

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

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SECOND AMENDMENT TO AGREEMENT NO. 35451

35451

THIS SECOND AMENDMENT TO AGREEMENT NO. 35451 is made and entered, in duplicate, as of September 1, 2020, 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 1, 2019, by and between DELOITTE CONSULTING LLP, a Delaware limited partnership ("Consultant"), with a place of business at 655 W. Broadway, Suite 700, San Diego, California 92101, and the CITY OF LONG BEACH, a municipal corporation ("City").

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

WHEREAS, the Parties entered into a First Amendment to the Agreement to clarify the Scope of Work; and

WHEREAS, the Parties desire to extend the term one (1) additional one-year period, add the authorized annual amount plus ten percent (10%) of the contingency amount and update the Scope of Work;

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

1. Section 2 of the Agreement is hereby amended to read as follows:
 2. TERM. The term of this Agreement shall commence at midnight on January 1, 2020, and shall terminate at 11:59 p.m. on December 31, 2021, unless sooner terminated as provided in this Agreement, or unless the services or the Project is completed sooner."
 2. The Scope of Work attached to the Agreement as Exhibit "A-1" and Exhibit "A-2" and the First Amendment as Exhibit "A-3" and Exhibit "A-4" are amended to include the Change Orders attached hereto and incorporated herein as Exhibit "A-5" and Exhibit "A-6".
 3. Except as expressly modified herein, all of the terms and conditions

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1 contained in Agreement No. 35451 are ratified and confirmed and shall remain in full force
2 and effect.

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

5 DELOITTE CONSULTING LLP, a Delaware
6 limited partnership
7 September 15, 2020 By Courtney Hammond
8 Name Courtney Hammond
9 Title Principal

10 _____, 2020 By _____
11 Name _____
12 Title _____

“Consultant”

13 CITY OF LONG BEACH, a municipal
14 corporation
15 _____, 2020 By _____
16 City Manager

“City”

17 This Second Amendment to Agreement No. 35451 is approved as to form on
18 _____, 2020.

19
20 CHARLES PARKIN, City Attorney
21 By _____
22 Deputy

1 contained in Agreement No. 35451 are ratified and confirmed and shall remain in full force
2 and effect.

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

5 DELOITTE CONSULTING LLP, a Delaware
6 limited partnership

7 September 15, 2020 By Courtney Hammond
8 Name Courtney Hammond
9 Title Principal

10 September 17, 2020 By [Signature]
11 Name James Owen
12 Title Principal

"Consultant"

13 CITY OF LONG BEACH, a municipal
14 corporation

15 September 25, 2020 By Sinda J. Taheri
16 City Manager

EXECUTED PURSUANT
TO SECTION 301 OF
THE CITY CHARTER.

"City"

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

18 September 18, 2020.

19 CHARLES PARKIN, City Attorney
20 By [Signature]
21 Deputy
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EXHIBIT "A-5"

Appendix C: Change Order Form

Change Request Number: 03

Date: 07/27/2020

Project Name: GO Long Beach 2.0

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 SIT Phase, while conducting demos with the City, updated email translations requirements were identified that were not originally included in the scope defined by the projects agreed upon requirements. This Change Order seeks to incorporate these additional requirements into the scope of the GO Long Beach 2.0 project by extending the SIT 3 timeline by 1-week and reducing the Support Period by 2 weeks, so that the overall project ends on 9/25. The adjusted deployment/go-live date is now scheduled for 9/14.

The new requirements for email translations include the development and test of the following functionality:

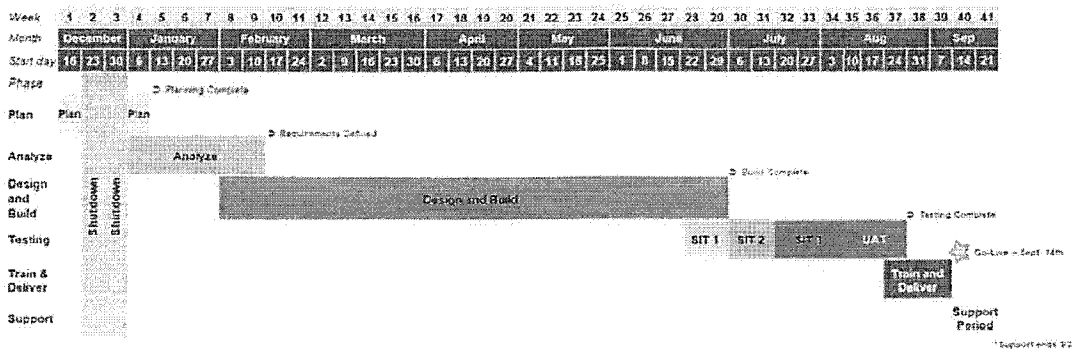
- CR Title:** Email Translations to ONLY use Translated Templates Provided by the City
New Requirements: For all email communication between the City and residents, email translations should ONLY use the translated templates provided by the City. Google translate should not be leveraged for email translations. This also means free form text via email will not be translated, which includes case comments.

Project Schedule/Plan Revision

The project schedule will be impacted by this Change Order with a 1-week extension to the SIT 3 timeline and a reduction to the Support Period by 2 weeks. A detailed view of the adjusted project timeline can be viewed in the table and graphic below. Additionally, the remaining deliverables for submission have adjusted completion dates which can be viewed in the Milestone & Deliverable table below.

Note: A 2-week reduction in the project's Support Period decreases Deloitte's capacity to take on post go-live enhancements by 50%.

Milestone	Date
SIT	6/22/2020 – 8/07/2020
UAT	8/10/2020 – 8/28/2020
Training	8/24/2020 – 9/11/2020
Go-Live	9/14/2020
Support	9/14/2020 – 9/25/2020



Please see below for the remaining set of deliverables and their new completion dates based on the adjusted project timeline.

- The GREEN items indicate deliverables that have been submitted and approved by the City
- The WHITE items indicate deliverables that have not yet been submitted to the City

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	COMPLETE	7.57%	\$124,325.00
Data Model and Business Rules Document	Design & Build	COMPLETE	7.57%	\$124,325.00
Configurations and Customizations Document	Design & Build	COMPLETE	7.57%	\$124,325.00
Completion of Build and the Solution Design Documents	Design & Build	COMPLETE	7.57%	\$124,325.00
Functional Unit Testing Sign-Off	Design & Build	COMPLETE	7.57%	\$124,325.00
Integration Testing & Sign-Off	Test	8/07/2020	7.57%	\$124,325.00
Final Solution User Acceptance Testing & Sign-Off	Test	8/28/2020	11.36%	\$186,487.50
Deployment Checklist, Sign Off & First User Live	Train & Deploy	9/14/2020	11.36%	\$186,487.50
Support Period Report	Support	9/25/2020	7.57%	\$124,325.00
Total:				\$1,642,000.00

Fees Revision

Additional Fees: \$0

There are no additional fees associated with this Change Order. Instead, the project timeline and deliverable completion schedule have been adjusted accordingly.

Agreed:

City of Long Beach

Deloitte Consulting LLP.

Signature:

Signature:

Printed Name:

Printed Name: James Qua

Title:

Title: Principal

Date:

Date: 7/27/2020

EXHIBIT "A-6"

Appendix C: Change Order Form

Change Request Number: 05 Date: 08/26/2020 Project Name: GO Long Beach 2.0

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's UAT Phase, 4 Change Requests (CR) were identified by the City as needing to be deployed before go-live. These CRs aim to change the current system requirements and add new requirements 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 and changes into the scope of the GO Long Beach 2.0 project by extending the project timeline by 2-weeks, so that the new project end-date is 10/09. The adjusted deployment/go-live date is now scheduled for 9/28.

The change requests and their associated requirements for development and test are outlined below:

1. **CR Title:** Conduct Council Member End-User Training Sessions

New Requirements: The requirements for this CR include adding new training sessions to the training schedule for council member chiefs of staff and their delegates. These training sessions will include the following topics:

- a) General training of the new GO Long Beach application
- b) Council member specific functionality
- c) Reporting & dashboarding

2. **CR Title:** Changes to the Dumped Items Request Type

New Requirements: The requirements for this CR include changes to the dumped items request type design and logic, to include the following:

a) **UI Changes**

The changes listed below are only applicable for the public facing portal and not the internal side of the application which will be used by City employees. City employees will still be able to see all the topics and respective sub-items while reviewing the request submitted by the constituent or creating a new request on behalf of the constituent (as outlined in the original requirements and design documents).

- Update the UI for the "Request Detail" screen for the Dumped Items request type based on the mock-up drafted and provided by the City below:

Fill in your Request Details

Please specify the dumped items

General Bulky Items
Example: Furniture, Bags, and Boxes

Mattress and Box Spring

Appliances

TV, Stereo

Appliances, Electronics, and Tires
Example: Refrigerator, TV, PC, Microwave, Tires

Enter or drag in images to help describe the request. You may choose to provide a link to an image.

Description

Image

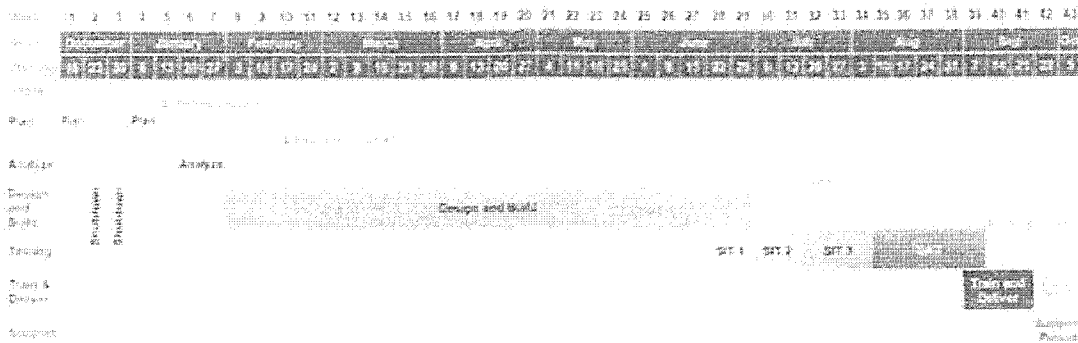
- Based on the screenshot above, the requirements are to remove all the sub-items and quantities under the 'General Bulky Items' and 'Appliances, Electronics, and Tires' topics. Only require quantities for Mattresses and Box Springs.
 - Update the screen design for the "My Request" and "All Request" screens to remove the reference for quantities.
- b) **Back-End Logic Changes**
- As a constituent submits the request for dumped items and selects the checkbox for the 'General Bulky Items' or 'Appliances, Electronics and Tires' topics, the application will default the entry for quantities as '1' for the associated sub-items:
 - i. 'Bulky Items' under 'General Bulky Items'
 - ii. 'Household Electrical Appliances' under 'Appliances, Electronics and Tires'
 - City employees (ESB Refuse) can review and modify the sub-items selected and quantities before sending to CC&B
 - This CR has no impact to the CityWorks or CC&B integration, since City employees will be manually entering/updating the required information before a FAID is created
3. **CR Title:** Add 3 New Internal Comments Fields for Dumped Items
New Requirements: The requirements for this CR include the following:
- a) When a constituent submits a request for Dumped Items, the description that is provided by the constituent should not be sent to CC&B. Instead, City employees will have 3 new internal fields where they can manually add comments per topic before they create a FAID from the GO Long Beach Application
 - When clicking the 'Send to CC&B' button, a popup will show up to enter the comments for each topic present (max 3 text area fields) and the values will be sent to CC&B and the respective fields will be updated on the case record
 - b) The 3 new internal comments fields will be:
 - 'Comments – General Bulky Items'
 - 'Comments – Mattress and Box Spring'
 - 'Comments - Appliances, Electronics and Tires'
4. **CR Title:** Changes to the Description & Image Fields Logic Across the Application
New Requirements: The requirements for this CR include the following:
- a) For all case types constituents will be required to either provided a description or attach at least 1 image to their request. This logic will also be applicable for City employees creating a request on behalf of a constituent.
 - In the scenario when a constituent uploads an image and does not provide a description, the application will default the value of the description field as 'No Details Provided', which will be sent to CityWorks

Project Schedule/Plan Revision

The project schedule will be impacted by this Change Order with a 2-week project extension. A detailed view of the adjusted project timeline can be viewed in the table and graphic below. Additionally, the remaining deliverables for submission have adjusted completion dates which can be viewed in the Milestone & Deliverable table in the Fees Revision section of this document.

Note: Since SIT was completed on 8/7/2020 and the Integration Test Sign-Off Deliverable was submitted and approved, there will not be an extension to the SIT Phase. However, the CR's listed in this change order will be tested by the City in the SIT environment before being promoted to UAT for further testing.

Milestone	Date
UAT	8/10/2020 – 9/11/2020
Training	9/07/2020 – 9/25/2020
Go-Live	9/28/2020
Support	9/28/2020 – 10/09/2020



Fees Revision

Additional Fees: \$51,000.00

Additional Fees Due Date: The Additional Fees will be spread across the 3 remaining project Deliverables listed in the table below. The Updated Fee field contains the new Deliverable fees:

Milestone Deliverable Name	Phase	Anticipated Completion Date	Original Fee	Updated Fee
Final Solution User Acceptance Testing & Sign-Off	Test	9/11/2020	\$156,487.50	\$203,487.50
Deployment Checklist, Sign Off & First User Live	Train & Deploy	9/28/2020	\$166,487.50	\$203,487.50
Support Period Report	Support	10/09/2020	\$124,325.00	\$141,325.00

Agreed:

City of Long Beach

Signature:

Printed Name: Anthony Alvarado

Title: Sr. Manager

Date: 8/17/20

Deloitte Consulting LLP

Signature:

Printed Name: James Que

Title: Principal

Date: 8/26/2020