

PROFESSIONAL SERVICES CONTRACT BETWEEN  
THE CITY OF HUNTINGTON BEACH AND  
GO LIVE TECHNOLOGY, INC.  
FOR  
AS NEEDED INFORMATION TECHNOLOGY  
PROJECT MANAGEMENT SERVICES

THIS AGREEMENT ("Agreement") is made and entered into by and between the City of Huntington Beach, a municipal corporation of the State of California, hereinafter referred to as "CITY," and Go Live Technology, Inc., a California corporation, hereinafter referred to as "CONSULTANT."

WHEREAS, CITY desires to engage the services of a consultant to provide as needed information technology project management services; and

Pursuant to documentation on file in the office of the City Clerk, the provisions of the Huntington Beach Municipal Code, Chapter 3.03, relating to procurement of professional service contracts have been complied with; and

CONSULTANT has been selected to perform these services,

NOW, THEREFORE, it is agreed by CITY and CONSULTANT as follows:

1. SCOPE OF SERVICES

CONSULTANT shall provide all services as described in **Exhibit "A,"** which is attached hereto and incorporated into this Agreement by this reference. These services shall sometimes hereinafter be referred to as the "PROJECT."

CONSULTANT hereby designates Richard Chenette who shall represent it and be its sole contact and agent in all consultations with CITY during the performance of this Agreement.

2. CITY STAFF ASSISTANCE

CITY shall assign a staff coordinator to work directly with CONSULTANT in the performance of this Agreement.

3. TERM; TIME OF PERFORMANCE

Time is of the essence of this Agreement. The services of CONSULTANT are to commence on JUNE 05, 2017 (the "Commencement Date"). This Agreement shall automatically terminate three (3) years from the Commencement Date, unless extended or sooner terminated as provided herein. All tasks specified in Exhibit "A" shall be completed no later than three (3) years from the Commencement Date. The time for performance of the tasks identified in Exhibit "A" are generally to be shown in Exhibit "A." This schedule may be amended to benefit the PROJECT if mutually agreed to in writing by CITY and CONSULTANT.

In the event the Commencement Date precedes the Effective Date, CONSULTANT shall be bound by all terms and conditions as provided herein.

4. COMPENSATION

In consideration of the performance of the services described herein, CITY agrees to pay CONSULTANT on a time and materials basis at the rates specified in Exhibit "B," which is attached hereto and incorporated by reference into this Agreement, a fee, including all costs and expenses, not to exceed two hundred thousand Dollars (\$200,000).

5. EXTRA WORK

In the event CITY requires additional services not included in Exhibit "A" or changes in the scope of services described in Exhibit "A," CONSULTANT will undertake such work only after receiving written authorization from CITY. Additional compensation for such extra work shall be allowed only if the prior written approval of CITY is obtained.

6. METHOD OF PAYMENT

CONSULTANT shall be paid pursuant to the terms of Exhibit "B."

7. DISPOSITION OF PLANS, ESTIMATES AND OTHER DOCUMENTS

CONSULTANT agrees that title to all materials prepared hereunder, including, without limitation, all original drawings, designs, reports, both field and office notices, calculations, computer code, language, data or programs, maps, memoranda, letters and other documents, shall belong to CITY, and CONSULTANT shall turn these materials over to CITY upon expiration or termination of this Agreement or upon PROJECT completion, whichever shall occur first. These materials may be used by CITY as it sees fit.

8. HOLD HARMLESS

CONSULTANT hereby agrees to protect, defend, indemnify and hold harmless CITY, its officers, elected or appointed officials, employees, agents and volunteers from and against any and all claims, damages, losses, expenses, judgments, demands and defense costs (including, without limitation, costs and fees of litigation of every nature or liability of any kind or nature) arising out of or in connection with CONSULTANT's (or CONSULTANT's subcontractors, if any) negligent (or alleged negligent) performance of this Agreement or its failure to comply with any of its obligations contained in this Agreement by CONSULTANT, its officers, agents or employees except such loss or damage which was caused by the sole negligence or willful misconduct of CITY. CONSULTANT will conduct all defense at its sole cost and expense and CITY shall approve selection of CONSULTANT's counsel. This indemnity shall apply to all claims and liability regardless of whether any insurance policies are applicable. The policy limits do not act as limitation upon the amount of indemnification to be provided by CONSULTANT.

9. PROFESSIONAL LIABILITY INSURANCE

CONSULTANT shall obtain and furnish to CITY a professional liability insurance policy covering the work performed by it hereunder. This policy shall provide coverage for CONSULTANT's professional liability in an amount not less than One Million Dollars

(\$1,000,000.00) per occurrence and in the aggregate. The above-mentioned insurance shall not contain a self-insured retention without the express written consent of CITY; however an insurance policy "deductible" of Ten Thousand Dollars (\$10,000.00) or less is permitted. A claims-made policy shall be acceptable if the policy further provides that:

- A. The policy retroactive date coincides with or precedes the initiation of the scope of work (including subsequent policies purchased as renewals or replacements).
- B. CONSULTANT shall notify CITY of circumstances or incidents that might give rise to future claims.

CONSULTANT will make every effort to maintain similar insurance during the required extended period of coverage following PROJECT completion. If insurance is terminated for any reason, CONSULTANT agrees to purchase an extended reporting provision of at least two (2) years to report claims arising from work performed in connection with this Agreement.

If CONSULTANT fails or refuses to produce or maintain the insurance required by this section or fails or refuses to furnish the CITY with required proof that insurance has been procured and is in force and paid for, the CITY shall have the right, at the CITY's election, to forthwith terminate this Agreement. Such termination shall not effect Consultant's right to be paid for its time and materials expended prior to notification of termination. CONSULTANT waives the right to receive compensation and agrees to indemnify the CITY for any work performed prior to approval of insurance by the CITY.

10. CERTIFICATE OF INSURANCE

Prior to commencing performance of the work hereunder, CONSULTANT shall furnish to CITY a certificate of insurance subject to approval of the City Attorney evidencing the foregoing insurance coverage as required by this Agreement; the certificate shall:

- A. provide the name and policy number of each carrier and policy;
- B. state that the policy is currently in force; and
- C. shall promise that such policy shall not be suspended, voided or canceled by either party, reduced in coverage or in limits except after thirty (30) days' prior written notice; however, ten (10) days' prior written notice in the event of cancellation for nonpayment of premium.

CONSULTANT shall maintain the foregoing insurance coverage in force until the work under this Agreement is fully completed and accepted by CITY.

The requirement for carrying the foregoing insurance coverage shall not derogate from CONSULTANT's defense, hold harmless and indemnification obligations as set forth in this Agreement. CITY or its representative shall at all times have the right to demand the original or a copy of the policy of insurance. CONSULTANT shall pay, in a prompt and timely manner, the premiums on the insurance hereinabove required.

11. INDEPENDENT CONTRACTOR

CONSULTANT is, and shall be, acting at all times in the performance of this Agreement as an independent contractor herein and not as an employee of CITY. CONSULTANT shall secure at its own cost and expense, and be responsible for any and all payment of all taxes, social security, state disability insurance compensation, unemployment compensation and other payroll deductions for CONSULTANT and its officers, agents and employees and all business licenses, if any, in connection with the PROJECT and/or the services to be performed hereunder.

12. TERMINATION OF AGREEMENT

All work required hereunder shall be performed in a good and workmanlike manner. CITY may terminate CONSULTANT's services hereunder at any time with or without cause, and whether or not the PROJECT is fully complete. Any termination of this Agreement by CITY shall

be made in writing, notice of which shall be delivered to CONSULTANT as provided herein. In the event of termination, all finished and unfinished documents, exhibits, report, and evidence shall, at the option of CITY, become its property and shall be promptly delivered to it by CONSULTANT.

13. ASSIGNMENT AND DELEGATION

This Agreement is a personal service contract and the work hereunder shall not be assigned, delegated or subcontracted by CONSULTANT to any other person or entity without the prior express written consent of CITY. If an assignment, delegation or subcontract is approved, all approved assignees, delegates and subconsultants must satisfy the insurance requirements as set forth in Sections 9 and 10 hereinabove.

14. COPYRIGHTS/PATENTS

CITY shall own all rights to any patent or copyright on any work, item or material produced as a result of this Agreement.

15. CITY EMPLOYEES AND OFFICIALS

CONSULTANT shall employ no CITY official nor any regular CITY employee in the work performed pursuant to this Agreement. No officer or employee of CITY shall have any financial interest in this Agreement in violation of the applicable provisions of the California Government Code.

16. NOTICES

Any notices, certificates, or other communications hereunder shall be given either by personal delivery to CONSULTANT's agent (as designated in Section 1 hereinabove) or to CITY as the situation shall warrant, or by enclosing the same in a sealed envelope, postage prepaid, and depositing the same in the United States Postal Service, to the addresses specified below. CITY and CONSULTANT may designate different addresses to which subsequent notices, certificates or

other communications will be sent by notifying the other party via personal delivery, a reputable overnight carrier or U. S. certified mail-return receipt requested:

TO CITY:

City of Huntington Beach  
ATTN: Behzad Zamanian  
2000 Main Street  
Huntington Beach, CA 92648

TO CONSULTANT:

Go Live Technology, Inc.  
ATTN: Richard Chenette  
26632 Via Cuervo  
Mission Viejo, CA 92691

17. CONSENT

When CITY's consent/approval is required under this Agreement, its consent/approval for one transaction or event shall not be deemed to be a consent/approval to any subsequent occurrence of the same or any other transaction or event.

18. MODIFICATION

No waiver or modification of any language in this Agreement shall be valid unless in writing and duly executed by both parties.

19. SECTION HEADINGS

The titles, captions, section, paragraph and subject headings, and descriptive phrases at the beginning of the various sections in this Agreement are merely descriptive and are included solely for convenience of reference only and are not representative of matters included or excluded from such provisions, and do not interpret, define, limit or describe, or construe the intent of the parties or affect the construction or interpretation of any provision of this Agreement.

20. INTERPRETATION OF THIS AGREEMENT

The language of all parts of this Agreement shall in all cases be construed as a whole, according to its fair meaning, and not strictly for or against any of the parties. If any provision of this Agreement is held by an arbitrator or court of competent jurisdiction to be unenforceable, void, illegal or invalid, such holding shall not invalidate or affect the remaining

covenants and provisions of this Agreement. No covenant or provision shall be deemed dependent upon any other unless so expressly provided here. As used in this Agreement, the masculine or neuter gender and singular or plural number shall be deemed to include the other whenever the context so indicates or requires. Nothing contained herein shall be construed so as to require the commission of any act contrary to law, and wherever there is any conflict between any provision contained herein and any present or future statute, law, ordinance or regulation contrary to which the parties have no right to contract, then the latter shall prevail, and the provision of this Agreement which is hereby affected shall be curtailed and limited only to the extent necessary to bring it within the requirements of the law.

21. DUPLICATE ORIGINAL

The original of this Agreement and one or more copies hereto have been prepared and signed in counterparts as duplicate originals, each of which so executed shall, irrespective of the date of its execution and delivery, be deemed an original. Each duplicate original shall be deemed an original instrument as against any party who has signed it.

22. IMMIGRATION

CONSULTANT shall be responsible for full compliance with the immigration and naturalization laws of the United States and shall, in particular, comply with the provisions of the United States Code regarding employment verification.

23. LEGAL SERVICES SUBCONTRACTING PROHIBITED

CONSULTANT and CITY agree that CITY is not liable for payment of any subcontractor work involving legal services, and that such legal services are expressly outside the scope of services contemplated hereunder. CONSULTANT understands that pursuant to *Huntington Beach City Charter* Section 309, the City Attorney is the exclusive legal counsel for

CITY; and CITY shall not be liable for payment of any legal services expenses incurred by CONSULTANT.

24. ATTORNEY'S FEES

In the event suit is brought by either party to construe, interpret and/or enforce the terms and/or provisions of this Agreement or to secure the performance hereof, each party shall bear its own attorney's fees, such that the prevailing party shall not be entitled to recover its attorney's fees from the nonprevailing party.

25. SURVIVAL

Terms and conditions of this Agreement, which by their sense and context survive the expiration or termination of this Agreement, shall so survive.

26. GOVERNING LAW

This Agreement shall be governed and construed in accordance with the laws of the State of California.

27. SIGNATORIES

Each undersigned represents and warrants that its signature hereinbelow has the power, authority and right to bind their respective parties to each of the terms of this Agreement, and shall indemnify CITY fully for any injuries or damages to CITY in the event that such authority or power is not, in fact, held by the signatory or is withdrawn.

28. ENTIRETY

The parties acknowledge and agree that they are entering into this Agreement freely and voluntarily following extensive arm's length negotiation, and that each has had the opportunity to consult with legal counsel prior to executing this Agreement. The parties also acknowledge and agree that no representations, inducements, promises, agreements or warranties, oral or otherwise, have been made by that party or anyone acting on that party's behalf, which are not embodied in this

Agreement, and that that party has not executed this Agreement in reliance on any representation, inducement, promise, agreement, warranty, fact or circumstance not expressly set forth in this Agreement. This Agreement, and the attached exhibits, contain the entire agreement between the parties respecting the subject matter of this Agreement, and supersede all prior understandings and agreements whether oral or in writing between the parties respecting the subject matter hereof.

29. EFFECTIVE DATE

This Agreement shall be effective on the date of its approval by the City Council.

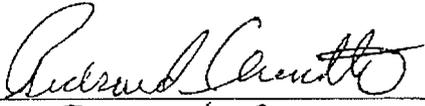
This Agreement shall expire when terminated as provided herein.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by and through their authorized officers.

CONSULTANT,

Go Live Technology, Inc.  
COMPANY NAME

CITY OF HUNTINGTON BEACH, a  
municipal corporation of the State of  
California

By:   
Richard Chenette  
print name

ITS: (circle one) Chairman/President/Vice President

AND

By: \_\_\_\_\_  
print name

ITS: (circle one) Secretary/Chief Financial Officer/Asst.  
Secretary - Treasurer

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
City Clerk

INITIATED AND APPROVED:

\_\_\_\_\_  
Director of Information Services

REVIEWED AND APPROVED:

\_\_\_\_\_  
City Manager

**COUNTERPART**

APPROVED AS TO FORM:

\_\_\_\_\_  
City Attorney

CONSULTANT,

Go Live Technology, Inc.  
COMPANY NAME

CITY OF HUNTINGTON BEACH, a  
municipal corporation of the State of  
California

By: Richard Chenette  
Richard Chenette  
print name

ITS: (circle one) Chairman/President/Vice President

AND

By: \_\_\_\_\_  
print name

ITS: (circle one) Secretary/Chief Financial Officer/Asst.  
Secretary - Treasurer

Barbara Delgliz  
Mayor

Bob Estanislav  
City Clerk

6/7/17 (P)

INITIATED AND APPROVED:

[Signature]  
Director of Information Services

REVIEWED AND APPROVED:

[Signature]  
City Manager

COUNTERPART

APPROVED AS TO FORM:

[Signature]  
City Attorney mv

**EXHIBIT "A"**

A. STATEMENT OF WORK: (Narrative of work to be performed)

Consultant will manage the software implementation through post go live for various software projects including, but not limited to, Utility Billing, Enterprise Land Management, Cashiering and other miscellaneous Financial suite software

B. CONSULTANT'S DUTIES AND RESPONSIBILITIES:

The Consultant shall provide project management services for any selected city software implementation, including project planning, project execution, and project closure services.

Based on our present software selection and implementation needs, Consultant shall assist the City by ensuring all information is easily available and understood by city staff assigned to the project team. Consultant shall also assist the City in the adoption of best business practices while reinforcing the effectiveness and efficiency of operational processes.

Consultant shall provide guidance and oversight to the City identified project team lead while participating in regularly scheduled project meetings (bi-weekly) to discuss status, review accomplishments and plan next steps.

Consultant shall provide methodology for transitioning from the selection of a vendor to the implementation, training and testing processes of the new software program. Consultant shall also provide methodology on post go live support and summary reporting.

Consultant shall provide a timeline with their recommended methodology.

**EXHIBIT A**

Consultant may also assist City with the selection and implementation of a cashiering system to support both the CIS and ELM software projects.

C. CITY'S DUTIES AND RESPONSIBILITIES:

The City will appoint a city employee as an onsite project manager to assist Consultant with internal correspondence, reserving conference rooms, coordinating project meetings and conference calls. This project manager will act in the capacity of onsite project lead throughout the duration of the project and will be responsible to managing the day to day project tasks.

City will assign at least two resources to the project from each process area. Each process area will have one Subject Matter Expert assigned to the project.

Subject matter Experts shall be required to attend project meetings, provide input, participate in system configuration, setup, training, testing activities and perform all project assignments in a timely manner.

City will designate a Project Sponsor who will be responsible for overseeing the project, providing support to the project team and ensuring that project resources are secured and allowed time to perform all project duties as expected.

The City of Huntington Beach will assign IS staff to represent the Information Services department on the Project Team for the entire duration of the project.

EXHIBIT A

- a. IS staff will configure all hardware (Servers, Firewalls, Routers and Workstations) and software (Operating Systems, Database Servers, Security Suites and VPN Clients) that will be necessary to host and maintain any eventual system.
- b. IS staff will be required to work closely with the technical and support staffs of the eventual vendor chosen in order to resolve deployment and configuration problems, as well as to assist identifying and resolving problems that occur locally as the result of version upgrades or patches issued by the vendor.
- c. IS staff will also be responsible for identifying, configuring and maintaining system user roles and managing security access requirements for all system users.
- d. IS staff will participate in all project activities, including vendor demos, training, testing and open lab sessions.
- e. IS staff will be required to download and install updates and patches, as needed, during initial configuration, deployment, testing and once the system is fully operational and live. It will be necessary to perform all of these services for Production, Test and Training environments.
- f. IS staff will also be required to perform routine backups, restores and maintenance plans on the databases and all hardware / software systems in use for this project.

EXHIBIT A

This project will involve city employees from different departments and therefore, require coordination city wide. The City's project manager will be responsible for or assisting with the following:

1. Working with the Consultant to create a Project Plan, timeline, resource requirements, etc.
2. Developing a Communication Plan
3. Developing a Change Management Plan
4. Creating a Test Plan
5. Developing a Training Schedule
6. Developing a Transition Plan
7. Managing project schedule
8. Holding vendor accountable
9. Conducting regular Project Status meeting
- D. WORK PROGRAM/PROJECT SCHEDULE:

EXHIBIT A

## EXHIBIT "B"

### Payment Schedule (Hourly Payment)

#### A. Hourly Rate

CONSULTANT'S fees for such services shall be based upon the following hourly rate and cost schedule:

NTE \$200,000 based on an hourly rate of \$125/hr.

#### B. Travel Charges for time during travel are not reimbursable.

#### C. Billing

1. All billing shall be done monthly in fifteen (15) minute increments and matched to an appropriate breakdown of the time that was taken to perform that work and who performed it.
2. Each month's bill should include a total to date. That total should provide, at a glance, the total fees and costs incurred to date for the project.
3. A copy of memoranda, letters, reports, calculations and other documentation prepared by CONSULTANT may be required to be submitted to CITY to demonstrate progress toward completion of tasks. In the event CITY rejects or has comments on any such product, CITY shall identify specific requirements for satisfactory completion.
4. CONSULTANT shall submit to CITY an invoice for each monthly payment due. Such invoice shall:
  - A) Reference this Agreement;
  - B) Describe the services performed;
  - C) Show the total amount of the payment due;
  - D) Include a certification by a principal member of CONSULTANT's firm that the work has been performed in accordance with the provisions of this Agreement; and
  - E) For all payments include an estimate of the percentage of work completed.

Upon submission of any such invoice, if CITY is satisfied that CONSULTANT is making satisfactory progress toward completion of tasks in accordance with this Agreement, CITY shall approve the invoice, in which event payment shall be made within thirty (30) days of receipt of the invoice by CITY. Such approval shall not be unreasonably withheld. If CITY does not approve an invoice, CITY shall notify CONSULTANT in writing of the reasons for non-approval and the schedule of performance set forth in Exhibit "A" may at the option of CITY be suspended until the parties agree that past performance by CONSULTANT is in, or has been brought into compliance, or until this Agreement has expired or is terminated as provided herein.

Exhibit B

5. Any billings for extra work or additional services authorized in advance and in writing by CITY shall be invoiced separately to CITY. Such invoice shall contain all of the information required above, and in addition shall list the hours expended and hourly rate charged for such time. Such invoices shall be approved by CITY if the work performed is in accordance with the extra work or additional services requested, and if CITY is satisfied that the statement of hours worked and costs incurred is accurate. Such approval shall not be unreasonably withheld. Any dispute between the parties concerning payment of such an invoice shall be treated as separate and apart from the ongoing performance of the remainder of this Agreement.

Exhibit B



# City of Huntington Beach

2000 Main Street ♦ Huntington Beach, CA 92648

(714) 536-5227 ♦ [www.huntingtonbeachca.gov](http://www.huntingtonbeachca.gov)

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**Office of the City Clerk**  
Robin Estanislau, City Clerk

May 23, 2018

Go Live Technology, Inc.  
Attn: Richard Chenette  
26632 Via Cuervo  
Mission Viejo, CA 92691

Dear Mr. Chenette:

Enclosed is a copy of the fully executed "Amendment No. 1 to Professional Services Agreement between the City of Huntington Beach and Go Live Technology, Inc. for As Needed Information Technology Project Management Services."

Sincerely,

Robin Estanislau, CMC  
City Clerk

RE:ds

Enclosure

APPROVED 7-0



## CITY OF HUNTINGTON BEACH REQUEST FOR CITY COUNCIL ACTION

**MEETING DATE:** 6/5/2017

**SUBMITTED TO:** Honorable Mayor and City Council Members

**SUBMITTED BY:** Fred A. Wilson, City Manager

**PREPARED BY:** Behzad Zamanian, Chief Information Officer

**SUBJECT:** Approve and authorize execution of a 3-year Professional Services Contract in the amount of \$200,000 with Go Live Technology for project management services; and, authorize transfer of funds

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**Statement of Issue:**

The City is currently implementing a new Utility Billing System (CIS), replacing a twelve-year old system that is no longer supported by the vendor. In addition, the City recently approved the procurement of a new Land Management system, scheduled to begin implementing in August, and an Enterprise Cashiering system is also being considered. In order to effectively and successfully implement these critical technology systems, Staff is recommending utilizing an experienced Project Manager to lead these efforts.

**Financial Impact:**

Funding for the contract is available in Property Tax In Lieu Fund account 12740101.86100 (\$100,000), Water Fund account 50685801.69365 (\$50,000) and Sewer Service Fund account 51185101.69300 (\$50,000).

**Recommended Action:**

A) Approve and authorize the Mayor and City Clerk to execute a "Professional Services Contract Between the City of Huntington Beach and Go-Live Technology, Inc. for As Needed Information Technology Project Management Services;" and,

B) Approve and authorize the use of existing Enterprise Land Management (ELM) budget and increase the Information Services Department professional services authority by \$200,000.

**Alternative Action(s):**

Do not approve the contract for Professional Services funds and instruct staff on how to proceed.

**Analysis:**

The City is currently implementing a new Utility Billing system that effects workflow across multiple departments and eases the ability for residents to pay and make changes to their accounts online. In addition, the City recently approved the purchase of a new Enterprise Land Management system that ties together the development services departments (Public Works, Community Development, Fire Department, with connections to other City departments) to facilitate permits, plan checks, inspection requests, payments, and create an online portal for residents and development professionals. These two implementations are huge investments made by the City and will greatly increase the efficiencies of the systems and effectiveness of City services, both to staff and residents, for years to come.

In order to best implement and bring online these highly complex technical systems, Staff is requesting the utilization of a professional Project Manager that has experience with these types of deployments. The use of an outside Project Manager will reduce the risks and delays of implementation as well as improve communication and processes across all departments, since multi-department collaboration is critical.

**System Selection Process** – In compliance with Chapter 3.03 of the Huntington Beach Municipal Code, proposals for project management services were requested using the Request for Proposal (RFP) shown as Attachment 1. An evaluation team was assembled under the direction of the Purchasing unit of Finance. The team consisted of a Finance Department Project Manager, a Public Works Department Project Manager, and a Senior Systems Analyst from the Information Services Department. Staff reviewed proposals of the three firms and ranked them according to the following criteria:

- Compliance with RFP requirements
- Technical approach & methodology
- Qualifications of firm and key individuals
- Clarity
- Local Vendor Preference
- Cost
- References

The following firms submitted proposals:

- Go Live
- Betasoft Systems
- Integrity IT Solutions

Of the three proposals received, staff determined that one firm, Go Live Technology, provided the best match for the needs of the City. Go Live Technology recently provided the City with its services for the Utility Billing Software replacement project. The vendor displayed strength in character and commitment to the city and its project management value cannot be underestimated. The value that Go Live Technology brings to the table for future technology related projects is an important component in the selection process. Go Live Technology provided the City with a competitively priced proposal that met the City's budget and provided the City with a clear timeline of dedicated resources.

To complete the initial implementation of the Utility Billing system, and begin both the enterprise cashing software and the Enterprise Land Management system implementation, Staff is seeking sufficient funds to cover the Total Fixed Price for all projects of \$200,000. Funding was previously identified when planning for the projects and is now requested to be allocated as the projects are ready for implementation.

**Environmental Status:**

N/A

**Strategic Plan Goal:**

Enhance and Maintain City Service Delivery

**Attachment(s):**

1. Ranking Sheets
2. Professional Services Contract Between The City Of Huntington Beach And Go Live Technology, Inc. For As Needed Information Technology Project Management

## AS NEEDED PROJECT MANAGEMENT SERVICES

**SERVICE:** *As needed project management services for City IT projects*

**SERVICE DESCRIPTION:** Provide management of software implementation through post go live for various software projects, including, but not limited to, utility billing, cashiering, and enterprise land management software.

**VENDOR:** Go Live Technology, Inc.

**OVERALL RANKING:** 1

### **SUBJECT MATTER EXPERTS/RATERS:**

1. Project Manager, Public Works
2. Project Manager, Finance
3. Senior Information Systems Analyst, Information Services

### **I. MINIMUM QUALIFICATIONS REVIEW**

- Written Proposal Score:

<b>Go Live Technology, Inc.</b>		
<b>Minimum Qualifications Review</b>		
<b><u>Criteria</u></b>	<b><u>Total Weighted Score</u></b>	<b><u>Maximum Score</u></b>
<i>Compliance with RFP</i>	120	150
<i>Technical Approach</i>	287.50	375
<i>Qualifications</i>	375	450
<i>Clarity</i>	120	150
<i>Local Vendor Preference</i>	0	75
<i>Cost</i>	80	150
<b>Total</b>	<b>982.50</b>	<b>1,350</b>

### **II. DUE DILIGENCE REVIEW**

- Reference check ranking: 1

<b>Go Live Technology, Inc.</b>	
<b>Summary of Review</b>	
•	<b>1. Staffing:</b> Excellent
•	<b>2. Experience:</b> Excellent
•	<b>3. Qualifications:</b> Excellent

## AS NEEDED PROJECT MANAGEMENT SERVICES

**SERVICE:** *As needed project management services for City IT projects*

**SERVICE DESCRIPTION:** Provide management of software implementation through post go live for various software projects, including, but not limited to, utility billing, cashing, and enterprise land management software.

**VENDOR:** Vendor 2

**OVERALL RANKING:** 2

### **SUBJECT MATTER EXPERTS/RATERS:**

1. Project Manager, Public Works
2. Project Manager, Finance
3. Senior Information Systems Analyst, Information Services

### **I. MINIMUM QUALIFICATIONS REVIEW**

- Written Proposal Score:

<b>Go Live Technology, Inc.</b>		
<b>Minimum Qualifications Review</b>		
<u>Criteria</u>	<u>Total Weighted Score</u>	<u>Maximum Score</u>
<i>Compliance with RFP</i>	105	150
<i>Technical Approach</i>	237.50	375
<i>Qualifications</i>	300	450
<i>Clarity</i>	65	150
<i>Local Vendor Preference</i>	0	75
<i>Cost</i>	100	150
<b>Total</b>	<b>807.50</b>	<b>1,350</b>

### **II. DUE DILIGENCE REVIEW**

- Reference check ranking: 2

<b>Go Live Technology, Inc.</b>	
<b>Summary of Review</b>	
•	<b>1. Staffing:</b> Above Average
•	<b>2. Experience:</b> Average (no municipality experience noted)
•	<b>3. Qualifications:</b> Above Average

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Pursuant to documentation on file in the office of the City Clerk, the provisions of the Huntington Beach Municipal Code, Chapter 3.03, relating to procurement of professional service contracts have been complied with; and

CONSULTANT has been selected to perform these services,

NOW, THEREFORE, it is agreed by CITY and CONSULTANT as follows:

1. SCOPE OF SERVICES

CONSULTANT shall provide all services as described in **Exhibit "A,"** which is attached hereto and incorporated into this Agreement by this reference. These services shall sometimes hereinafter be referred to as the "PROJECT."

CONSULTANT hereby designates Richard Chenette who shall represent it and be its sole contact and agent in all consultations with CITY during the performance of this Agreement.

2. CITY STAFF ASSISTANCE

CITY shall assign a staff coordinator to work directly with CONSULTANT in the performance of this Agreement.

3. TERM; TIME OF PERFORMANCE

Time is of the essence of this Agreement. The services of CONSULTANT are to commence on JUNE 05, 2017 (the "Commencement Date"). This Agreement shall automatically terminate three (3) years from the Commencement Date, unless extended or sooner terminated as provided herein. All tasks specified in **Exhibit "A"** shall be completed no later than three (3) years from the Commencement Date. The time for performance of the tasks identified in **Exhibit "A"** are generally to be shown in **Exhibit "A."** This schedule may be amended to benefit the PROJECT if mutually agreed to in writing by CITY and CONSULTANT.

In the event the Commencement Date precedes the Effective Date, CONSULTANT shall be bound by all terms and conditions as provided herein.

4. COMPENSATION

In consideration of the performance of the services described herein, CITY agrees to pay CONSULTANT on a time and materials basis at the rates specified in **Exhibit "B,"** which is attached hereto and incorporated by reference into this Agreement, a fee, including all costs and expenses, not to exceed two hundred thousand Dollars (\$200,000).

5. EXTRA WORK

In the event CITY requires additional services not included in **Exhibit "A"** or changes in the scope of services described in **Exhibit "A,"** CONSULTANT will undertake such work only after receiving written authorization from CITY. Additional compensation for such extra work shall be allowed only if the prior written approval of CITY is obtained.

6. METHOD OF PAYMENT

CONSULTANT shall be paid pursuant to the terms of **Exhibit "B."**

7. DISPOSITION OF PLANS, ESTIMATES AND OTHER DOCUMENTS

CONSULTANT agrees that title to all materials prepared hereunder, including, without limitation, all original drawings, designs, reports, both field and office notices, calculations, computer code, language, data or programs, maps, memoranda, letters and other documents, shall belong to CITY, and CONSULTANT shall turn these materials over to CITY upon expiration or termination of this Agreement or upon PROJECT completion, whichever shall occur first. These materials may be used by CITY as it sees fit.

8. HOLD HARMLESS

CONSULTANT hereby agrees to protect, defend, indemnify and hold harmless CITY, its officers, elected or appointed officials, employees, agents and volunteers from and against any and all claims, damages, losses, expenses, judgments, demands and defense costs (including, without limitation, costs and fees of litigation of every nature or liability of any kind or nature) arising out of or in connection with CONSULTANT's (or CONSULTANT's subcontractors, if any) negligent (or alleged negligent) performance of this Agreement or its failure to comply with any of its obligations contained in this Agreement by CONSULTANT, its officers, agents or employees except such loss or damage which was caused by the sole negligence or willful misconduct of CITY. CONSULTANT will conduct all defense at its sole cost and expense and CITY shall approve selection of CONSULTANT's counsel. This indemnity shall apply to all claims and liability regardless of whether any insurance policies are applicable. The policy limits do not act as limitation upon the amount of indemnification to be provided by CONSULTANT.

9. PROFESSIONAL LIABILITY INSURANCE

CONSULTANT shall obtain and furnish to CITY a professional liability insurance policy covering the work performed by it hereunder. This policy shall provide coverage for CONSULTANT's professional liability in an amount not less than One Million Dollars

(\$1,000,000.00) per occurrence and in the aggregate. The above-mentioned insurance shall not contain a self-insured retention without the express written consent of CITY; however an insurance policy "deductible" of Ten Thousand Dollars (\$10,000.00) or less is permitted. A claims-made policy shall be acceptable if the policy further provides that:

- A. The policy retroactive date coincides with or precedes the initiation of the scope of work (including subsequent policies purchased as renewals or replacements).
- B. CONSULTANT shall notify CITY of circumstances or incidents that might give rise to future claims.

CONSULTANT will make every effort to maintain similar insurance during the required extended period of coverage following PROJECT completion. If insurance is terminated for any reason, CONSULTANT agrees to purchase an extended reporting provision of at least two (2) years to report claims arising from work performed in connection with this Agreement.

If CONSULTANT fails or refuses to produce or maintain the insurance required by this section or fails or refuses to furnish the CITY with required proof that insurance has been procured and is in force and paid for, the CITY shall have the right, at the CITY's election, to forthwith terminate this Agreement. Such termination shall not effect Consultant's right to be paid for its time and materials expended prior to notification of termination. CONSULTANT waives the right to receive compensation and agrees to indemnify the CITY for any work performed prior to approval of insurance by the CITY.

#### 10. CERTIFICATE OF INSURANCE

Prior to commencing performance of the work hereunder, CONSULTANT shall furnish to CITY a certificate of insurance subject to approval of the City Attorney evidencing the foregoing insurance coverage as required by this Agreement; the certificate shall:

- A. provide the name and policy number of each carrier and policy;
- B. state that the policy is currently in force; and
- C. shall promise that such policy shall not be suspended, voided or canceled by either party, reduced in coverage or in limits except after thirty (30) days' prior written notice; however, ten (10) days' prior written notice in the event of cancellation for nonpayment of premium.

CONSULTANT shall maintain the foregoing insurance coverage in force until the work under this Agreement is fully completed and accepted by CITY.

The requirement for carrying the foregoing insurance coverage shall not derogate from CONSULTANT's defense, hold harmless and indemnification obligations as set forth in this Agreement. CITY or its representative shall at all times have the right to demand the original or a copy of the policy of insurance. CONSULTANT shall pay, in a prompt and timely manner, the premiums on the insurance hereinabove required.

11. INDEPENDENT CONTRACTOR

CONSULTANT is, and shall be, acting at all times in the performance of this Agreement as an independent contractor herein and not as an employee of CITY. CONSULTANT shall secure at its own cost and expense, and be responsible for any and all payment of all taxes, social security, state disability insurance compensation, unemployment compensation and other payroll deductions for CONSULTANT and its officers, agents and employees and all business licenses, if any, in connection with the PROJECT and/or the services to be performed hereunder.

12. TERMINATION OF AGREEMENT

All work required hereunder shall be performed in a good and workmanlike manner. CITY may terminate CONSULTANT's services hereunder at any time with or without cause, and whether or not the PROJECT is fully complete. Any termination of this Agreement by CITY shall

be made in writing, notice of which shall be delivered to CONSULTANT as provided herein. In the event of termination, all finished and unfinished documents, exhibits, report, and evidence shall, at the option of CITY, become its property and shall be promptly delivered to it by CONSULTANT.

13. ASSIGNMENT AND DELEGATION

This Agreement is a personal service contract and the work hereunder shall not be assigned, delegated or subcontracted by CONSULTANT to any other person or entity without the prior express written consent of CITY. If an assignment, delegation or subcontract is approved, all approved assignees, delegates and subconsultants must satisfy the insurance requirements as set forth in Sections 9 and 10 hereinabove.

14. COPYRIGHTS/PATENTS

CITY shall own all rights to any patent or copyright on any work, item or material produced as a result of this Agreement.

15. CITY EMPLOYEES AND OFFICIALS

CONSULTANT shall employ no CITY official nor any regular CITY employee in the work performed pursuant to this Agreement. No officer or employee of CITY shall have any financial interest in this Agreement in violation of the applicable provisions of the California Government Code.

16. NOTICES

Any notices, certificates, or other communications hereunder shall be given either by personal delivery to CONSULTANT's agent (as designated in Section 1 hereinabove) or to CITY as the situation shall warrant, or by enclosing the same in a sealed envelope, postage prepaid, and depositing the same in the United States Postal Service, to the addresses specified below. CITY and CONSULTANT may designate different addresses to which subsequent notices, certificates or

other communications will be sent by notifying the other party via personal delivery, a reputable overnight carrier or U. S. certified mail-return receipt requested:

TO CITY:

City of Huntington Beach  
ATTN: Behzad Zamanian  
2000 Main Street  
Huntington Beach, CA 92648

TO CONSULTANT:

Go Live Technology, Inc.  
ATTN: Richard Chenette  
26632 Via Cuervo  
Mission Viejo, CA 92691

17. CONSENT

When CITY's consent/approval is required under this Agreement, its consent/approval for one transaction or event shall not be deemed to be a consent/approval to any subsequent occurrence of the same or any other transaction or event.

18. MODIFICATION

No waiver or modification of any language in this Agreement shall be valid unless in writing and duly executed by both parties.

19. SECTION HEADINGS

The titles, captions, section, paragraph and subject headings, and descriptive phrases at the beginning of the various sections in this Agreement are merely descriptive and are included solely for convenience of reference only and are not representative of matters included or excluded from such provisions, and do not interpret, define, limit or describe, or construe the intent of the parties or affect the construction or interpretation of any provision of this Agreement.

20. INTERPRETATION OF THIS AGREEMENT

The language of all parts of this Agreement shall in all cases be construed as a whole, according to its fair meaning, and not strictly for or against any of the parties. If any provision of this Agreement is held by an arbitrator or court of competent jurisdiction to be unenforceable, void, illegal or invalid, such holding shall not invalidate or affect the remaining

covenants and provisions of this Agreement. No covenant or provision shall be deemed dependent upon any other unless so expressly provided here. As used in this Agreement, the masculine or neuter gender and singular or plural number shall be deemed to include the other whenever the context so indicates or requires. Nothing contained herein shall be construed so as to require the commission of any act contrary to law, and wherever there is any conflict between any provision contained herein and any present or future statute, law, ordinance or regulation contrary to which the parties have no right to contract, then the latter shall prevail, and the provision of this Agreement which is hereby affected shall be curtailed and limited only to the extent necessary to bring it within the requirements of the law.

21. DUPLICATE ORIGINAL

The original of this Agreement and one or more copies hereto have been prepared and signed in counterparts as duplicate originals, each of which so executed shall, irrespective of the date of its execution and delivery, be deemed an original. Each duplicate original shall be deemed an original instrument as against any party who has signed it.

22. IMMIGRATION

CONSULTANT shall be responsible for full compliance with the immigration and naturalization laws of the United States and shall, in particular, comply with the provisions of the United States Code regarding employment verification.

23. LEGAL SERVICES SUBCONTRACTING PROHIBITED

CONSULTANT and CITY agree that CITY is not liable for payment of any subcontractor work involving legal services, and that such legal services are expressly outside the scope of services contemplated hereunder. CONSULTANT understands that pursuant to *Huntington Beach City Charter* Section 309, the City Attorney is the exclusive legal counsel for

CITY; and CITY shall not be liable for payment of any legal services expenses incurred by CONSULTANT.

24. ATTORNEY'S FEES

In the event suit is brought by either party to construe, interpret and/or enforce the terms and/or provisions of this Agreement or to secure the performance hereof, each party shall bear its own attorney's fees, such that the prevailing party shall not be entitled to recover its attorney's fees from the nonprevailing party.

25. SURVIVAL

Terms and conditions of this Agreement, which by their sense and context survive the expiration or termination of this Agreement, shall so survive.

26. GOVERNING LAW

This Agreement shall be governed and construed in accordance with the laws of the State of California.

27. SIGNATORIES

Each undersigned represents and warrants that its signature hereinbelow has the power, authority and right to bind their respective parties to each of the terms of this Agreement, and shall indemnify CITY fully for any injuries or damages to CITY in the event that such authority or power is not, in fact, held by the signatory or is withdrawn.

28. ENTIRETY

The parties acknowledge and agree that they are entering into this Agreement freely and voluntarily following extensive arm's length negotiation, and that each has had the opportunity to consult with legal counsel prior to executing this Agreement. The parties also acknowledge and agree that no representations, inducements, promises, agreements or warranties, oral or otherwise, have been made by that party or anyone acting on that party's behalf, which are not embodied in this

Agreement, and that that party has not executed this Agreement in reliance on any representation, inducement, promise, agreement, warranty, fact or circumstance not expressly set forth in this Agreement. This Agreement, and the attached exhibits, contain the entire agreement between the parties respecting the subject matter of this Agreement, and supersede all prior understandings and agreements whether oral or in writing between the parties respecting the subject matter hereof.

29. EFFECTIVE DATE

This Agreement shall be effective on the date of its approval by the City Council.

This Agreement shall expire when terminated as provided herein.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by and through their authorized officers.

CONSULTANT,

Go Live Technology, Inc.  
COMPANY NAME

CITY OF HUNTINGTON BEACH, a  
municipal corporation of the State of  
California

By:   
Richard Chenette  
print name

ITS: (circle one) Chairman/President/Vice President

**AND**

By: \_\_\_\_\_  
\_\_\_\_\_

print name  
ITS: (circle one) Secretary/Chief Financial Officer/Asst.  
Secretary - Treasurer

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
City Clerk

INITIATED AND APPROVED:

\_\_\_\_\_  
Director of Information Services

REVIEWED AND APPROVED:

\_\_\_\_\_  
City Manager

**COUNTERPART**

APPROVED AS TO FORM:

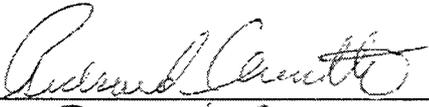
\_\_\_\_\_  
City Attorney

CONSULTANT,

Go Live Technology, Inc.

COMPANY NAME

CITY OF HUNTINGTON BEACH, a  
municipal corporation of the State of  
California

By:   
Richard Chenette  
print name

ITS: (circle one) Chairman/President/Vice President

AND

By: \_\_\_\_\_  
print name

ITS: (circle one) Secretary/Chief Financial Officer/Asst.  
Secretary - Treasurer

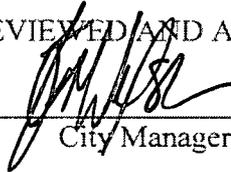
  
Mayor

  
City Clerk 6/7/17 (10)

INITIATED AND APPROVED:

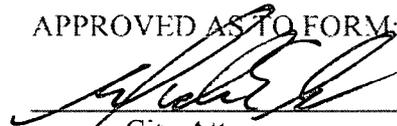
  
Director of Information Services

REVIEWED AND APPROVED:

  
City Manager

**COUNTERPART**

APPROVED AS TO FORM:

  
City Attorney mv

## EXHIBIT "A"

A. STATEMENT OF WORK: (Narrative of work to be performed)

Consultant will manage the software implementation through post go live for various software projects including, but not limited to, Utility Billing, Enterprise Land Management, Cashiering and other miscellaneous Financial suite software

B. CONSULTANT'S DUTIES AND RESPONSIBILITIES:

The Consultant shall provide project management services for any selected city software implementation, including project planning, project execution, and project closure services.

Based on our present software selection and implementation needs, Consultant shall assist the City by ensuring all information is easily available and understood by city staff assigned to the project team. Consultant shall also assist the City in the adoption of best business practices while reinforcing the effectiveness and efficiency of operational processes.

Consultant shall provide guidance and oversight to the City identified project team lead while participating in regularly scheduled project meetings (bi-weekly) to discuss status, review accomplishments and plan next steps.

Consultant shall provide methodology for transitioning from the selection of a vendor to the implementation, training and testing processes of the new software program. Consultant shall also provide methodology on post go live support and summary reporting.

Consulatant shall provide a timeline with their recommended methodology.

Consultant may also assist City with the selection and implementation of a cashiering system to support both the CIS and ELM software projects.

C. CITY'S DUTIES AND RESPONSIBILITIES:

The City will appoint a city employce as an onsite project manager to assist Consultant with internal correspondence, reserving conference rooms, coordinating project meetings and conference calls. This project manager will act in the capacity of onsite project lead throughout the duration of the project and will be responsible to managing the day to day project tasks.

City will assign at least two resources to the project from each process area. Each process area will have one Subject Matter Expert assigned to the project.

Subject matter Experts shall be required to attend project meetings, provide input, participate in system configuration, setup, training, testing activities and perform all project assignments in a timely manner.

City will designate a Project Sponsor who will be responsible for overseeing the project, providing support to the project team and ensuring that project resources are secured and allowed time to perform all project duties as expected.

The City of Huntington Beach will assign IS staff to represent the Information Services department on the Project Team for the entire duration of the project.

- a. IS staff will configure all hardware (Servers, Firewalls, Routers and Workstations) and software (Operating Systems, Database Servers, Security Suites and VPN Clients) that will be necessary to host and maintain any eventual system.
- b. IS staff will be required to work closely with the technical and support staffs of the eventual vendor chosen in order to resolve deployment and configuration problems, as well as to assist identifying and resolving problems that occur locally as the result of version upgrades or patches issued by the vendor.
- c. IS staff will also be responsible for identifying, configuring and maintaining system user roles and managing security access requirements for all system users.
- d. IS staff will participate in all project activities, including vendor demos, training, testing and open lab sessions.
- e. IS staff will be required to download and install updates and patches, as needed, during initial configuration, deployment, testing and once the system is fully operational and live. It will be necessary to perform all of these services for Production, Test and Training environments.
- f. IS staff will also be required to perform routine backups, restores and maintenance plans on the databases and all hardware / software systems in use for this project.

This project will involve city employees from different departments and therefore, require coordination city wide. The City's project manager will be responsible for or assisting with the following:

1. Working with the Consultant to create a Project Plan, timeline, resource requirements, etc.
2. Developing a Communication Plan
3. Developing a Change Management Plan
4. Creating a Test Plan
5. Developing a Training Schedule
6. Developing a Transition Plan
7. Managing project schedule
8. Holding vendor accountable
9. Conducting regular Project Status meeting
- D. WORK PROGRAM/PROJECT SCHEDULE:

## EXHIBIT "B"

### Payment Schedule (Hourly Payment)

#### A. Hourly Rate

CONSULTANT'S fees for such services shall be based upon the following hourly rate and cost schedule:

NTE \$200,000 based on an hourly rate of \$125/hr.

#### B. Travel Charges for time during travel are not reimbursable.

#### C. Billing

1. All billing shall be done monthly in fifteen (15) minute increments and matched to an appropriate breakdown of the time that was taken to perform that work and who performed it.
2. Each month's bill should include a total to date. That total should provide, at a glance, the total fees and costs incurred to date for the project.
3. A copy of memoranda, letters, reports, calculations and other documentation prepared by CONSULTANT may be required to be submitted to CITY to demonstrate progress toward completion of tasks. In the event CITY rejects or has comments on any such product, CITY shall identify specific requirements for satisfactory completion.
4. CONSULTANT shall submit to CITY an invoice for each monthly payment due. Such invoice shall:
  - A) Reference this Agreement;
  - B) Describe the services performed;
  - C) Show the total amount of the payment due;
  - D) Include a certification by a principal member of CONSULTANT's firm that the work has been performed in accordance with the provisions of this Agreement; and
  - E) For all payments include an estimate of the percentage of work completed.

Upon submission of any such invoice, if CITY is satisfied that CONSULTANT is making satisfactory progress toward completion of tasks in accordance with this Agreement, CITY shall approve the invoice, in which event payment shall be made within thirty (30) days of receipt of the invoice by CITY. Such approval shall not be unreasonably withheld. If CITY does not approve an invoice, CITY shall notify CONSULTANT in writing of the reasons for non-approval and the schedule of performance set forth in **Exhibit "A"** may at the option of CITY be suspended until the parties agree that past performance by CONSULTANT is in, or has been brought into compliance, or until this Agreement has expired or is terminated as provided herein.

5. Any billings for extra work or additional services authorized in advance and in writing by CITY shall be invoiced separately to CITY. Such invoice shall contain all of the information required above, and in addition shall list the hours expended and hourly rate charged for such time. Such invoices shall be approved by CITY if the work performed is in accordance with the extra work or additional services requested, and if CITY is satisfied that the statement of hours worked and costs incurred is accurate. Such approval shall not be unreasonably withheld. Any dispute between the parties concerning payment of such an invoice shall be treated as separate and apart from the ongoing performance of the remainder of this Agreement.





# City of Huntington Beach

2000 Main Street ♦ Huntington Beach, CA 92648

(714) 536-5227 ♦ [www.huntingtonbeachca.gov](http://www.huntingtonbeachca.gov)

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**Office of the City Clerk**  
Robin Estanislau, City Clerk

June 8, 2017

Go Live Technology, Inc.  
ATTN: Richard Chenette  
26632 Via Cuervo  
Mission Viejo, CA 92691

Dear Mr. Chenette:

Enclosed is a copy of the fully executed "Professional Services Contract Between the City of Huntington Beach and Go Live Technology, Inc. for As Needed Information Technology Project Management Services."

Sincerely,

Robin Estanislau, CMC  
City Clerk

RE:pe

Enclosure