

AGREEMENT TO PERFORM PROFESSIONAL SERVICES

This agreement for the provision of information technology and telecommunication consulting services ("Agreement") is made and entered in this 4th day of January, 2013 ("Effective Date"), by and between the City of Redlands, a municipal corporation ("City") and ClientFirst Technology Consulting ("Consultant"). City and Consultant are sometimes individually referred to herein as a "Party" and, together, as the "Parties." In consideration of the mutual promises contained herein, City and Consultant agree as follows:

ARTICLE 1 – ENGAGEMENT OF CONSULTANT

- 1.1 City hereby engages Consultant to provide information technology and telecommunication assessment and master planning consulting services for City (the "Services").
- 1.2 The Services shall be performed by Consultant in a professional manner, and Consultant represents that it has the skill and the professional expertise necessary to provide the Services to City at a level of competency presently maintained by other practicing professional consultants in the industry providing like and similar types of Services.

ARTICLE 2 – SERVICES OF CONSULTANT

- 2.1 The Services that Consultant shall perform are more particularly described in Exhibit "A," entitled "Scope of Services," which is attached hereto and incorporated herein by reference.
- 2.2 Consultant shall comply with applicable federal, state and local laws and regulations in the performance of the Services.

ARTICLE 3 – RESPONSIBILITIES OF CITY

- 3.1 City shall make available to Consultant information in its possession that may assist Consultant in performing the Services.
- 3.2 City designates Dana Abramovitz-Daniel, Purchasing Services Manager, as City's representative with respect to performance of the Services, and such person shall have the authority to transmit instructions, receive information, interpret and define City's policies and decisions with respect to performance of the Services.

ARTICLE 4 – PERFORMANCE OF SERVICES

- 4.1 Consultant shall perform and complete the Services in a prompt and diligent manner in accordance with the schedule set forth in Exhibit "B," entitled "Project Schedule," which is attached hereto and incorporated herein by this reference. The Services shall commence within ten (10) days of the Effective Date of this Agreement.

- 4.2 If Consultant's Services include deliverable electronic visual presentation materials, such materials shall be delivered in a form, and made available to the City, consistent with City Council adopted policy for the same. It shall be the obligation of Consultant to obtain a copy of such policy from City Staff.

ARTICLE 5 – PAYMENTS TO CONSULTANT

- 5.1 The total compensation for Consultant's performance of the Services shall not exceed the amount of thirty nine thousand nine hundred twenty five dollars (\$39,925). City shall pay Consultant on a time and materials basis up to the not to exceed amount, in accordance with Exhibit "C" entitled "Project Costs," and based upon the hourly rates shown in Exhibit "D," entitled "Rate Schedule." Both Exhibits "C" and "D" are attached hereto and incorporated herein by this reference.
- 5.1 Consultant shall submit monthly invoices to City describing the Services performed during the preceding month. Consultant's invoices shall include a brief description of the Services performed, the dates the Services were performed, the number of hours spent and by whom, and a description of reimbursable expenses related to the project. City shall pay Consultant no later than thirty (30) days after receipt and approval by City of Consultant's invoice.
- 5.2 All notices shall be given in writing by personal delivery or by mail. Notices sent by mail should be addressed as follows:

City

Dana Abramovitz-Daniel
Purchasing Services Manager
City of Redlands
1270 W Park Avenue, Bldg A
Redlands, CA 92373

Consultant

David Krout, Principal
1181 California Avenue
Suite 101A
Corona, CA 92881

When so addressed, such notices shall be deemed given upon deposit in the United States Mail. Changes may be made in the names and addresses of the person to whom notices and payments are to be given by giving notice pursuant to this section 5.2.

ARTICLE 6 – INSURANCE AND INDEMNIFICATION

- 6.1 Insurance required by this Agreement shall be maintained by Consultant for the duration of its performance of the Services. Consultant shall not perform any Services unless and until the required insurance listed below is obtained by Consultant. Consultant shall provide City with certificates of insurance and endorsements evidencing such insurance prior to commencement of the Services. Insurance policies shall include a provision

prohibiting cancellation or modification of the policy except upon thirty (30) days prior written notice to City.

- 6.2 Consultant shall secure and maintain Workers' Compensation and Employer's Liability insurance throughout the duration of its performance of the Services in accordance with the laws of the State of California, with an insurance carrier acceptable to City as described in Exhibit "E," entitled "Workers' Compensation Insurance Certification," which is attached hereto and incorporated herein by this reference.
- 6.3 Consultant shall secure and maintain comprehensive general liability insurance with carriers acceptable to City. Minimum coverage of One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) aggregate for public liability, property damage and personal injury is required. City shall be named as an additional insured and such insurance shall be primary and non-contributing to any insurance or self-insurance maintained by City.
- 6.4 Consultant shall secure and maintain professional liability insurance throughout the term of this Agreement in the amount of One Million Dollars (\$1,000,000) per claim made.
- 6.5 Consultant shall have business auto liability coverage, with minimum limits of One Million Dollars (\$1,000,000) per occurrence, combined single limit bodily injury liability and property damage liability. This coverage shall include all Consultant owned vehicles used in connection with Consultant's provision of the Services, hired and non-owned vehicles, and employee non-ownership vehicles. City shall be named as an additional insured and such insurance shall be primary and non-contributing to any insurance or self insurance maintained by City.
- 6.6 Consultant shall defend, indemnify and hold harmless City and its elected officials, employees and agents from and against any and all claims, losses or liability, including attorneys' fees, arising from injury or death to persons or damage to property occasioned by and negligent act, omission or failure to act by Consultant, its officers, employees and agents in performing the Services.

ARTICLE 7 – CONFLICTS OF INTEREST

- 7.1 Consultant covenants and represents that it does not have any investment or interest in any real property that may be the subject of this Agreement or any other source of income, interest in real property or investment that would be affected in any manner or degree by the performance of Consultant's Services. Consultant further covenants and represents that in the performance of its duties hereunder, no person having any such interest shall perform any Services under this Agreement.

7.2 Consultant agrees it is not a designated employee within the meaning of the Political Reform Act because Consultant:

A. Does not make or participate in:

- (i) the making or any City governmental decisions regarding approval of a rate, rule or regulation, or the adoption or enforcement of laws;
- (ii) the issuance, denial, suspension or revocation of City permits, licenses, applications, certifications, approvals, orders or similar authorization or entitlements;
- (iii) authoring City to enter into, modify or renew a contract;
- (iv) granting City approval to a contract that requires City approval and to which City is a party, or to the specifications for such a contract;
- (v) granting City approval to a plan, design, report, study or similar item;
- (vi) adopting, or granting City approval of policies, standards or guidelines for City or for any subdivision thereof.

B. Does not serve in a staff capacity with City and in that capacity, participate in making a governmental decision or otherwise perform the same or substantially the same duties for City that would otherwise be performed by an individual holding a position specified in City's Conflict of interest Code under Government Code section 87302.

7.3 In the event City officially determines that Consultant must disclose its financial interests, Consultant shall complete and file a Fair Political Practices Commission Form 700, State of Economic Interests with the City Clerks' office pursuant to the written instructions provided by the City Clerk.

ARTICLE 8 – GENERAL CONSIDERATIONS

8.1 In the event any action is commenced to enforce or interpret any of the terms or conditions of this Agreement the prevailing Party shall, in addition to any costs and other relief, be entitled to the recovery of its reasonable attorneys' fees, including fees for the use of in-house counsel by a Party.

8.2 Consultant shall not assign any of the Services, except with the prior written approval of City and in strict compliance with the terms, and conditions of this Agreement.

8.3 Project related documents, records, drawings, designs, cost estimates, electronic data files, databases and any other documents developed by Consultant in connection with its performance of the Services, and any copyright interest in such documents, shall become the property of City and shall be delivered to City upon completion of the Services, or upon the request of City. Any reuse of such documents, and any use of incomplete documents, shall be at City's sole risk.

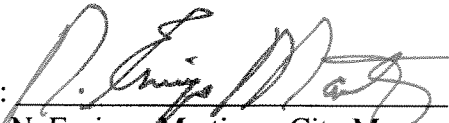
- 8.4 Consultant is for all purposes under this Agreement an independent contractor and shall perform the Services as an independent contractor. Neither City nor of its agents shall have control over the conduct of Consultant or Consultant's employees, except as herein set forth. Consultant shall supply necessary tools and instrumentalities required to perform the Services. Assigned personnel employed by Consultant are for its account only, and in no event shall Consultant or personnel retained by it be deemed to have been employed by City or engaged by City for the account of, or on behalf of City. Consultant shall have no authority, express by City for the account of, or on behalf of City. Consultant shall have no authority, express or implied, to act on behalf of City in any capacity whatsoever as an agent, nor shall Consultant have any authority, express or implied, to bind City to any obligation.
- 8.5 Unless earlier terminated as provided for below, this Agreement shall terminate upon completion and acceptance of the Services by City; provided, however this Agreement may be terminated by City, in its sole discretion, by providing thirty (30) days prior written notice to Consultant (delivered by certified mail, return receipt requested) of City's intent to terminate. If this Agreement is terminated by City, an adjustment to Consultant's compensation shall be made, but (1) no amount shall be allowed for anticipated profit or unperformed Services, and (2) any payment due Consultant at the time of termination may be adjusted to the extent of any additional costs to City occasioned by any default by Consultant. Upon receipt of a termination notice, Consultant shall immediately discontinue its provision of the Services and, within five (5) days of the date of the termination notice, deliver or otherwise make available to City, copies (in both hard copy and electronic form, where applicable) of project related data, design calculations, drawings, specifications, reports, estimates, summaries and such other information and materials as may have been accumulated by Consultant in performing the Services. Consultant shall be compensated on a pro-rata basis for Services completed up to the date of termination.
- 8.6 Consultant shall maintain books, ledgers, invoices, accounts and other records and documents evidencing costs and expenses related to the Services for a period of three (3) years, or for any longer period required by law, from the date of final payment to Consultant pursuant to this Agreement. Such books shall be available at reasonable times for examination by City at the office of Consultant.
- 8.7 This Agreement, including the Exhibits incorporated herein by reference, represents the entire agreement and understanding between the Parties as to the matters contained herein, and any prior negotiations, written proposals or verbal agreements relating to such matters are superseded by this Agreement. Except as otherwise provided for herein, an amendment to this Agreement shall be in writing, approved by City and signed by City and Consultant.
- 8.8 This Agreement shall be governed by and construed in accordance with the laws of the State of California.

- 8.9 If one or more of the sentences, clauses, paragraphs or sections contained in this Agreement is declared invalid, void or unenforceable by a court of competent jurisdiction, the same shall be deemed severable from the remainder of this Agreement and shall not affect, impair or invalidate the remaining sentences, clauses, paragraphs or sections contained herein, unless to do so would deprive a Party of a material benefit of its bargain under this Agreement.
- 8.10 In connection with this Agreement, Consultant may have access to or be exposed to information of City that is not generally known to the public, such as information pertaining to software, data, reporting, pricing, and trade secrets, which may be designated as confidential or which, under the circumstances surrounding disclosure, ought to be treated as confidential (collectively, "Confidential Information"). Confidential Information may not be shared with third parties unless such disclosure is to Consultant's personnel, including employees, affiliates, agents, and subcontractors, on a "need-to-know" basis in connection with this Agreement, so long as such personnel have agreed in writing to treat such Confidential Information under terms at least as restrictive as those herein. Consultant agrees to take the necessary precautions to maintain the confidentiality of City's Confidential Information by using at least the same degree of care as such Party employs with respect to its own Confidential Information of a similar nature, but in no case less than a commercially reasonable standard of care to maintain confidentiality. The foregoing shall not apply to information that Consultant can show through written records (1) was known by it before its receipt from City; (2) is or becomes public knowledge through no fault of Consultant; or (3) is rightfully received by Consultant from a third party without a duty of confidentiality. If Consultant is required by a court or government agency to disclose Confidential Information, Consultant shall, subject to any specific lawful restrictions, provide advance notice to City before making such a disclosure. The obligations with respect to Confidential Information shall survive any termination of the Agreement and continue for five (5) years from the date of disclosure. All Confidential Information relating to City's technological and telecommunications systems that is provided by City to Consultant, or which Consultant obtains as a result of the performance of its Services, shall be held strictly confidential by Consultant and shall not be used for any purpose other than for Consultant's performance of the Services under this Agreement. Consultant hereby acknowledges and agrees that any disclosure or improper use by Consultant of Confidential Information could cause City substantial damages, and also irreparable injury for which there is not an adequate remedy at law. Therefore, in the event of any such action, City shall be entitled in addition to all other remedies which it may have hereunder or at law or in equity, to a temporary and/or permanent injunction with a decree for specific performance of the terms hereof without being required to furnish a bond or other security. Jurisdiction in any action for injunctive relief shall be a court of competent subject matter jurisdiction in California, with venue in San Bernardino, California.

IN WITNESS WHEREOF, duly authorizes representative of the City and Consultant have signed in confirmation of this Agreement.

CITY OF REDLANDS

CLIENTFIRST TECHNOLOGY
CONSULTING

By: 
N. Enrique Martinez, City Manager

By: 
David Krout, Principal

Attest:


Sam Irwin, City Clerk

Exhibit “A”

Scope of services:

Provide cost and financial analyses, recommendation of information systems and telecommunications systems management solutions, IT enterprise architecture, systems review for architectural consistency, strategic planning assistance, project management services, assessments and risk assessment analysis.

Exhibit “B”

Project Schedule

TIMELINE – IT ASSESSMENT AND MASTER PLAN

City of Redlands IT Assessment & Master Plan Estimated Project Timeline		Schedule Duration in Weeks													
	Scheduled Weeks	1	2	3	4	5	6	7	8	9	10	11	12	13	14
Phase 1: Project Initiation & Technology Inventory	1-2	■	■												
Phase 2: Needs Assessment Workshops	3-4			■	■	■									
<i>Non-IT Department Interview Workshops</i>	3			■	■										
<i>IT & Telecommunications Infrastructure & Operations Workshops</i>	3-4			■	■										
<i>Documentation</i>	4				■	■									
Phase 3: Research & Preliminary Plan Development	5-7					■	■	■	■						
Phase 4: Planning & Prioritization Workshops	8-9									■	■	■			
Phase 5: Final Report & Presentations	10-12											■	■	■	

Note: Estimated times are based upon city staff availability.

Exhibit “C”

Project Costs

City of Redlands IT Assessment & Master Plan Work Plan		Scheduled Week	Total Billable Hours	David	Tom J.	Ann
Phase 1: Project Initiation		1-2				
1	Overall Project Coordination		Included			
2	Develop customized questionnaires/surveys for needs assessments		1	1		
3	Kick-off meeting with City Project Manager and Project Committee		4	2	2	
4	Obtain & review background information and preparation		6	3	2	1
Phase 2: Needs Assessment Workshops		3-4				
5	Data Collection, Questionnaires, Surveys		Included			
	Baseline Measurement Evaluation (metrics)		Included			
6	Business Department/Function Discovery Workshops	3				
	City Manager		1	0.5	0.5	
	City Administration		1.5	1.5		
	City Clerk		^	^		
	Public Information		^	^		
	Finance		2	2		
	Development Services		2	2		
	Police		2	2		
	Human Resources		1.5	1.5		
	Utility Billing/CIS		1.5	1.5		
	Engineering		1	1		
	Recreation		2	2		
	GIS		4	2	2	
	Others		5	5		
IT Infrastructure, Operations and Staffing Evaluations		3-4				
8	Tour IT facilities		2		1	1
9	IT Staff Interviews		4		2	
10	Assessment and Workshops					

	IT Policies & Procedures		1		1	
	IT Network & Infrastructure		4		2	2
	Audio/Visual		1		1	
	Site Security (Video and Physical)		1		1	
	Wireless Networks		2		1	1
	IT Management/Productivity Tools		1		1	
	IT Security		2		1	1
	Disaster Recovery		1		1	
	Review IT projects & budgets		2	1	1	
11	In-Depth Network/Systems Evaluation		8		2	6
	Documentation	4				
12	Interview Workshop Summaries		14	12	2	
13	Infrastructure Evaluation Results		10		6	4
14	Summarize Findings & Observations		24	12	12	
	Phase 3: Research and Preliminary Plan Development	57				
15	Assess Strengths and Weaknesses		2	1	1	
16	Develop Key Strategies		2	1	1	
17	Define Goals and Objectives		4	2	2	
18	Develop Preliminary Initiatives, Findings, Alternatives and Recommendations		40	24	16	
	Current IT Environment Summary & Condition					
	All business applications, including ERP, Document Management, CMMS, LIMS, GIS, etc.		Included			
	User Training Needs		Included			
	Data Management		Included			
	Audio/Visual		Included			
	Site Security		Included			
	IT & Telecommunications Infrastructure		Included			
	SCADA Infrastructure		Included			
	Network		Included			
	Servers		Included			
	Storage & back-ups		Included			
	IT Operations		Included			
	Desktops		Included			
	Software Licensing		Included			
	Printers		Included			
	Help Desk & Report		Included			
	Email & Message Archiving		Included			
	Management & Productivity Tools		Included			
	IT Policies and Procedures		Included			
	IT Staffing		Included			
	IT Security		Included			
	Disaster Recovery		Included			
	Regional Partnership Analysis		Included			
	Considerations for Emerging Technologies		Included			
19	Preliminary Budgets		12	6	6	
20	Preliminary Prioritizations		2	1	1	
	Phase 4: Planning and Prioritization Workshops (Training & Knowledge Transfer)	8-9				
21	Develop Workshop Materials		18	12	6	

22	Key Measurements/Comparative Analysis		4	2	2	
23	IT Workshop (Technical)		8	4	4	
24	Business Function / IT Steering Committee Workshop		8	4	4	
25	Executive Management Workshop		8	4	4	
26	Prioritization Workshops		4	4		
27	Revisions		4	2	2	
Phase B: Final Report and Presentations		10-12				
28	Develop Final Report and supporting documentation		22	16	6	
29	Develop presentation materials		16	8	8	
30	Final Report presentations		8	4	4	
Total Hours by Consultant			274	147	109	16
				\$ 150	\$ 150	\$ 100
Total Fee			\$ 39,925			

Exhibit "D"

Rate Schedule

Time & Materials / Special or Ad Hoc Projects **Staff Level & Hourly Rate**

Desktop Support	\$85
Senior Network Engineer	\$115
Trainer	\$90 - \$115
Senior Consultant	\$125
Project Management	\$125
Principal Consulting Manager	\$150

Note:

1. There will be no different rate for after-hours work
2. T&M On-Site IT support services may incur a 30 trip charge