

1 Eleven Dollars;

2 D. October 1, 2018 to September 30, 2019, One Hundred
3 Seventy-One Thousand Six Hundred Dollars (\$171,600) with the option to add
4 expenditures not to exceed Four Hundred Sixty-Two Thousand Nine Hundred
5 Eleven Dollars.”

6 2. Section 3 of Contract No. 34024 is hereby amended to read as follows:

7 “3. The term of this Contract shall commence on October 1, 2015, and
8 shall terminate at midnight on September 30, 2018 unless sooner terminated as provided
9 herein. The City may terminate this Contract by giving thirty (30) days prior notice of
10 termination to Contractor. The City shall have the option to extend the term of this Contract
11 upon the same terms and conditions for one (1) additional one-year period upon advance
12 written notice to Contractor.”

13 3. Except as expressly modified herein, all of the terms and conditions
14 contained in Contract No. 34024 are ratified and confirmed and shall remain in full force
15 and effect.

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IN WITNESS WHEREOF, the parties hereto have caused these presents to be duly executed with all the formalities required by law on the respective dates set forth opposite their signatures.

CARDON SOLUTIONS, LLC, a Florida limited liability company

September 15, 2017

By Caryn Fenney
Name Caryn Fenney
Title Manager

September 18, 2017

By Donna
Name Donna Wukasch
Title Manager

"Contractor"

CITY OF LONG BEACH, a municipal corporation

Sept. 25, 2017

By T. Bill
City Manager
"City" Tom Modica
Assistant City Manager

EXECUTED PURSUANT TO SECTION 301 OF THE CITY CHARTER

This First Amendment to Contract No. 34024 is approved as to form on

Sept. 20, 2017.

CHARLES PARKIN, City Attorney

By Charles Parkin
Deputy

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



Proposal

For The City of Long Beach

August 4, 2015

304 Indian Trace
Suite 526
Weston, FL 33326
Office (954) 999-5108

Executive Summary

Cardon Solutions, LLC (Cardon) is pleased to present this proposal to the City of Long Beach (the City) for technical and functional production maintenance support and development services for the City's suite of financial products (collectively referred to as FAMIS, which include FAMIS, ADPICS, BPREP, FAACS, and SYSTEMWIDE), and Simpler Reporting. Our extensive understanding of FAMIS and Simpler Reporting, as well as the specific needs of the City uniquely positions Cardon to continue to provide the excellent service to which the City has become accustomed. Consider the following:

- **Cardon Understands the City's Business Processes:** Cardon professionals have been involved with the City since 1995, beginning with the implementation of the earlier version of FAMIS (4.2). Since then, Cardon professionals have worked with City on numerous projects, including a FAMIS upgrade to the current production version, the implementation and support of Simpler Reporting, as well as the exchange of data back and forth between subsidiary systems.
- **Cardon Knows Both FAMIS and Simpler Reporting:** Cardon professionals have been involved in the design, development, implementation and support of the FAMIS application since 1989. In addition, we were instrumental in the initial design, development, and implementation of Simpler Reporting, and have been supporting it for the City since 2008. No other vendor has this kind of experience with both FAMIS and Simpler Reporting.
- **Cardon Staff:** Cardon staff are located on the East and West coasts, which allows us to offer the City a wide support window, from approximately 6:00 a.m. PT to 6:30 p.m. PT, with extended hours available during critical projects. The Cardon team has worked together for over 20 years, and provides a unique blend of technical and functional skills.

Proposed Services

Overview

The City of Long Beach requires technical and functional production maintenance support and development services for its financial management system. The financial management system is comprised of the suite of FAMIS software (FAMIS, ADPICS, BPREP, FAACS, and Systemwide), and the Simpler Reporting product known as EZ FAMIS or Simpler/Financials at the City. FAMIS was originally developed by KPMG in the late 1980's and is currently owned and maintained by Cogsdale (a business unit of N. Harris Computer Corporation). The City has been using the current version of FAMIS since the late 1990's, and is using version 5.1 in production. In 2008, the City implemented Simpler/Financials to support searching, inquiry, and reporting for FAMIS data. The City has since rolled out access in many different subject areas, and anticipates the use of Simpler Reporting to continue to grow to support the ever-changing data and information needs of City users. For the past several years, the City has contracted with outside vendors, including Cardon, to provide support and development services. Although the City is currently in the process of selecting new software that will replace FAMIS, the implementation schedule is not yet finalized, and the go-live date is not likely to occur in the next fiscal year. Until the new system is in place, the City will need to ensure that its financial management system is fully supported.

Cardon proposes to provide all of the services listed in the following tables. The services shall be provided remotely, with staff available from approximately 6:00 a.m. to 6:30 p.m. Pacific Time. Due to the nature of the requested services, Cardon will also be available during non-business hours as requested by the City to provide support for critical and/or emergency processes. Cardon will maintain records of all activities performed by each team member, and will include these details in monthly reports.

FAMIS Suite of Software
<ul style="list-style-type: none"> ▪ Perform functional and technical problem determination for production issues
<ul style="list-style-type: none"> ▪ Log and track all reported problems / defects
<ul style="list-style-type: none"> ▪ Correct software defects and/or develop data updates to resolve problems
<ul style="list-style-type: none"> ▪ Perform unit testing of all changes in the City's development region
<ul style="list-style-type: none"> ▪ Document the resolution of software defects / problems and provide written testing instructions
<ul style="list-style-type: none"> ▪ Migrate all changes to the City's QA Test region
<ul style="list-style-type: none"> ▪ Provide procedures to the City for migration of changes to the City's production region
<ul style="list-style-type: none"> ▪ Provide functional and technical support to the City as needed on specific projects, such as vendor recasting, index code data recasting, 1099 processing, year-end processing, and development of complex FAMIS interfaces
<ul style="list-style-type: none"> ▪ Provide functional and technical analysis, design, and programming services to assist the City in the enhancement of its FAMIS software as needed

Simpler Reporting Software
<ul style="list-style-type: none"> ▪ Perform functional and technical problem determination for production issues
<ul style="list-style-type: none"> ▪ Log and track all reported problems / defects
<ul style="list-style-type: none"> ▪ Correct defects
<ul style="list-style-type: none"> ▪ Perform unit testing
<ul style="list-style-type: none"> ▪ Document the resolution of defects / problems
<ul style="list-style-type: none"> ▪ Provide procedures to the City for migration of changes to the City's Production region
<ul style="list-style-type: none"> ▪ Provide functional and technical analysis, design and development services related to the enhancement of production subject areas

Assumptions

Cardon has made the following assumptions for this proposal:

- All work will be performed offsite.
- The City shall provide remote access for all Cardon resources providing the support services. Access shall be provided to all required servers and applications (e.g. FAMIS mainframe and associated software; Simpler Reporting servers and associated software, etc.).
- The City shall provide Cardon access to FAMIS and Simpler Reporting documentation as required to perform the services.

Fees

Cardon Solutions, LLC (Cardon) proposes to provide the same level of service that we have provided for the past several years: up to 1,200 hours of support services, commencing on October 1, 2015 and ending on September 30, 2016. We understand that the City expects to utilize approximately 100 hours each month, but that actual hours worked each month will vary. Regardless of the hours worked each month, Cardon will invoice the City at the beginning of each month for a fixed fee. We are offering our services at the current rate of \$14,300 per month. In the event the City requires services in excess of 1,200 hours for the 12-month period, additional hours will be invoiced at the rate of \$143/hour. In the event the City requires our services beyond September 30, 2016, we are pleased to offer the same package pricing of \$14,300 per month. Rates for other packages providing different levels of service are negotiable.

Out-of-Pocket Expenses

Cardon proposes to perform all of the services remotely, and therefore will incur no out-of-pocket expenses related directly to this project. Our proposed pricing, therefore, includes fees for services only. In the event the City requires that any of the work be performed onsite, the City shall reimburse Cardon for reasonable travel-related expenses. Such travel and reimbursement shall be in accordance with the City's travel regulations and policies.

About Cardon Solutions

Cardon was founded in August 2008 by Caryn Jenney and Donna Wukasch. Prior to forming Cardon, Caryn and Donna worked with FAMIS and Simpler Reporting while employed by other companies – KPMG Consulting (Bearing Point), Tier Technologies, and Affinity Source Inc. Our involvement with FAMIS started in 1989, and has never stopped. For the past 25+ years, we have worked with numerous state and local governments, designing, implementing, and supporting FAMIS. In 2008, along with Simpler Systems, Inc., we brought Simpler Reporting to the City of Long Beach.

Our public sector projects have included a full range of financial management system implementation and support services:

- Project Management
- Business Process Analysis
- Requirements Definition
- Software Development
- Maintenance Support
- Production Support

Cardon Team

- **Caryn Jenney:** Caryn has over 26 years of experience in the public sector with a focus in the design, development, implementation, and maintenance of the FAMIS Suite of Software. She has over seven years of experience implementing and supporting Simpler Reporting. Caryn has provided services to the City on many projects over the past 16 years, and has an in-depth knowledge of the City's systems environment and business processes. Caryn is currently providing FAMIS and Simpler Reporting maintenance services to the City, and will continue to provide similar support on this project.
- **Donna Wukasch:** Donna has over 24 years of public sector experience, including more than 20 years working with the FAMIS Suite of Software. She has approximately seven years of experience implementing and supporting Simpler Reporting. Donna has worked with the City on various projects since 1996, and is familiar with the City's financial management system and business processes. She has provided production maintenance support services to the City for the past several years. Donna will serve as Project Manager and will provide functional support on this project.

POLICY NUMBER: 46 SBM VB2843



THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED - PERSON-ORGANIZATION

RE: COVERAGE IS PRIMARY & NON-CONTRIBUTORY PER THE BUSINESS
LIABILITY COVERAGE FORM SS0008, ATTACHED TO THIS POLICY
COUNTY OF SONOMA, ITS OFFICERS AND EMPLOYEES
2300 COUNTY CENTER DR, STE A220
SANTA ROSA, CA 95403

CITY AND COUNTY OF SAN FRANCISCO, ITS OFFICERS, AGENTS, AND
EMPLOYEES
1 DR. CARLTON B. GOODLETT PLACE
SAN FRANCISCO, CA 94102

CITY OF LONG BEACH
RISK MANAGEMENT
THE CITY OF LONG BEACH, ITS OFFICIALS, EMPLOYEES AND AGENTS
333 W OCEAN BLVD
LONG BEACH, CA 90802

APPROVED AS TO SUFFICIENCY
[Handwritten Signature]
RISK MANAGER
CITY OF LONG BEACH
DATE: 09-17-17