



Chandler - Arizona
Where Values Make The Difference

PURCHASING ITEM
FOR
COUNCIL AGENDA

1. Agenda Item Number:

26

2. Council Meeting Date:

August 13, 2015

TO: MAYOR & COUNCIL

3. Date Prepared: July 27, 2015

THROUGH: CITY MANAGER

4. Requesting Department: City Manager

5. SUBJECT: Agreement with Plante & Moran, PLLC, for Information Technology Assessment.

6. RECOMMENDATION: Staff recommends City Council approve Agreement No. IT6-918-3596, with Plante & Moran, PLLC, for an information technology assessment in the amount of \$55,125.

7. BACKGROUND/DISCUSSION: The City of Chandler prides itself on being the most technologically progressive city in the valley. With the pace of technology innovation and change, it has become increasingly difficult to be able to balance the priorities of maintaining our current information systems and infrastructure while seeking and implementing progressive solutions for the future. In addition, the complexity of those solutions has increased along with an increase in technology related threats, while City resources to support those solutions and protect against cyber threats have remained flat.

City staff recommends the utilization of a recognized third party consultant, Plante & Moran PLLC, which will conduct an objective assessment of the City's information technology needs and support capabilities and assist in developing a roadmap for future.

8. EVALUATION: The City has utilized Plante & Moran on other technology implementations and Plante & Moran has provided similar assessments for other Arizona cities including Peoria and Flagstaff. Staff recommends the direct selection of Plante & Moran, PLLC due to their experience and familiarity with the City of Chandler. The contract completion time is 90 calendar days following notice to proceed.

9. FINANCIAL IMPLICATIONS:

Cost: \$55,125

Acct. No.:	Fund:	Program Name:	CIP Funded:	Funds:
101.1290.5219	General Fund	IT Assessment	No	\$55,125

10. PROPOSED MOTION: Move City Council approve Agreement No. IT6-918-3596, with Plante & Moran, PLLC, for an information technology assessment in the amount of \$55,125.

ATTACHMENT: Agreement

APPROVALS

11. Requesting Department

Steven Philbrick, Chief Information Officer

13. Department Head

Steven Philbrick, Chief Information Officer

12. Purchasing and Materials Manager

Christina Pryor, CPPB

14. Acting City Manager

Marsha Reed

**CITY OF CHANDLER SERVICES AGREEMENT
INFORMATION TECHNOLOGY ASSESSMENT AND CITY PLAN
AGREEMENT NO.: IT6-918-3596**

THIS AGREEMENT is made and entered into this ____ day of _____, 2015, by and between the City of Chandler, a Municipal Corporation of the State of Arizona, hereinafter referred to as "City", and Plante & Moran, PLLC, hereinafter referred to as "Contractor".

WHEREAS, Contractor represents that Contractor has the expertise and is qualified to perform the services described in the Agreement.

NOW THEREFORE, in consideration of the mutual promises and obligations set forth herein, the parties hereto agree as follows:

1. AGREEMENT ADMINISTRATOR:

1.1. Agreement Administrator. Contractor shall act under the authority and approval of the Information Technology Director or designee (Agreement Administrator), to provide the services required by this Agreement.

1.2. Key Staff. This Agreement has been awarded to Contractor based partially on the key personnel proposed to perform the services required herein. Contractor shall not change nor substitute any of these key staff for work on this Agreement without prior written approval by City.

1.3. Subcontractors. During the performance of the Agreement, Contractor may engage such additional Subcontractor as may be required for the timely completion of this Agreement. In the event of subcontracting, the sole responsibility for fulfillment of all terms and conditions of this Agreement rests with Contractor.

1.4. Subcontracts. Contractor shall not enter into any Subcontract under this Agreement for the performance of this Agreement without the advance written approval of City. The subcontract shall incorporate by reference the terms and conditions of this Agreement.

2. SCOPE OF WORK: Contractor shall provide information technology consulting services all as more specifically set forth in Exhibit A, attached hereto and made a part hereof by reference.

2.1 Non-Discrimination. The Contractor shall comply with all applicable City, State and Federal laws, rules and regulations, including the Americans with Disabilities Act.

2.2 Licenses. Contractor shall maintain in current status all Federal, State and local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this agreement.

2.3 Advertising, Publishing and Promotion of Agreement. The Contractor shall not use, advertise or promote information for commercial benefit concerning this Agreement without the prior written approval of the City.

2.4 Compliance with Applicable Laws. Contractor shall comply with all applicable Federal, state and local laws, and with all applicable licenses and permit requirements.

2.4.1 The Contractor hereby warrants to the City that the Contractor and each of its subcontractors ("subcontractors") will comply with all Federal Immigration laws and regulations that relate to the immigration status of their employees and the requirement to use E-Verify, hereinafter "Contractor Immigration Warranty".

- 2.4.2 A breach of the Contractor Immigration Warranty shall constitute a material breach of this Agreement that is subject to penalties up to and including termination of the agreement.
- 2.4.3 The City retains the legal right to inspect the papers of any Contractor or Subcontractor employee who works on this Agreement to ensure that the Contractor or Subcontractor is complying with the Contractor Immigration Warranty. The Contractor agrees to assist the City in the conduct of any such inspections.
- 2.4.4 The City may, at its sole discretion, conduct random verifications of the employment records of the Contractor and any Subcontractors to ensure compliance with Contractors Immigration Warranty. The Contractor agrees to assist the City in performing any such random verification.
- 2.4.5 The provisions of this Article must be included in any agreement the Contractor enters into with any and all of its subcontractors who provide services under this Agreement or any subcontract. "Services" are defined as furnishing labor, time or effort in the State of Arizona by a contractor or subcontractor. Services include construction or maintenance of any structure, building or transportation facility or improvement to real property.
- 2.5 ACCEPTANCE AND DOCUMENTATION:** Each task shall be reviewed and approved by the Agreement Administrator to determine acceptable completion.
- 3.1. Records.** The Contractor shall retain and shall contractually require each Subcontractor to retain all data and other "records" relating to the acquisition and performance of the Agreement for a period of five years after the completion of the Agreement.
- 3.2. Audit.** At any time during the term of this Agreement and five (5) years thereafter, the Contractor's or any subcontractor's books and records shall be subject to audit by the City to the extent that the books and records relate to the performance of the Agreement or Subcontract. Upon request, the Contractor shall produce a legible copy of any or all such records.
- 3.3. New/Current Products.** All equipment, materials, parts and other components incorporated in the work or services performed pursuant to this Agreement shall be new, or the latest model and of the most suitable grade for the purpose intended. All work shall be performed in a skilled and workmanlike manner.
- 3.4. Property of City.** Any materials, including reports, computer programs and other deliverables, created under this Agreement are the sole property of City. Contractor is not entitled to a patent or copyright on those materials and may not transfer the patent or copyright to anyone else. Contractor shall not use or release these materials without the prior written consent of City.
- 4. PRICE:**
- 4.1.** City shall pay Contractor the per-unit cost as set forth in Exhibit B, attached hereto and made a part hereof by reference.
- 4.2. Taxes.** Contractor shall be solely legally responsible for any and all tax obligations, which may result out of Contractor's performance of this Agreement. City shall have no legal obligation to pay any amounts for taxes, of any type, incurred by Contractor. City agrees that Contractor may bill the City for applicable privilege license taxes which are paid for by Contractor and that the City will reimburse Contractor for privilege license taxes actually paid by Contractor. If Contractor obtains any refund of privilege license taxes paid, City will be entitled to a refund of such amounts.
- 4.3. Payment.** A separate invoice shall be issued for each shipment of material or service performed, and no payment will be issued prior to receipt of material and/or completion of specified services and receipt of a correct invoice. Any quantities shown are estimates only, based upon available information.

Payment shall be based on actual quantities and there is no guarantee that any certain quantity shall be required by City. City reserves the right to increase or decrease the quantities actually required.

- 4.4. **IRS W9 Form.** In order to receive payment Contractor shall have a current I.R.S. W9 Form on file with City, unless not required by law.
5. **TERM:**
- 5.1. Following execution of this Agreement by City, the Contractor shall immediately commence work and shall complete all services described herein within ninety (90) days from the date the Contractor is notified to proceed.
6. **USE OF THIS AGREEMENT:** The Agreement is for the sole convenience of the City of Chandler. City reserves the rights to obtain like services from another source to secure significant cost savings or when timely completion cannot be met by Contractor.
- 6.1. **Emergency Purchases:** City reserves the rights to purchase from other sources those items, which are required on an emergency basis and cannot be supplied immediately by the Contractor.
- 6.2. **Non-Exclusive Agreement:** This agreement is for the sole convenience of the City of Chandler. The City reserves the right to obtain like goods or services from another source when necessary.
- 6.3. **Exclusive Possession:** All services, information, computer program elements, reports and other deliverables created under this Agreement are the sole property of the City of Chandler and shall not be used or released by the Contractor or any other person except with prior written permission by the City.
7. **CITY'S CONTRACTUAL REMEDIES:**
- 7.1. **Right to Assurance.** If the City in good faith has reason to believe that the Contractor does not intend to, or is unable to perform or continue performing under this Agreement, the Agreement Administrator may demand in writing that the Contractor give a written assurance of intent to perform. Failure by the Contractor to provide written assurance within the number of Days specified in the demand may, at the City's option, be the basis for terminating the Agreement in addition to any other rights and remedies provided by law or this Agreement.
- 7.2. **Stop Work Order.** The City may, at any time, by written order to the Contractor, require the Contractor to stop all or any part, of the work called for by this Agreement for period(s) of days indicated by the City after the order is delivered to the Contractor. The order shall be specifically identified as a stop work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage.
- 7.3. If a stop work order issued under this clause is canceled or the period of the order or any extension expires, the Contractor shall resume work. The Agreement Administrator shall make an equitable adjustment in the delivery schedule or Agreement price, or both, and the Agreement shall be amended in writing accordingly.
- 7.4. **Non-exclusive Remedies.** The rights and the remedies of the City under this Agreement are not exclusive.

7.5. Nonconforming Tender. Services and materials supplied under this Agreement shall fully comply with Agreement requirements and specifications. Services or materials that do not fully comply constitute a breach of agreement.

7.6. Right of Offset. The City shall be entitled to offset against any sums due Contractor, any expenses or costs incurred by the City, or damages assessed by the City concerning the Contractor's non-conforming performance or failure to perform the Agreement, including expenses to complete the work and other costs and damages incurred by City.

8. TERMINATION:

8.1.1 Termination for Convenience: City reserves the right to terminate this Agreement or any part thereof for its sole convenience with thirty (30) days written notice. In the event of such termination, Contractor shall immediately stop all work hereunder, and shall immediately cause any of its suppliers and subcontractors to cease such work. As compensation in full for services performed to the date of such termination, the Contractor shall receive a fee for the percentage of services actually performed. This fee shall be in the amount to be mutually agreed upon by the Contractor and City, based on the agreed Scope of Work. If there is no mutual agreement, the Management Services Director or designee shall determine the percentage of work performed under each task detailed in the Scope of Work and the Contractor's compensation shall be based upon such determination and Contractor's fee schedule included herein.

8.1.2 Termination for Cause: City may terminate this Agreement for Cause upon the occurrence of any one or more of the following events:

- 1) If Contractor fails to perform pursuant to the terms of this Agreement
- 2) If Contractor is adjudged a bankrupt or insolvent;
- 3) If Contractor makes a general assignment for the benefit of creditors;
- 4) If a trustee or receiver is appointed for Contractor or for any of Contractor's property;
- 5) If Contractor files a petition to take advantage of any debtor's act, or to reorganize under the bankruptcy or similar laws;
- 6) If Contractor disregards laws, ordinances, rules, regulations or orders of any public body having jurisdiction;

Where Agreement has been so terminated by City, the termination shall not affect any rights of City against Contractor then existing or which may thereafter accrue.

8.3. Cancellation for Conflict of Interest. Pursuant to A.R.S. § 38-511, City may cancel this Agreement after Agreement execution without penalty or further obligation if any person significantly involved in initiating, negotiating, securing, drafting or creating the Agreement on behalf of the City is or becomes at any time while this Agreement or an extension of this Agreement is in effect, an employee of or a consultant to any other party to this Agreement. The cancellation shall be effective when the Contractor receives written notice of the cancellation unless the notice specifies a later time.

8.4. Gratuities. City may, by written notice, terminate this Agreement, in whole or in part, if City determines that employment or a Gratuity was offered or made by Contractor or a representative of Contractor to any officer or employee of City for the purpose of influencing the outcome of the procurement or securing this Agreement, an amendment to this Agreement, or favorable treatment concerning this Agreement, including the making of any determination or decision about agreement performance. The City, in addition to any other rights or remedies, shall be entitled to recover exemplary damages in the amount of three times the value of the Gratuity offered by Contractor.

- 8.5. Suspension or Debarment.** City may, by written notice to the Contractor, immediately terminate this Agreement if City determines that Contractor has been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity, including but not limited to, being disapproved as a subcontractor of any public procurement unit or other governmental body. Submittal of an offer or execution of an agreement shall attest that the Contractor is not currently suspended or debarred. If Contractor becomes suspended or debarred, Contractor shall immediately notify City.
- 8.6. Continuation of Performance Through Termination.** The Contractor shall continue to perform, in accordance with the requirements of the Agreement, up to the date of termination, as directed in the termination notice.
- 8.7. No Waiver.** Either party's failure to insist on strict performance of any term or condition of the Agreement shall not be deemed a waiver of that term or condition even if the party accepting or acquiescing in the nonconforming performance knows of the nature of the performance and fails to object to it.
- 8.8. Availability of Funds for the next Fiscal Year.** Funds may not presently be available under this Agreement beyond the current fiscal year. No legal liability on the part of the City for services may arise under this Agreement beyond the current fiscal year until funds are made available for performance of this Agreement. The City may reduce services or terminate this Agreement without further recourse, obligation, or penalty in the event that insufficient funds are appropriated. The City Manager shall have the sole and unfettered discretion in determining the availability of funds.
- 9. FORCE MAJEURE:** Neither party shall be responsible for delays or failures in performance resulting from acts beyond their control. Such acts shall include, but not be limited to, acts of God, riots, acts of war, epidemics, governmental regulations imposed after the fact, fire, communication line failures, power failures, or earthquakes.
- 10. DISPUTE RESOLUTION:**
- 10.1. Arizona Law.** This Agreement shall be governed and interpreted according to the laws of the State of Arizona.
- 10.2. Jurisdiction and Venue.** The parties agree that this Agreement is made in and shall be performed in Maricopa County. Any lawsuits between the Parties arising out of this Agreement shall be brought and concluded in the courts of Maricopa County in the State of Arizona, which shall have exclusive jurisdiction over such lawsuits.
- 10.3. Fees and Costs.** Except as otherwise agreed by the parties, the prevailing party in any adjudicated dispute relating to this Agreement is entitled to an award of reasonable attorney's fees, expert witness fees and costs including, as applicable, arbitrator fees.
- 11. INDEMNIFICATION:** To the fullest extent permitted by law, Contractor, its successors, assigns and guarantors, shall defend, indemnify and hold harmless City and any of its elected or appointed officials, officers, directors, commissioners, board members, agents or employees from and against any and all allegations, demands, claims, proceedings, suits, actions, damages, including, without limitation, property damage, environmental damages, personal injury and wrongful death claims, losses, expenses (including claim adjusting and handling expenses), penalties and fines (including, but not limited to, attorney fees, court costs, and the cost of appellate proceedings), judgments or obligations, which may be imposed upon or incurred by or asserted against the City by reason of this Agreement or

the services performed or permissions granted under it, or related to, arising from or out of, or resulting from any negligent or intentional actions, acts, errors, mistakes or omissions caused in whole or part by Contractor, or any of its subcontractors, or anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, relating to the discharge of any duties or the exercise of any rights or privileges arising from or incidental to this Agreement, including but not limited to, any injury or damages claimed by any of Contractor's and subcontractor's employees.

The amount and type of insurance coverage requirements set forth in the Agreement will in no way be construed as limiting the scope of indemnity in this paragraph.

12. **INSURANCE:**

1. General.

- A. At the same time as execution of this Agreement, the Contractor shall furnish the City of Chandler a certificate of insurance on a standard insurance industry ACORD form. The ACORD form must be issued by an insurance company authorized to transact business in the State of Arizona possessing a current A.M. Best, Inc. rating of A-7, or better and legally authorized to do business in the State of Arizona with policies and forms satisfactory to City. Provided, however, the A.M. Best rating requirement shall not be deemed to apply to required Workers' Compensation coverage.
- B. The Contractor and any of its subcontractors shall procure and maintain, until all of their obligations have been discharged, including any warranty periods under this Agreement are satisfied, the insurances set forth below.
- C. The insurance requirements set forth below are minimum requirements for this Agreement and in no way limit the indemnity covenants contained in this Agreement.
- D. The City in no way warrants that the minimum insurance limits contained in this Agreement are sufficient to protect Contractor from liabilities that might arise out of the performance of the Agreement services under this Agreement by Contractor, its agents, representatives, employees, subcontractors, and the Contractor is free to purchase any additional insurance as may be determined necessary.
- E. Failure to demand evidence of full compliance with the insurance requirements in this Agreement or failure to identify any insurance deficiency will not relieve the Contractor from, nor will it be considered a waiver of its obligation to maintain the required insurance at all times during the performance of this Agreement.
- F. Use of Subcontractors: If any work is subcontracted in any way, the Contractor shall execute a written contract with Subcontractor containing the same Indemnification Clause and Insurance Requirements as the City requires of the Contractor in this Agreement. The Contractor is responsible for executing the Agreement with the Subcontractor and obtaining Certificates of Insurance and verifying the insurance requirements.

2. Minimum Scope And Limits Of Insurance. The Contractor shall provide coverage with limits of liability not less than those stated below.

- A. *Commercial General Liability-Occurrence Form.* Contractor must maintain "occurrence" form Commercial General Liability insurance with a limit of not less than \$2,000,000 for each occurrence, \$4,000,000 aggregate. Said insurance must also include coverage for products and completed operations, independent contractors, personal injury and advertising injury. If any Excess insurance is utilized to fulfill the requirements of this paragraph, the Excess

insurance must be "follow form" equal or broader in coverage scope than underlying insurance.

B. *Automobile Liability-Any Auto or Owned, Hired and Non-Owned Vehicles*

Vehicle Liability: Contractor must maintain Business/Automobile Liability insurance with a limit of \$1,000,000 each accident on Contractor owned, hired, and non-owned vehicles assigned to or used in the performance of the Contractor's work or services under this Agreement. If any Excess or Umbrella insurance is utilized to fulfill the requirements of this paragraph, the Excess or Umbrella insurance must be "follow form" equal or broader in coverage scope than underlying insurance.

C. *Workers Compensation and Employers Liability Insurance:* Contractor must maintain Workers Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor employees engaged in the performance of work or services under this Agreement and must also maintain Employers' Liability insurance of not less than \$1,000,000 for each accident and \$1,000,000 disease for each employee.

D. *Professional Liability.* If the Agreement is the subject of any professional services or work performed by the Contractor, or if the Contractor engages in any professional services or work adjunct or residual to performing the work under this Agreement, the Contractor must maintain Professional Liability insurance covering errors and omissions arising out of the work or services performed by the Contractor, or anyone employed by the Contractor, or anyone whose acts, mistakes, errors and omissions the Contractor is legally liable, with a liability limit of \$1,000,000 each claim and \$2,000,000 all claims. In the event the Professional Liability insurance policy is written on a "claims made" basis, coverage must extend for 3 years past completion and acceptance of the work or services, and the Contractor, or its selected Design Professional will submit Certificates of Insurance as evidence the required coverage is in effect. The Design Professional must annually submit Certificates of Insurance citing that the applicable coverage is in force and contains the required provisions for a 3 year period.

3. Additional Policy Provisions Required.

A. *Self-Insured Retentions Or Deductibles.* Any self-insured retentions and deductibles must be declared and approved by the City. If not approved, the City may require that the insurer reduce or eliminate any deductible or self-insured retentions with respect to the City, its officers, officials, agents, employees, and volunteers.

B. *City as Additional Insured.* The policies are to contain, or be endorsed to contain, the following provisions:

1. The Commercial General Liability and Automobile Liability policies are to contain, or be endorsed to contain, the following provisions: The City, its officers, officials, agents, and employees are additional insureds with respect to liability arising out of activities performed by, or on behalf of, the Contractor including the City's general supervision of the Contractor; Products and Completed operations of the Contractor; and automobiles owned, leased, hired, or borrowed by the Contractor.

2. The Contractor's insurance must contain broad form contractual liability coverage and must not exclude liability arising out of explosion, collapse, or underground property damage hazards ("XCU") coverage.

3. The City, its officers, officials, agents, and employees must be additional insureds to the full limits of liability purchased by the Contractor even if those limits of liability are in excess of those required by this Agreement.

4. The Contractor's insurance coverage must be primary insurance with respect to the City, its officers, officials, agents, and employees. Any insurance or self-insurance maintained by the City, its officers, officials, agents, and employees shall be in excess of the coverage provided by the Contractor and must not contribute to it.
 5. The Contractor's insurance must apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
 6. Coverage provided by the Contractor must not be limited to the liability assumed under the indemnification provisions of this Agreement.
 7. The policies must contain a severability of interest clause and waiver of subrogation against the City, its officers, officials, agents, and employees, for losses arising from Work performed by the Contractor for the City.
 8. The Contractor, its successors and or assigns, are required to maintain Commercial General Liability insurance as specified in this Agreement for a minimum period of 3 years following completion and acceptance of the Work. The Contractor must submit a Certificate of Insurance evidencing Commercial General Liability insurance during this 3 year period containing all the Agreement insurance requirements, including naming the City of Chandler, its agents, representatives, officers, directors, officials and employees as Additional Insured as required.
 9. If a Certificate of Insurance is submitted as verification of coverage, the City will reasonably rely upon the Certificate of Insurance as evidence of coverage but this acceptance and reliance will not waive or alter in any way the insurance requirements or obligations of this Agreement. If any of the required policies expire during the life of this Agreement, the Contractor must forward renewal or replacement Certificates to the City within 10 days after the renewal date containing all the necessary insurance provisions.
 10. By signing this Agreement, the Contractor certifies it is fully aware of Insurance Requirements contained in the Agreement and assures the City of Chandler that it is able to produce the Insurance coverage required.
 11. Should the Contractor become unable to produce the Insurance coverage specified within ten working days, the Contractor is fully aware and understands that it may not be considered for further projects by City of Chandler.
13. **NOTICES:** All notices or demands required to be given pursuant to the terms of this Agreement shall be given to the other party in writing, delivered by hand or registered or certified mail, at the addresses set forth below, or to such other address as the parties may substitute by written notice given in the manner prescribed in this paragraph.

In the case of the CITY

Agreement Administrator: Steven Philbrick
 Contact: Purchasing Division
 Mailing Address: Mail Stop 901
P.O. Box 4008
Chandler, AZ 85244
 Physical Address: 175 S. Arizona Ave.,
3rd Floor,
 City, State, Zip Chandler, AZ 85225
 Phone: 480.782.2400
 FAX: 480.782.2410

In the case of the CONTRACTOR

Firm Name: Plante & Moran, PLLC
 Contact: Adam Rujan
 Address: P.O. Box 307
 City, State, Zip Southfield, MI 48037
 Phone: 248.352.2500
 FAX: 248.352.0018

Notices shall be deemed received on date delivered, if delivered by hand, and on the delivery date indicated on receipt if delivered by certified or registered mail.

14. CONFLICT OF INTEREST:

- 14.1. No Kickback.** Contractor warrants that no person has been employed or retained to solicit or secure this Agreement upon an agreement or understanding for a commission, percentage, brokerage or contingent fee; and that no member of the City Council or any employee of the City has any interest, financially or otherwise, in the firm unless this interest has been declared pursuant to the provisions of A.R.S. Section 38-501. Any such interests were disclosed in Contractor's proposal to the City.
- 14.2. Kickback Termination.** City may cancel any agreement, without penalty or obligation, if any person significantly involved in initiating, negotiating, securing, drafting or creating the Agreement on behalf of the City is, at any time while the Agreement or any extension of the Agreement is in effect, an employee of any other party to the Agreement in any capacity or a Contractor to any other party to the Agreement with respect to the subject matter of the Agreement. The cancellation shall be effective when written notice from City is received by all other parties, unless the notice specifies a later time (A.R.S. §38-511).
- 14.3. No Conflict:** Contractor stipulates that its officers and employees do not now have a conflict of interest and it further agrees for itself, its officers and its employees that it will not contract for or accept employment for the performance of any work or services with any individual business, corporation or government unit that would create a conflict of interest in the performance of its obligations pursuant to this project.

15. GENERAL TERMS:

- 15.1. Ownership.** All deliverables and/or other products of the Agreement (including but not limited to all software documentation, reports, records, summaries and other matter and materials prepared or developed by Contractor in performance of the Agreement) shall be the sole, absolute and exclusive property of City, free from any claim or retention of right on the part of Contractor, its agents, sub-contractors, officers or employees. The Contractor may retain workpaper copies of all materials for a minimum of seven years, or as otherwise may be required by law.
- 15.2. Entire Agreement.** This Agreement, including all Exhibits attached hereto, constitutes the entire understanding of the parties and supersedes all previous representations, written or oral, with respect to the services specified herein. This Agreement may not be modified or amended except by a written document, signed by authorized representatives of each party.
- 15.3. Assignment:** Services covered by this Agreement shall not be assigned in whole or in part without the prior written consent of the City.
- 15.4. Amendments.** The Agreement may be modified only through a written Agreement Amendment executed by authorized persons for both parties. Changes to the Agreement, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials, directed by a person who is not specifically authorized by the City in writing or made unilaterally by the Contractor are violations of the Agreement. Any such changes, including unauthorized written Agreement Amendments shall be void and without effect, and the Contractor shall not be entitled to any claim under this Agreement based on such changes.
- 15.5. Independent Contractor.** The Contractor under this Agreement is an independent Contractor. Neither party to this Agreement shall be deemed to be the employee or agent of the other party to the Agreement.

15.6. No Parole Evidence. This Agreement is intended by the parties as a final and complete expression of their agreement. No course of prior dealings between the parties and no usage of the trade shall supplement or explain any terms used in this document and no other understanding either oral or in writing shall be binding.

15.7. Authority: Each party hereby warrants and represents that it has full power and authority to enter into and perform this Agreement, and that the person signing on behalf of each has been properly authorized and empowered to enter this Agreement. Each party further acknowledges that it has read this Agreement, understands it, and agrees to be bound by it.

IN WITNESS WHEREOF, the parties have hereunto subscribed their names to this _____ day of _____, 2015.

FOR THE CITY OF CHANDLER

Mayor

Approved as to form:

City Attorney *[Signature]*

ATTEST:

City Clerk

FOR THE CONTRACTOR

By: *[Signature]*

Signature

ATTEST: If Corporation

Secretary

SEAL

EXHIBIT A SCOPE OF WORK

Initiate Project

Initial project planning calls will be conducted with the City's project manager to finalize the project scope, deliverables, and timetables. These objectives will be accomplished through the development of a project charter, detailed project plan, interview schedule, communication plan, and kickoff meeting. During these project initiation calls, the Consultant will also work with the City to identify selected departmental customers for the interviews as well as documentation requests. These deliverables are further described below.

Develop Project Charter and Organizational Structure

The Consultant will work jointly with the City's project manager to finalize a process and work approach that will meet the overall needs of the City.

The Consultant will create a project charter to document these and other planning assumptions, including:

- Project overview
- Project objectives
- Business drivers
- Scope (both in and out of scope items)
- Project organization / stakeholders
- Risks
- Project influences (e.g., assumptions, constraints and dependencies)

The project charter will be provided to the City for review and approval prior to significantly commencing project activities.

Develop Detailed Project Plan

The Consultant will incorporate the following into a detailed Microsoft Project™ Plan:

- Major phases and milestones
- Work tasks, dependencies and their due dates with assigned responsibility

The Consultant will work with the City during this activity to finalize a project plan.

Establish Project Collaboration Center

The Consultant will work with the City in the establishment of a project collaboration environment using Microsoft SharePoint that will last for the duration of the project. Should the City prefer to use an alternative document repository, the Consultant will work with the City to accommodate.

Conduct Project Kick-Off Meeting

The Consultant will conduct a project kick-off meeting that will define the objectives, timing, scope, anticipated City staff involvement and other items relevant to the project. The Consultant will work with the City and the City's project manager to identify appropriate participants for this kickoff meeting. Information collected during this meeting will provide additional input into the development of the project charter.

Schedule and Moderate Project Status Meetings

The Consultant will schedule meetings and/or conference calls with the City to:

- Report on the status of the project work plan and timeline
- Update the project plan and timeline as necessary
- Discuss current findings and major open issues/risks and develop strategies to address them

- Review next steps

The City's project manager will participate in these calls.

Collect and Review Documentation

The Consultant will review existing documentation to gain a comprehensive understanding of the City's IT service objectives and IT services environment. The Consultant will provide the City with an information request upon project initiation. This request list will include (where available):

- Division organization chart
- Services overview and service level agreements
- IT performance measures and reports
- Results of prior customer service surveys
- Other available performance metrics
- IT-related policies and procedures
- Technology standards
- List of current IT related initiatives
- Hardware / software inventory
- Current network infrastructure and systems diagrams
- Other relevant documents to obtain an understanding of the City's current IT environment

For ease of document management and distribution, the Consultant will use the project collaboration site as the central collection location for the requested information.

Conduct Selected Departmental Customer Interviews

The Consultant will work closely with the City and the City's project manager to identify selected departmental customers to be interviewed. Interviewees are also expected to include sample members of the IT Oversight Committee and the Business Services Committee. The Consultant will conduct confidential, one-on-one interviews with these stakeholders to gain their perspective on information technology and services and solicit recommendations for improvement. The Consultant will provide an interview guide in advance to facilitate discussions regarding:

- The business requirements of the department and how IT can assist in meeting these requirements
- Current satisfaction with existing technologies, applications, and support services
- Roles and responsibilities of centralized and decentralized IT services staff
- Effectiveness of current IT performance
- Service request processes
- Technology request processes
- Planned information and technology needs over the next five years
- Project review, approval, and funding/budgeting processes
- Project prioritization and governance
- Departmental roles in project implementation

The Consultant will specifically discuss perceptions as to how the City can improve, especially as it relates to how well technology and technology services meet the customer's business and management requirements.

Assess Technology Environment

The Consultant will conduct a review of the existing technical environment at the City, focusing on IT service delivery support technologies. The Consultant will utilize detailed assessment questionnaires to be completed by IT personnel, as well as on site review, which will encompass:

- Server and network administration
- Data center
- Backup systems
- Disaster recovery
- Remote office connectivity
- Voice and telecommunications systems

Various components of the technical environment will be further assessed as part of the interviews with City IT staff. Findings from these questionnaires and interviews will provide a strong understanding of the scope of the technology environment City IT is supporting and a basis for evaluating requirements for the level of support resources.

Conduct IT Staff Interviews

The Consultant will meet with the City's IT staff to review their areas of support (including application support) and other organizational, administrative, and technology support components including shadowing of staff tasked with IT responsibilities in other City departments. The Consultant will utilize an interview guide, which will be distributed to staff in advance of the interviews, to help facilitate discussions on the following topics:

- Job duties and responsibilities, including application support
- Organization structure
- City-wide participation in projects
- Work volume
- Communication/working relationship
- Other comments/suggestions
- Balance between operations and projects (labor and governance)

During interviews with staff, the Consultant will:

- Review the results of the technology infrastructure questionnaires
- Conduct an independent assessment of the City's infrastructure (e.g., data center, networks, servers, storage, backup and recovery systems, telecommunication systems) for connectivity, configuration, and performance
- Conduct a high level review of the current set of applications and review application support requirements
- Assess current email and collaboration technologies/applications
- Assess the IT staffing requirements based on the City's current and future IT environment (including planned application portfolio and future technology infrastructure)
- Review the roles and responsibilities of centralized and decentralized IT services staff
- Review IT services catalog / portfolio offered
- Review IT oriented policies and procedures
- Review help desk / IT support process
- Review IT project portfolio
- IT and departmental roles in project implementation
- Identify barriers or challenges in managing IT risk
- Discuss the approach to IT risk management

Conduct Comparative Research

The Consultant will utilize comparative research it has compiled from best practice cities similar in size to Chandler. The Consultant will take these results from its "Best Practices" research and augment it with benchmark data from up to four local/peer cities of Chandler's selection and for which the City will assist with the collection of information. The Consultant will conduct applicable comparisons with the City to include the following areas:

- IT support technologies
- Departmental structure and staffing levels
- Centralized versus decentralized IT
- Information technology funding levels and the allocation of those funds
- Alternate service delivery options that are being used (e.g., strategic sourcing, cloud computing, mobile / remote data access)
- Other areas deemed necessary

Compile Preliminary IT Assessment

The Consultant will summarize findings in a draft IT Assessment Report that will provide its analysis of the City's existing IT services environment. This draft will be provided to the City in advance of an onsite meeting to discuss the results of the assessment. As part of the preliminary assessment, the

Consultant anticipates that the following components will be included:

- Executive summary
- Preliminary findings (strengths and weaknesses)
- Preliminary recommendations and opportunities
- Current service levels
- Planned technology initiatives and projects
- Benchmark data and comparisons

Conduct Management Review

The Consultant will meet with City Project Manager, and others as appropriate, to review and validate its assessment findings and preliminary recommendations and to further develop the final recommendations.

Our discussions may consider:

- IT alignment with City goals and current business environment
- IT governance and priorities
- Alignment with industry best practice
- IT service delivery
- IT organization
- IT staffing and skill sets
- IT infrastructure and support technologies
- Future technology initiatives

Develop Final Report

Upon review and feedback regarding the draft plan, the Consultant will update the document to a final form and develop an easy to read and understand report that will become the basis for future IT action. The Consultant understands that the City requires a clear, actionable "road map" to address any existing issues, and to establish the processes and organization necessary to move forward. The Consultant anticipates the final report would include:

- Executive Summary
 - Project background
 - Objectives
 - Findings summary
 - Recommendations summary
- Assessment Methodology
- Assessment Findings (ability to support IT planning, projects, and operations from people, process, and technology perspectives)
- Recommendations
 - Administration and governance
 - Organization and staffing
 - Supporting technologies
- Appendices
 - Benchmark results
 - Other supporting materials

PROJECT SCHEDULE

The following project schedule may be modified by mutual agreement between the City and the Consultant.

	1	2	3	4	5	6	7	8
1. Initiate Project	█							
2. Develop Project Charter and Organizational Structure	█							
3. Develop Detailed Project Plan	█							
4. Establish Project Collaboration Center	█							
5. Conduct Project Kickoff Meeting		█						
6. Schedule and Moderate Project Status Meetings	█	█	█	█	█	█	█	█
7. Collect and Review Documentation		█	█	█	█	█	█	█
8. Conduct Selected Departmental Customer Interviews		█	█	█	█	█	█	█
9. Assess Technology Environment		█	█	█	█	█	█	█
10. Conduct IT Staff Interviews		█	█	█	█	█	█	█
11. Conduct Comparative Research			█	█	█	█	█	█
12. Compile Preliminary IT Assessment				█	█	█	█	█
13. Conduct Management Review					█	█	█	█
14. Develop Final Report							█	█

**EXHIBIT B
FEE SCHEDULE**

The fixed fee of \$55,125 is inclusive of all travel and incidental expenses. The fixed fee is based on the blended hourly consulting rate of \$245.

Deliverable	Hours	Fees
Phase 0: Project Management	10	\$2,450
Phase 1: Information Technology Assessment	215	\$52,675
Total:	225	\$55,125