<u>THIRD AMENDMENT TO AGREEMENT NO. 35451</u>

35451

THIS THIRD AMENDMENT TO AGREEMENT NO. 35451 is made and entered, in duplicate, as of November 16, 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 entered into a Second Amendment to the Agreement to extend the term to December 31, 2021, add the authorized annual amount plus ten percent (10%) of the contingency amount and update the Scope of Work; and

WHEREAS, the Parties desire to update the Scope of Work;

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

1. The Scope of Work attached to the Agreement as Exhibit "A-1" and Exhibit "A-2", the First Amendment as Exhibit "A-3" and Exhibit "A-4", the Second Amendment as Exhibit "A-5" and Exhibit "A-6", are amended to include the Change Order attached hereto and incorporated herein as Exhibit "A-7".

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

_____November 23_____, 2020

By_____

Name   James Qua

Title   Principal

_____November 18_____, 2020

By _____

Name Michael Henry

Title   Managing Director

"Consultant"

CITY OF LONG BEACH, a municipal corporation

_____November 24_____, 2020

By_____

Linda F. Tatum

City Manager

EXECUTED PURSUANT
TO SECTION 301 OF
THE CITY CHARTER

"City"

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

November 23, 2020.

CHARLES PARKIN, City Attorney

By _____

Deputy

1   IN WITNESS WHEREOF, the Parties have caused this document to be duly

2 executed with all formalities required by law as of the date first stated above.

3   DELOITTE CONSULTING LLP, a Delaware
                                                         limited partnership
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5 ___November 23___, 2020   By_____
                                                         Name___James Qun___
6   Title___Principal___

7   November 18
   _____, 2020   By_____
8   Name___Michael Henry___
                                                         Title___Managing Director___
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10   "Consultant"

11   CITY OF LONG BEACH, a municipal
                                                         corporation
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13 _____, 2020   By_____
                                                                    City Manager
14
                                                         "City"
15 This Third Amendment to Agreement No. 35451 is approved as to form on

16 _____, 2020.

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18   CHARLES PARKIN, City Attorney

19   By _____
                                                                        Deputy
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1   EXHIBIT "A-7"

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Appendix C: Change Order Form

Change Request Number: 06	Date: 11/04/2020	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; Behrang Abadi

Change Description

During the project's Hypercare Phase, several system modifications were identified by the City resulting in a project extension to accommodate the enhancement requests as well as extend dedicated production support for an additional few week. Change Order 06 seeks to outline the list of approved enhancements for implementation during the project extension through 1/15/2021. The Deloitte team will leverage an iterative/agile approach for the implementation and will deliver as many of the enhancements, listed below, as possible during the specified time frame. During this timeframe the Deloitte team will continue to address incidents as part of production support. The team's capacity to implement the enhancements listed below, is dependent on the volume and complexity of incidents reported as a part of the extended production support period.

The list of approved enhancements and their associated requirements are outlined and prioritized below in order of importance:

1. **TITLE:** Duplicate Flow Dumped Items / CC&B
   REQUIREMENTS:
   1.a City Employee should be able to see the list of all other cases where any one of the topics from the case in focus matches that of any other cases (status New/In progress) within 50ft.
   1.b Application will not allow City Employee to create a FAID for a topic if FAID already exists (irrespective of the status) for the same topic and at same location in another case (In Progress). Location will be the literal string comparison to what Google returns as location for the pin mapped by a resident. City Employee will need to manually associate the FAID to be able to proceed with the transaction if there is an additional topic being mentioned in the case in focus for which FAID does not exist.

2. **TITLE:** ESB Graffiti App Order WO Changes
   REQUIREMENTS:
   1. If a WO is closed from GPC, but if the surface type equals specific values such as "Unable to Clean", "No graffiti found", etc. then the case will not be closed in GO Long Beach. The case shall remain open and ESB graffiti team will manually close such cases.
   2a. Create one more list view which will show the column of surface type.
   2b. Users will have to select this view in a drop-down navigation on the cases' main page. This view will be named "In Progress to be Closed".
   2c. This list will include all the cases which are In Progress but have a Closed WO with one of the specific surface values. This will require Salesforce to create a new field in the case which is updated with the failure note value and display this field as a new column in the new list view.
   2d. Existing Production data will need to be updated for the new field which have failure note populated.

3. **TITLE:** Duplicate Case Notification while submitting a Request
   REQUIREMENTS:
   Resident should be able to see the most recent five cases in status New or In Progress within 50ft that matches the case type which resident is submitting. Detailed UX/UI flows will be built in conjunction with City staff as part of requirements gathering.

4. **TITLE:** Map Pin Zoomed in for City Employee
   REQUIREMENTS:
   For City Employees, the map view of the issue should be zoomed in and defaulted to satellite view. In addition, iframe width and height should be extended so that the City Employee can easily see the Pegman Icon and the location

5. **TITLE:** Update Routing Logic
   REQUIREMENTS:
   Reroute Street Lights to Traffic Operations, instead of Street Maintenance.

6. **TITLE:** Add Fireworks as a Case Type
   REQUIREMENTS:
   1.a Resident should be able to submit a request to report Illegal Fireworks
   1.b Resident will be able to upload the video. Uploading video will be optional
   1.c Resident will be asked if City staff may follow-up with resident for investigative purposes. If answered yes, resident must be logged in or provide an email address (i.e. not submit anonymously)
   2.a Once Resident submits a case, an email will be sent to the Resident detailing the information to address fireworks.
   2.b Email translation will be provided by the city
   2.c Once case is submitted, all the cases irrespective of the jurisdiction should be assigned to a queue.
   3. Uploaded videos by Resident to be stored onto City-provided Azure BLOB storage container, create link to item as opposed to storing within Salesforce.
   4.a City Member (CMO Employee/ City Prosecutor, Police Employee) should have access to reports
   4.b City Member (CMO Employee/ City Prosecutor, Police Employee) should be able to see all cases irrespective of case type in Read Only mode
   5. All cases related to Illegal Fireworks will be closed manually. No integration. On closure, email will be sent out to the resident.

7. **TITLE:** Add HomelessnessCase Type(s)
   REQUIREMENTS:
   1.a Resident should be able to submit a request to report the issue of Homeless- Individual
   1.b Resident should be able to submit a request to report the issue of Homeless- Encampment
   1.c Resident should be notified with a prompt to call 9-1-1 if there is an emergency as he/she tries to submit a case on Homeless
   1.d Do not allow resident to submit a photo if request is submitted for Homeless-Individual or Homeless- Encampment
   Note: Homeless -Individual and Homeless Encampment will be two diff case type vs one is still a pending decision on the City
   2.a Once the Resident submit a case, an email will be sent to the Resident detailing information on how they can get more involved with solving the issue of homelessness in their community. This email should also have some dynamic information mentioning the actions that the City is already taking to address the issue from the case (if applicable).
   2.b Email translation will be provided by the City
   2.c All cases irrespective of the jurisdiction should be assigned to a queue
   3. Based on the type of request submitted for Homeless (Individual or Encampment), the application should provide a flag to identify if this request should be sent to Social Services or Law Enforcement.
   4.a City Member (Health Official/Health Manager), should be able to submit a Homeless case type (Individual/Encampment) on the behalf of Residents. In addition, Council Members should also be able to submit this case. City Employee should not be able to submit this request

4.b City Member (Health Official/Health Manager) should be able to see all cases irrespective of case type in Read Only mode

5. City Member (A member of the City's homelessness response team) should be able to have access to reports that list all the email addresses for anyone who submitted an issue pertaining to homelessness

6. All cases related to Homeless will be closed manually. No integration. On closure, email will be sent out to the Resident.

8. **TITLE:** Add another subtype to the Graffiti Case Type for Asphalt
   REQUIREMENTS:
   1. Add another value for "Graffiti on Asphalt" (working title until a better description is created) under this case type which will then be routed to PW- Street Maintenance.
   2. Translation for this value to be provided by the City
   3. Integration required

9. **TITLE:** Integration with City Light and Power
   REQUIREMENTS: To be defined during extension, once higher priority enhancements have been addressed. When completed, City Light and Power will have access to view and close cases directly in Salesforce.

Note: The prioritization of the enhancements above are subject to change based on City approval. Additionally, enhancements can be added or removed, but will still be bound by team capacity.

Staffing Adjustments

To support this extension the following staffing adjustments will be made:

- David Lindstrom will continue to serve as the Project Manager but on a part-time basis
- Thalia Ghandforoush will be rolling off the project
- Aditi Kochhar will continue to serve as the full-time Functional Lead
- A Junior Analyst will be added to support Aditi with documentation and coordinating with developers
- The entire development team (3 Salesforce developers + 1 Front End developer) will remain unchanged

Assumptions

- The City will allocate the appropriate decision makers and subject matter experts (SMEs) to support addressing process and requirements related questions, testing, training, and deployment
- The requirements gathered from the City for this project are accurate to the best of its knowledge
- The City will be responsible for any new graphics and front-end designs
- Deloitte will not be responsible for developing test scripts or training materials
- Deloitte will be responsible for managing testing and training efforts conducted by the City. Deloitte will coordinate with representatives from the City for testing and training knowledge transfer sessions
- The City is responsible for providing timely design decisions, executing testing, delivering training, and approving each enhancement for deployment via a written confirmation (i.e. email)
- Deloitte is not responsible for delays associated with other City vendors, City resource constraints, or prolonged decision making. A change order will be required to adjust the project timeline to accommodate delays
- If there are changes requested to the scope defined above, a change order will be required to include those changes into scope

Project Schedule/Plan Revision

This extension will be in effect through January 15, 2021.

Holiday Considerations: Given the upcoming holidays, the following considerations are assumed:

1. The following days are considered holidays for project team members:
    a. Functional Team Members: 11/26, 11/27, 12/24, 12/25, 12/28, 12/29, 12/30, 12/31, and 1/1
    b. Development Team Members: 12/24, 12/25, 12/28, 12/29, 12/30, 12/31, and 1/1
2. Aditi Kochhar will be on PTO: 11/23, 11/24, and 11/25
3. Should any urgent production incidents occur during the holidays listed above, incident response may be delayed.

Fees Revision

Additional Fees: **$120,154.91**

Additional Fees Due Date: The additional fees will be billed monthly for the months of November and December 2020, and the completion of services in January 2021.

Agreed:

City of Long Beach	Deloitte Consulting LLP.
Signature:	Signature:
Printed Name:	
Title:	Printed Name: James Qua
Date:	Title: Principal
	Date: November 9, 2020