

OFFICE OF THE CITY ATTORNEY  
CHARLES PARKIN, City Attorney  
333 West Ocean Boulevard, 11th Floor  
Lona Beach, CA 90802-4664

SECOND AMENDMENT TO AGREEMENT NO. 32941

**32941**

THIS SECOND AMENDMENT TO AGREEMENT NO. 32941 is made and entered, in duplicate, as of October 27, 2014 for reference purposes only, pursuant to a minute order adopted by the City Council of the City of Long Beach at its meeting on October 21, 2014 by and between ERNST & YOUNG LLP, a limited liability partnership, located at 200 Plaza Drive, Secaucus, New Jersey 07094, ("Consultant"), and the CITY OF LONG BEACH, a municipal corporation ("City").

WHEREAS, the parties entered into Agreement No. 32941 on December 21, 2012 ("Agreement"), wherein EP2M, LLC agreed to provide maintenance, operational support, end user support, enhancements, and upgrades for the Oracle based CIS Solution for utilities providing gas, water, wastewater, and solid waste services to the City in the amount of \$3,525,000;

WHEREAS, Ernst & Young LLP is the valid successor in interest to EP2M under the Agreement; and

WHEREAS, in connection with the City's purchase, maintenance, and licensing of the User Productivity Kit software, the parties wish to increase the authorized amount of City expenditures under the Agreement;

NOW, THEREFORE, in consideration of the mutual terms and conditions herein, the parties agree as follows:

1. In addition to the Statement of Work attached as Exhibit 5 to the Agreement or otherwise as provided in the Agreement, Consultant shall provide the services as described in the Scope of Work attached to this Amendment as Exhibit "A-1" ("Additional Services").

2. City shall pay Consultant for the Additional Services in accordance with the terms and conditions of the Agreement in an amount not to exceed One Hundred Five Thousand One Hundred Twenty Dollars (\$105,120).

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

ERNST & YOUNG LLP, a limited liability partnership

November 7, 2014

By Kurt A. Zuch  
Name Kurt A Zuch  
Title Principal

\_\_\_\_\_, 2014

By \_\_\_\_\_  
Name \_\_\_\_\_  
Title \_\_\_\_\_

"Consultant"

CITY OF LONG BEACH, a municipal corporation

November 20, 2014

By T.B. [Signature]  
City Manager

EXECUTED PURSUANT TO SECTION 301 OF THE CITY CHARTER.

Assistant City Manager

"City"

This Second Amendment to Agreement No. 32941 is approved as to form on

November 13, 2014.

CHARLES PARKIN, City Attorney

By [Signature]  
Deputy

# EXHIBIT "A-1"

Additional Services



**Proposal for  
City of Long Beach**

**BUSINESS PROCESS OPTIMIZATION  
AND TRAINING SUPPORT**

**August 27, 2014**

Craig Beck  
Manager, Business Operations Bureau  
City of Long Beach

Dear Mr. Beck,

Thank you for providing Ernst & Young (EY) with the opportunity to propose our business process management, training and performance support solutions to the City of Long Beach (CLB). We understand CLB has implemented the Oracle Customer Care and Billing (CC&B) and Mobile Workforce Management (MWM) applications and would like document selected business processes, and design, develop and deliver training to end users. We also understand the CLB is purchasing the Oracle User Productivity Kit (UPK).

Given our existing relationship, we would be pleased to support CLB in optimizing and documenting the business processes related to customer service, billing, credit and collections, field operations, and meters. We have extensive experience working with utilizes pre- and post- go-live to refine their business processes and optimize their use of systems. We also have extensive experience designing and developing learning programs for end-users using a variety of technologies, including the UPK.

We are confident our services will help you achieve your business objectives of enhancing your use of your systems and processes on a short-term and long-term basis. The balance of this proposal describes our approach, technologies, services and fees. Please do not hesitate to contact me for further information regarding this proposal.

Best Regards,

Sheila Gatlin  
*Executive Director*  
678-571-6678  
sheila.gatlin@ey.com

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## BUSINESS PROCESS OPTIMIZATION

EY understands that the City of Long Beach (CLB) would like support in optimizing its business processes related to the CC&B and MWM applications. CLB has been live on CC&B and MWM for approximately nine months and has identified key functions where refining business processes and related system configuration would benefit overall operational performance.

EY will support CLB with the following business process optimization activities:

- Create a business process inventory to identify and prioritize the processes that are candidates for optimization.
- Conduct business process review sessions with key CLB team members to identify pain points and areas for improvement.
- Define and document select "to be" business processes, and provide process and configuration refinement recommendations
- Track organizational and system issues and impacts for selected processes

## TRAINING SUPPORT

EY understands that CLB is seeking assistance to create and deploy additional training solutions for end-users of the CC&B and MWM applications. CLB is purchasing the Oracle User Productivity Kit (UPK) and would like assistance setting up the UPK, defining standards of use, and developing and deploying content using the UPK.

EY will work with CLB on the following training activities:

- Verify the setup and installation of the UPK and support CLB to define the standards of use for content development and deployment.
- Create content within the UPK that is aligned with the business process optimization efforts, as well for refresher training to reinforce existing business processes.
- Conduct "mini train-the-trainer" sessions with CLB trainers and key personnel to present business process changes and training content for delivery to end users

In addition, EY will make available the online performance support system (OPSS) that we have deployed with other utilities who have implemented the CC&B and MWM applications. The OPSS can be used in conjunction with the UPK and other learning technologies and content used by CLB. EY will provide the following content and services for the OPSS (as desired). :

- Deliver original source files (base content) for CC&B and MWM content for the OPSS, which includes topic, procedure and reference pages.
- Assist CLB IT staff in installing and configuring the Help & Manual Professional and Zoom Search Engine Professional to ensure the OPSS is properly setup on CLB servers, appropriate security settings are established, and web server components are properly configured and tested.



- Modify the OPSS content to align with CLB business processes and policies, and work with CLB personnel who will maintain content on an on-going basis.
- Train select CLB content authors on the use of these applications to create content to be published to the CLB organization. Five Point will deliver a two-day training course on Help and Manual Professional and Zoom Search Engine Professional.

## SERVICES AND FEES

The business process optimization and training support services provided in this proposal are offered on a time and materials basis. The hours listed below for functional support and training development are estimated based on expected durations to develop training materials for CLB. The table below describes the service and license fees included in this proposal:

Role	Estimated Remote/Local Work Hours	Estimated Travel Work Hours	Total Hours	Estimated Remote/Local Bill Rate	Estimated Travel Bill Rate	Estimated Total Labor Fees
Engagement Quantity Assurance	0	15	15	225.00	270.00	\$ 4,320.00
Organization Change Senior Consultant	0	160	160	150.00	180.00	\$ 28,800.00
Training Senior Consultant	480	0	480	150.00	180.00	\$ 72,000.00
	0		0			\$ -
	480.00	176.00	656.00			\$ 105,120.00

Travel and other expenses are inclusive of the fees listed above. It is anticipated that personnel will be onsite at Long Beach for the all of the work as we plan to use a local resource as our Training Senior Consultant. Costs for software licenses for any content authoring tools are not included. Fees and expenses will be invoiced on a monthly basis as incurred.