
 - Amount (which will be \$23)
 - Date
 - Email address (web only)
 - Phone number
 - Payment confirmation code
 - Kubra ID
 - Payment tender type

Solutions (check all that apply)

BPO - Legacy	<input type="checkbox"/>	ID Cards	<input type="checkbox"/>	i-Mobile	<input type="checkbox"/>	Remittance Processing	<input checked="" type="checkbox"/>
Credit & Collections	<input type="checkbox"/>	i-doxs Platform	<input checked="" type="checkbox"/>	i-Pay	<input type="checkbox"/>	ENTER Other	<input type="checkbox"/>
Directories	<input type="checkbox"/>	i-doxs Suite	<input type="checkbox"/>	i-Pay EFT	<input type="checkbox"/>	ENTER Other	<input type="checkbox"/>
Document Imaging	<input type="checkbox"/>	i-doxs Suite Insurance Edition	<input type="checkbox"/>	i-Xchange	<input type="checkbox"/>	ENTER Other	<input type="checkbox"/>
Document Template Mgr.	<input type="checkbox"/>	i-doxs Suite Utility Edition B2B	<input type="checkbox"/>	KUBRABCS	<input type="checkbox"/>	ENTER Other	<input type="checkbox"/>
EZ-PAY	<input checked="" type="checkbox"/>	i-doxs Suite Utility Edition B2C	<input type="checkbox"/>	Merchant Acquiring	<input type="checkbox"/>	ENTER Other	<input type="checkbox"/>
i-Connect	<input type="checkbox"/>	i-Lockbox	<input type="checkbox"/>	Payment Gateway	<input checked="" type="checkbox"/>	ENTER Other	<input type="checkbox"/>
i-Direct SEDP	<input type="checkbox"/>	i-Message	<input type="checkbox"/>	Provider Search Websites	<input type="checkbox"/>	ENTER Other	<input type="checkbox"/>

SOW Supporting Documentation

The following documents are considered supporting documents to the agreement outlined in the SOW. The acceptance of this SOW implies a full understanding and acceptance of all documents listed below.

Document Type	Document Name	Document Date	Document Version	Document Source
Choose an item.	Click here to enter text.	Click here to enter a date.	[version]	Choose an item.
Choose an item.	[enter document title]	Click here to enter a date.	[version]	Choose an item.

Project Change Control Procedures

In the event that changes are required that would alter the scope outlined and agreed upon within this SOW and its supporting documentation, a Scope Change Request will be initiated.

A high level outline of the process is as follows:

1. A Scope Change Document ("SCd") will be provided by KUBRA, and will be completed by the requesting party with the support and assistance of our KUBRA Project Lead. The SCd will describe the change, provide the rationale for the change, and the effects (time, costs, staffing, etc...) the change will have on the project.
2. Approval of the Change Request, as documented within the SCd, must have an appropriate level of approval from both KUBRA and the other party.
3. The SCd is an executable document.

Understanding that new requirements are sometimes identified during the lifecycle of the project, our ability to identify those as early as possible is paramount to the timely delivery of the project as described.