

**CONTRACT SERVICES AGREEMENT**

**By and Between**

**CITY OF CARSON**

**and**

**360CIVIC**

**AGREEMENT FOR CONTRACT SERVICES  
BETWEEN THE CITY OF CARSON AND  
360CIVIC**

THIS AGREEMENT FOR CONTRACT SERVICES (herein “Agreement”) is made and entered into this \_\_\_\_ day of \_\_\_\_\_, 2021 by and between the CITY OF CARSON, a California municipal corporation (“City”) and 360CIVIC, a California corporation (“Consultant”). City and Consultant are sometimes hereinafter individually referred to as “Party” and hereinafter collectively referred to as the “Parties.”

**RECITALS**

A. City has sought, by issuance of a Request for Proposals or Invitation for Bids, the performance of the services defined and described particularly in Article 1 of this Agreement.

B. Consultant, following submission of a proposal or bid for the performance of the services defined and described particularly in Article 1 of this Agreement, was selected by the City to perform those services.

C. Pursuant to the City of Carson’s Municipal Code, City has authority to enter into and execute this Agreement.

D. The Parties desire to formalize the selection of Consultant for performance of those services defined and described particularly in Article 1 of this Agreement and desire that the terms of that performance be as particularly defined and described herein.

**OPERATIVE PROVISIONS**

NOW, THEREFORE, in consideration of the mutual promises and covenants made by the Parties and contained herein and other consideration, the value and adequacy of which are hereby acknowledged, the parties agree as follows:

**ARTICLE 1. SERVICES OF CONSULTANT**

1.1 Scope of Services.

In compliance with all terms and conditions of this Agreement, the Consultant shall provide those services specified in the “Scope of Services” attached hereto as Exhibit “A” and incorporated herein by this reference, which may be referred to herein as the “services” or “work” hereunder. As a material inducement to the City entering into this Agreement, Consultant represents and warrants that it has the qualifications, experience, and facilities necessary to properly perform the services required under this Agreement in a thorough, competent, and professional manner, and is experienced in performing the work and services contemplated herein. Consultant shall at all times faithfully, competently and to the best of its ability, experience and talent, perform all services described herein. Consultant covenants that it shall follow the highest professional standards in performing the work and services required hereunder and that all materials will be both of good quality as well as fit for the purpose intended. For purposes of this Agreement, the phrase “highest

professional standards” shall mean those standards of practice recognized by one or more first-class firms performing similar work under similar circumstances.

### 1.2 Consultant’s Proposal.

The Scope of Service shall include the Consultant’s scope of work or Proposal which shall be incorporated herein by this reference as though fully set forth herein. In the event of any inconsistency between the terms of such Proposal and this Agreement, the terms of this Agreement shall govern.

### 1.3 Compliance with Law.

Consultant shall keep itself informed concerning, and shall render all services hereunder in accordance with, all ordinances, resolutions, statutes, rules, and regulations of the City and any Federal, State or local governmental entity having jurisdiction in effect at the time service is rendered.

### 1.4 Licenses, Permits, Fees and Assessments.

Consultant shall obtain at its sole cost and expense such licenses, permits and approvals as may be required by law for the performance of the services required by this Agreement. Consultant shall have the sole obligation to pay for any fees, assessments and taxes, plus applicable penalties and interest, which may be imposed by law and arise from or are necessary for the Consultant’s performance of the services required by this Agreement, and shall indemnify, defend and hold harmless City, its officers, employees or agents of City, against any such fees, assessments, taxes, penalties or interest levied, assessed or imposed against City hereunder.

### 1.5 Familiarity with Work.

By executing this Agreement, Consultant warrants that Consultant (i) has thoroughly investigated and considered the scope of services to be performed, (ii) has carefully considered how the services should be performed, and (iii) fully understands the facilities, difficulties and restrictions attending performance of the services under this Agreement. If the services involve work upon any site, Consultant warrants that Consultant has or will investigate the site and is or will be fully acquainted with the conditions there existing, prior to commencement of services hereunder. Should the Consultant discover any latent or unknown conditions, which will materially affect the performance of the services hereunder, Consultant shall immediately inform the City of such fact and shall not proceed except at Consultant’s risk until written instructions are received from the Contract Officer.

### 1.6 Care of Work.

The Consultant shall adopt reasonable methods during the life of the Agreement to furnish continuous protection to the work, and the equipment, materials, papers, documents, plans, studies and/or other components thereof to prevent losses or damages, and shall be responsible for all such damages, to persons or property, until acceptance of the work by City, except such losses or damages as may be caused by City’s own negligence.

1.7 Further Responsibilities of Parties.

Both parties agree to use reasonable care and diligence to perform their respective obligations under this Agreement. Both parties agree to act in good faith to execute all instruments, prepare all documents and take all actions as may be reasonably necessary to carry out the purposes of this Agreement. Unless hereafter specified, neither party shall be responsible for the service of the other.

1.8 Additional Services.

City shall have the right at any time during the performance of the services, without invalidating this Agreement, to order extra work beyond that specified in the Scope of Services or make changes by altering, adding to or deducting from said work. No such extra work may be undertaken unless a written order is first given by the Contract Officer to the Consultant, incorporating therein any adjustment in (i) the Contract Sum for the actual costs of the extra work, and/or (ii) the time to perform this Agreement, which said adjustments are subject to the written approval of the Consultant. Any increase in compensation of up to ten percent (10%) of the Contract Sum or \$25,000, whichever is less; or, in the time to perform of up to one hundred eighty (180) days, may be approved by the Contract Officer. Any greater increases, taken either separately or cumulatively, must be approved by the City Council. It is expressly understood by Consultant that the provisions of this Section shall not apply to services specifically set forth in the Scope of Services. Consultant hereby acknowledges that it accepts the risk that the services to be provided pursuant to the Scope of Services may be more costly or time consuming than Consultant anticipates and that Consultant shall not be entitled to additional compensation therefor. City may in its sole and absolute discretion have similar work done by other contractors. No claims for an increase in the Contract Sum or time for performance shall be valid unless the procedures established in this Section are followed.

1.9 Special Requirements.

Additional terms and conditions of this Agreement, if any, which are made a part hereof are set forth in the "Special Requirements" attached hereto as Exhibit "B" and incorporated herein by this reference. In the event of a conflict between the provisions of Exhibit "B" and any other provisions of this Agreement, the provisions of Exhibit "B" shall govern.

**ARTICLE 2. COMPENSATION AND METHOD OF PAYMENT.**

2.1 Contract Sum.

Subject to any limitations set forth in this Agreement, City agrees to pay Consultant the amounts specified in the "Schedule of Compensation" attached hereto as Exhibit "C" and incorporated herein by this reference. The total compensation, including reimbursement for actual expenses, shall not exceed Two Hundred Twenty Five Thousand One Hundred Seventy Five Dollars (\$225,175.00) (the "Contract Sum"), unless additional compensation is approved pursuant to Section 1.8.

## 2.2 Method of Compensation.

The method of compensation may include: (i) a lump sum payment upon completion; (ii) payment in accordance with specified tasks or the percentage of completion of the services, less contract retention; (iii) payment for time and materials based upon the Consultant's rates as specified in the Schedule of Compensation, provided that (a) time estimates are provided for the performance of sub tasks, (b) contract retention is maintained, and (c) the Contract Sum is not exceeded; or (iv) such other methods as may be specified in the Schedule of Compensation.

## 2.3 Reimbursable Expenses.

Compensation may include reimbursement for actual and necessary expenditures for reproduction costs, telephone expenses, and travel expenses approved by the Contract Officer in advance, or actual subcontractor expenses of an approved subcontractor pursuant to Section 4.5, and only if specified in the Schedule of Compensation. The Contract Sum shall include the attendance of Consultant at all project meetings reasonably deemed necessary by the City. Coordination of the performance of the work with City is a critical component of the services. If Consultant is required to attend additional meetings to facilitate such coordination, Consultant shall not be entitled to any additional compensation for attending said meetings.

## 2.4 Invoices.

Each month Consultant shall furnish to City an original invoice for all work performed and expenses incurred during the preceding month in a form approved by City's Director of Finance. By submitting an invoice for payment under this Agreement, Consultant is certifying compliance with all provisions of the Agreement. The invoice shall detail charges for all necessary and actual expenses by the following categories: labor (by sub-category), travel, materials, equipment, supplies, and sub-contractor contracts. Sub-contractor charges shall also be detailed by such categories. Consultant shall not invoice City for any duplicate services performed by more than one person.

City shall independently review each invoice submitted by the Consultant to determine whether the work performed and expenses incurred are in compliance with the provisions of this Agreement. Except as to any charges for work performed or expenses incurred by Consultant which are disputed by City, or as provided in Section 7.3, City will use its best efforts to cause Consultant to be paid within forty-five (45) days of receipt of Consultant's correct and undisputed invoice; however, Consultant acknowledges and agrees that due to City warrant run procedures, the City cannot guarantee that payment will occur within this time period. In the event any charges or expenses are disputed by City, the original invoice shall be returned by City to Consultant for correction and resubmission. Review and payment by City for any invoice provided by the Consultant shall not constitute a waiver of any rights or remedies provided herein or any applicable law.

## 2.5 Waiver.

Payment to Consultant for work performed pursuant to this Agreement shall not be deemed to waive any defects in work performed by Consultant.

**ARTICLE 3. PERFORMANCE SCHEDULE**

3.1 Time of Essence.

Time is of the essence in the performance of this Agreement.

3.2 Schedule of Performance.

Consultant shall commence the services pursuant to this Agreement upon receipt of a written notice to proceed and shall perform all services within the time period(s) established in the “Schedule of Performance” attached hereto as Exhibit “D” and incorporated herein by this reference. When requested by the Consultant, extensions to the time period(s) specified in the Schedule of Performance may be approved in writing by the Contract Officer but not exceeding one hundred eighty (180) days cumulatively.

3.3 Force Majeure.

The time period(s) specified in the Schedule of Performance for performance of the services rendered pursuant to this Agreement shall be extended because of any delays due to unforeseeable causes beyond the control and without the fault or negligence of the Consultant, including, but not restricted to, acts of God or of the public enemy, unusually severe weather, fires, earthquakes, floods, epidemics, quarantine restrictions, riots, strikes, freight embargoes, wars, litigation, and/or acts of any governmental agency, including the City, if the Consultant shall within ten (10) days of the commencement of such delay notify the Contract Officer in writing of the causes of the delay. The Contract Officer shall ascertain the facts and the extent of delay, and extend the time for performing the services for the period of the enforced delay when and if in the judgment of the Contract Officer such delay is justified. The Contract Officer’s determination shall be final and conclusive upon the parties to this Agreement. In no event shall Consultant be entitled to recover damages against the City for any delay in the performance of this Agreement, however caused, Consultant’s sole remedy being extension of the Agreement pursuant to this Section.

3.4 Term.

Unless earlier terminated in accordance with Article 7 of this Agreement, this Agreement shall continue in full force and effect until completion of the services but not exceeding one (1) years from the date hereof, except as otherwise provided in the Schedule of Performance (Exhibit “D”).

**ARTICLE 4. COORDINATION OF WORK**

4.1 Representatives and Personnel of Consultant.

The following principals of Consultant (“Principals”) are hereby designated as being the principals and representatives of Consultant authorized to act in its behalf with respect to the work specified herein and make all decisions in connection therewith:

<b>Ron Zayas</b>	<b>President</b>
<u>(Name)</u>	<u>(Title)</u>

Elizabeth Zayas	Secretary
(Name)	(Title)
(Name)	(Title)

It is expressly understood that the experience, knowledge, capability and reputation of the foregoing principals were a substantial inducement for City to enter into this Agreement. Therefore, the foregoing principals shall be responsible during the term of this Agreement for directing all activities of Consultant and devoting sufficient time to personally supervise the services hereunder. All personnel of Consultant, and any authorized agents, shall at all times be under the exclusive direction and control of the Principals. For purposes of this Agreement, the foregoing Principals may not be replaced nor may their responsibilities be substantially reduced by Consultant without the express written approval of City. Additionally, Consultant shall utilize only competent personnel to perform services pursuant to this Agreement. Consultant shall make every reasonable effort to maintain the stability and continuity of Consultant's staff and subcontractors, if any, assigned to perform the services required under this Agreement. Consultant shall notify City of any changes in Consultant's staff and subcontractors, if any, assigned to perform the services required under this Agreement, prior to and during any such performance.

4.2 Status of Consultant.

Consultant shall have no authority to bind City in any manner, or to incur any obligation, debt or liability of any kind on behalf of or against City, whether by contract or otherwise, unless such authority is expressly conferred under this Agreement or is otherwise expressly conferred in writing by City. Consultant shall not at any time or in any manner represent that Consultant or any of Consultant's officers, employees, or agents are in any manner officials, officers, employees or agents of City. Neither Consultant, nor any of Consultant's officers, employees or agents, shall obtain any rights to retirement, health care or any other benefits which may otherwise accrue to City's employees. Consultant expressly waives any claim Consultant may have to any such rights.

4.3 Contract Officer.

The Contract Officer shall be Kevin Kennedy, IT Manager, Information Technologies. It shall be the Consultant's responsibility to assure that the Contract Officer is kept informed of the progress of the performance of the services and the Consultant shall refer any decisions which must be made by City to the Contract Officer. Unless otherwise specified herein, any approval of City required hereunder shall mean the approval of the Contract Officer. The Contract Officer shall have authority, if specified in writing by the City Manager, to sign all documents on behalf of the City required hereunder to carry out the terms of this Agreement.

4.4 Independent Consultant.

Neither the City nor any of its employees shall have any control over the manner, mode or means by which Consultant, its agents or employees, perform the services required herein, except as otherwise set forth herein. City shall have no voice in the selection, discharge, supervision or control of Consultant's employees, servants, representatives or agents, or in fixing their number, compensation or hours of service. Consultant shall perform all services required herein as an

independent contractor of City and shall remain at all times as to City a wholly independent contractor with only such obligations as are consistent with that role. Consultant shall not at any time or in any manner represent that it or any of its agents or employees are agents or employees of City. City shall not in any way or for any purpose become or be deemed to be a partner of Consultant in its business or otherwise or a joint venturer or a member of any joint enterprise with Consultant.

#### 4.5 Prohibition Against Subcontracting or Assignment.

The experience, knowledge, capability and reputation of Consultant, its principals and employees were a substantial inducement for the City to enter into this Agreement. Therefore, Consultant shall not contract with any other entity to perform in whole or in part the services required hereunder without the express written approval of the City. In addition, neither this Agreement nor any interest herein may be transferred, assigned, conveyed, hypothecated or encumbered voluntarily or by operation of law, whether for the benefit of creditors or otherwise, without the prior written approval of City. Transfers restricted hereunder shall include the transfer to any person or group of persons acting in concert of more than twenty five percent (25%) of the present ownership and/or control of Consultant, taking all transfers into account on a cumulative basis. In the event of any such unapproved transfer, including any bankruptcy proceeding, this Agreement shall be void. No approved transfer shall release the Consultant or any surety of Consultant of any liability hereunder without the express consent of City.

### **ARTICLE 5. INSURANCE AND INDEMNIFICATION**

#### 5.1 Insurance Coverages.

The Consultant shall procure and maintain, at its sole cost and expense, in a form and content satisfactory to City, during the entire term of this Agreement including any extension thereof, the following policies of insurance which shall cover all elected and appointed officers, employees and agents of City:

(a) General Liability Insurance (Occurrence Form CG0001 or equivalent). A policy of comprehensive general liability insurance written on a per occurrence basis for bodily injury, personal injury and property damage. The policy of insurance shall be in an amount not less than \$1,000,000.00 per occurrence or if a general aggregate limit is used, then the general aggregate limit shall be twice the occurrence limit.

(b) Worker's Compensation Insurance. A policy of worker's compensation insurance in such amount as will fully comply with the laws of the State of California and which shall indemnify, insure and provide legal defense for the Consultant against any loss, claim or damage arising from any injuries or occupational diseases occurring to any worker employed by or any persons retained by the Consultant in the course of carrying out the work or services contemplated in this Agreement.

(c) Automotive Insurance (Form CA 0001 (Ed 1/87) including "any auto" and endorsement CA 0025 or equivalent). A policy of comprehensive automobile liability insurance written on a per occurrence for bodily injury and property damage in an amount not less than



\$1,000,000. Said policy shall include coverage for owned, non-owned, leased, hired cars and any automobile.

(d) Professional Liability. Professional liability insurance appropriate to the Consultant's profession. This coverage may be written on a "claims made" basis, and must include coverage for contractual liability. The professional liability insurance required by this Agreement must be endorsed to be applicable to claims based upon, arising out of or related to services performed under this Agreement. The insurance must be maintained for at least 5 consecutive years following the completion of Consultant's services or the termination of this Agreement. During this additional 5-year period, Consultant shall annually and upon request of the City submit written evidence of this continuous coverage.

(e) Subcontractors. Consultant shall include all subcontractors as insureds under its policies or shall furnish separate certificates and certified endorsements for each subcontractor. All coverages for subcontractors shall include all of the requirements stated herein.

(f) Additional Insurance. Policies of such other insurance, as may be required in the Special Requirements in Exhibit "B".

(g) Broader Coverages and Higher Limits. Notwithstanding anything else herein to the contrary, if Consultant maintains broader coverages and/or higher limits than the minimums shown above, the City requires and shall be entitled to the broader coverages and/or higher limits maintained by Consultant.

## 5.2 General Insurance Requirements.

All of the above policies of insurance shall be primary insurance and shall name the City, its elected and appointed officers, employees and agents as additional insureds and any insurance maintained by City or its officers, employees or agents may apply in excess of, and not contribute with Consultant's insurance. The insurer is deemed hereof to waive all rights of subrogation and contribution it may have against the City, its officers, employees and agents and their respective insurers. Moreover, the insurance policy must specify that where the primary insured does not satisfy the self-insured retention, any additional insured may satisfy the self-insured retention.

All of said policies of insurance shall provide that said insurance may not be amended or cancelled by the insurer or any party hereto without providing thirty (30) days prior written notice by certified mail return receipt requested to the City. In the event any of said policies of insurance are cancelled, the Consultant shall, prior to the cancellation date, submit new evidence of insurance in conformance with Section 5.1 to the Contract Officer.

No work or services under this Agreement shall commence until the Consultant has provided the City with Certificates of Insurance, additional insured endorsement forms or appropriate insurance binders evidencing the above insurance coverages and said Certificates of Insurance or binders are approved by the City. City reserves the right to inspect complete, certified copies of and endorsements to all required insurance policies at any time. Any failure to comply with the reporting or other provisions of the policies including breaches or warranties shall not affect coverage provided to City.



connection with the negligent performance of the work, operations or activities provided herein of Consultant, its officers, employees, agents, subcontractors, or invitees, or any individual or entity for which Consultant is legally liable (“indemnitors”), or arising from Consultant’s or indemnitors’ reckless or willful misconduct, or arising from Consultant’s or indemnitors’ negligent performance of or failure to perform any term, provision, covenant or condition of this Agreement, and in connection therewith:

(a) Consultant will defend any action or actions filed in connection with any of said claims or liabilities and will pay all costs and expenses, including legal costs and attorneys’ fees incurred in connection therewith;

(b) Consultant will promptly pay any judgment rendered against the City, its officers, agents or employees for any such claims or liabilities arising out of or in connection with the negligent performance of or failure to perform such work, operations or activities of Consultant hereunder; and Consultant agrees to save and hold the City, its officers, agents, and employees harmless therefrom;

(c) In the event the City, its officers, agents or employees is made a party to any action or proceeding filed or prosecuted against Consultant for such damages or other claims arising out of or in connection with the negligent performance of or failure to perform the work, operation or activities of Consultant hereunder, Consultant agrees to pay to the City, its officers, agents or employees, any and all costs and expenses incurred by the City, its officers, agents or employees in such action or proceeding, including but not limited to, legal costs and attorneys’ fees.

Consultant shall incorporate similar indemnity agreements with its subcontractors and if it fails to do so Consultant shall be fully responsible to indemnify City hereunder therefore, and failure of City to monitor compliance with these provisions shall not be a waiver hereof. This indemnification includes claims or liabilities arising from any negligent or wrongful act, error or omission, or reckless or willful misconduct of Consultant in the performance of professional services hereunder. The provisions of this Section do not apply to claims or liabilities occurring as a result of City’s sole negligence or willful acts or omissions, but, to the fullest extent permitted by law, shall apply to claims and liabilities resulting in part from City’s negligence, except that design professionals’ indemnity hereunder shall be limited to claims and liabilities arising out of the negligence, recklessness or willful misconduct of the design professional. The indemnity obligation shall be binding on successors and assigns of Consultant and shall survive termination of this Agreement.

#### 5.4 Sufficiency of Insurer.

Insurance required by this Agreement shall be satisfactory only if issued by companies qualified to do business in California, rated “A” or better in the most recent edition of Best Rating Guide, The Key Rating Guide or in the Federal Register, and only if they are of a financial category Class VII or better, unless such requirements are waived by the Risk Manager of the City (“Risk Manager”) due to unique circumstances. If this Agreement continues for more than 3 years duration, or in the event the risk manager determines that the work or services to be performed under this Agreement creates an increased or decreased risk of loss to the City, the Consultant

agrees that the minimum limits of the insurance policies may be changed accordingly upon receipt of written notice from the Risk Manager.

## **ARTICLE 6. RECORDS, REPORTS, AND RELEASE OF INFORMATION**

### **6.1 Records.**

Consultant shall keep, and require subcontractors to keep, such ledgers, books of accounts, invoices, vouchers, canceled checks, reports, studies or other documents relating to the disbursements charged to City and services performed hereunder (the “books and records”), as shall be necessary to perform the services required by this Agreement and enable the Contract Officer to evaluate the performance of such services. Any and all such documents shall be maintained in accordance with generally accepted accounting principles and shall be complete and detailed. The Contract Officer shall have full and free access to such books and records at all times during normal business hours of City, including the right to inspect, copy, audit and make records and transcripts from such records. Such records shall be maintained for a period of three (3) years following completion of the services hereunder, and the City shall have access to such records in the event any audit is required. In the event of dissolution of Consultant’s business, custody of the books and records may be given to City, and access shall be provided by Consultant’s successor in interest. Notwithstanding the above, the Consultant shall fully cooperate with the City in providing access to the books and records if a public records request is made and disclosure is required by law including but not limited to the California Public Records Act.

### **6.2 Reports.**

Consultant shall periodically prepare and submit to the Contract Officer such reports concerning the performance of the services required by this Agreement as the Contract Officer shall require. Consultant hereby acknowledges that the City is greatly concerned about the cost of work and services to be performed pursuant to this Agreement. For this reason, Consultant agrees that if Consultant becomes aware of any facts, circumstances, techniques, or events that may or will materially increase or decrease the cost of the work or services contemplated herein or, if Consultant is providing design services, the cost of the project being designed, Consultant shall promptly notify the Contract Officer of said fact, circumstance, technique or event and the estimated increased or decreased cost related thereto and, if Consultant is providing design services, the estimated increased or decreased cost estimate for the project being designed.

### **6.3 Ownership of Documents.**

All drawings, specifications, maps, designs, photographs, studies, surveys, data, notes, computer files, reports, records, documents and other materials (the “documents and materials”) prepared by Consultant, its employees, subcontractors and agents in the performance of this Agreement shall be the property of City and shall be delivered to City upon request of the Contract Officer or upon the termination of this Agreement, and Consultant shall have no claim for further employment or additional compensation as a result of the exercise by City of its full rights of ownership use, reuse, or assignment of the documents and materials hereunder. Any use, reuse or assignment of such completed documents for other projects and/or use of uncompleted documents without specific written authorization by the Consultant will be at the City’s sole risk and without

liability to Consultant, and Consultant's guarantee and warranties shall not extend to such use, reuse or assignment. Consultant may retain copies of such documents for its own use. Consultant shall have the right to use the concepts embodied therein. All subcontractors shall provide for assignment to City of any documents or materials prepared by them, and in the event Consultant fails to secure such assignment, Consultant shall indemnify City for all damages resulting therefrom. Moreover, Consultant with respect to any documents and materials that may qualify as "works made for hire" as defined in 17 U.S.C. § 101, such documents and materials are hereby deemed "works made for hire" for the City.

#### 6.4 Confidentiality and Release of Information.

(a) All information gained or work product produced by Consultant in performance of this Agreement shall be considered confidential, unless such information is in the public domain or already known to Consultant. Consultant shall not release or disclose any such information or work product to persons or entities other than City without prior written authorization from the Contract Officer.

(b) Consultant, its officers, employees, agents or subcontractors, shall not, without prior written authorization from the Contract Officer or unless requested by the City Attorney, voluntarily provide documents, declarations, letters of support, testimony at depositions, response to interrogatories or other information concerning the work performed under this Agreement. Response to a subpoena or court order shall not be considered "voluntary" provided Consultant gives City notice of such court order or subpoena.

(c) If Consultant, or any officer, employee, agent or subcontractor of Consultant, provides any information or work product in violation of this Agreement, then City shall have the right to reimbursement and indemnity from Consultant for any damages, costs and fees, including attorneys fees, caused by or incurred as a result of Consultant's conduct.

(d) Consultant shall promptly notify City should Consultant, its officers, employees, agents or subcontractors be served with any summons, complaint, subpoena, notice of deposition, request for documents, interrogatories, request for admissions or other discovery request, court order or subpoena from any party regarding this Agreement and the work performed there under. City retains the right, but has no obligation, to represent Consultant or be present at any deposition, hearing or similar proceeding. Consultant agrees to cooperate fully with City and to provide City with the opportunity to review any response to discovery requests provided by Consultant. However, this right to review any such response does not imply or mean the right by City to control, direct, or rewrite said response.

### **ARTICLE 7. ENFORCEMENT OF AGREEMENT AND TERMINATION**

#### 7.1 California Law.

This Agreement shall be interpreted, construed and governed both as to validity and to performance of the parties in accordance with the laws of the State of California. Legal actions concerning any dispute, claim or matter arising out of or in relation to this Agreement shall be instituted in the Superior Court of the County of Los Angeles, State of California, or any other appropriate court in such county, and Consultant covenants and agrees to submit to the personal

jurisdiction of such court in the event of such action. In the event of litigation in a U.S. District Court, venue shall lie exclusively in the Central District of California, in the County of Los Angeles, State of California.

## 7.2 Disputes; Default.

In the event that Consultant is in default under the terms of this Agreement, the City shall not have any obligation or duty to continue compensating Consultant for any work performed after the date of default. Instead, the City may give notice to Consultant of the default and the reasons for the default. The notice shall include the timeframe in which Consultant may cure the default. This timeframe is presumptively thirty (30) days, but may be extended, though not reduced, if circumstances warrant. During the period of time that Consultant is in default, the City shall hold all invoices and shall, when the default is cured, proceed with payment on the invoices. In the alternative, the City may, in its sole discretion, elect to pay some or all of the outstanding invoices during the period of default. If Consultant does not cure the default, the City may take necessary steps to terminate this Agreement under this Article. Any failure on the part of the City to give notice of the Consultant's default shall not be deemed to result in a waiver of the City's legal rights or any rights arising out of any provision of this Agreement.

## 7.3 Retention of Funds.

Consultant hereby authorizes City to deduct from any amount payable to Consultant (whether or not arising out of this Agreement) (i) any amounts the payment of which may be in dispute hereunder or which are necessary to compensate City for any losses, costs, liabilities, or damages suffered by City, and (ii) all amounts for which City may be liable to third parties, by reason of Consultant's acts or omissions in performing or failing to perform Consultant's obligation under this Agreement. In the event that any claim is made by a third party, the amount or validity of which is disputed by Consultant, or any indebtedness shall exist which shall appear to be the basis for a claim of lien, City may withhold from any payment due, without liability for interest because of such withholding, an amount sufficient to cover such claim. The failure of City to exercise such right to deduct or to withhold shall not, however, affect the obligations of the Consultant to insure, indemnify, and protect City as elsewhere provided herein.

## 7.4 Waiver.

Waiver by any party to this Agreement of any term, condition, or covenant of this Agreement shall not constitute a waiver of any other term, condition, or covenant. Waiver by any party of any breach of the provisions of this Agreement shall not constitute a waiver of any other provision or a waiver of any subsequent breach or violation of any provision of this Agreement. Acceptance by City of any work or services by Consultant shall not constitute a waiver of any of the provisions of this Agreement. No delay or omission in the exercise of any right or remedy by a non-defaulting party on any default shall impair such right or remedy or be construed as a waiver. Any waiver by either party of any default must be in writing and shall not be a waiver of any other default concerning the same or any other provision of this Agreement.

7.5 Rights and Remedies are Cumulative.

Except with respect to rights and remedies expressly declared to be exclusive in this Agreement, the rights and remedies of the parties are cumulative and the exercise by either party of one or more of such rights or remedies shall not preclude the exercise by it, at the same or different times, of any other rights or remedies for the same default or any other default by the other party.

7.6 Legal Action.

In addition to any other rights or remedies, either party may take legal action, in law or in equity, to cure, correct or remedy any default, to recover damages for any default, to compel specific performance of this Agreement, to obtain declaratory or injunctive relief, or to obtain any other remedy consistent with the purposes of this Agreement. Notwithstanding any contrary provision herein, Consultant shall file a statutory claim pursuant to Government Code Sections 905 et. seq. and 910 et. seq., in order to pursue a legal action under this Agreement.

7.7 Termination Prior to Expiration of Term.

This Section shall govern any termination of this Contract except as specifically provided in the following Section for termination for cause. The City reserves the right to terminate this Contract at any time, with or without cause, upon thirty (30) days' written notice to Consultant, except that where termination is due to the fault of the Consultant, the period of notice may be such shorter time as may be determined by the Contract Officer. In addition, the Consultant reserves the right to terminate this Contract at any time, with or without cause, upon sixty (60) days' written notice to City, except that where termination is due to the fault of the City, the period of notice may be such shorter time as the Consultant may determine. Upon receipt of any notice of termination, Consultant shall immediately cease all services hereunder except such as may be specifically approved by the Contract Officer. Except where the Consultant has initiated termination, the Consultant shall be entitled to compensation for all services rendered prior to the effective date of the notice of termination and for any services authorized by the Contract Officer thereafter in accordance with the Schedule of Compensation or such as may be approved by the Contract Officer, except as provided in Section 7.3. In the event the Consultant has initiated termination, the Consultant shall be entitled to compensation only for the reasonable value of the work product actually produced hereunder. In the event of termination without cause pursuant to this Section, the terminating party need not provide the non-terminating party with the opportunity to cure pursuant to Section 7.2.

7.8 Termination for Default of Consultant.

If termination is due to the failure of the Consultant to fulfill its obligations under this Agreement, City may, after compliance with the provisions of Section 7.2, take over the work and prosecute the same to completion by contract or otherwise, and the Consultant shall be liable to the extent that the total cost for completion of the services required hereunder exceeds the compensation herein stipulated (provided that the City shall use reasonable efforts to mitigate such damages), and City may withhold any payments to the Consultant for the purpose of set-off or partial payment of the amounts owed the City as previously stated.

7.9 Attorneys' Fees.

If either party to this Agreement is required to initiate or defend or made a party to any action or proceeding in any way connected with this Agreement, the prevailing party in such action or proceeding, in addition to any other relief which may be granted, whether legal or equitable, shall be entitled to reasonable attorney's fees. Attorney's fees shall include attorney's fees on any appeal, and in addition a party entitled to attorney's fees shall be entitled to all other reasonable costs for investigating such action, taking depositions and discovery and all other necessary costs the court allows which are incurred in such litigation. All such fees shall be deemed to have accrued on commencement of such action and shall be enforceable whether or not such action is prosecuted to judgment.

**ARTICLE 8. CITY OFFICERS AND EMPLOYEES: NON-DISCRIMINATION**

8.1 Non-liability of City Officers and Employees.

No officer or employee of the City shall be personally liable to the Consultant, or any successor in interest, in the event of any default or breach by the City or for any amount which may become due to the Consultant or to its successor, or for breach of any obligation of the terms of this Agreement.

8.2 Conflict of Interest.

Consultant covenants that neither it, nor any officer or principal of its firm, has or shall acquire any interest, directly or indirectly, which would conflict in any manner with the interests of City or which would in any way hinder Consultant's performance of services under this Agreement. Consultant further covenants that in the performance of this Agreement, no person having any such interest shall be employed by it as an officer, employee, agent or subcontractor without the express written consent of the Contract Officer. Consultant agrees to at all times avoid conflicts of interest or the appearance of any conflicts of interest with the interests of City in the performance of this Agreement.

No officer or employee of the City shall have any financial interest, direct or indirect, in this Agreement nor shall any such officer or employee participate in any decision relating to the Agreement which affects her/his financial interest or the financial interest of any corporation, partnership or association in which (s)he is, directly or indirectly, interested, in violation of any State statute or regulation. The Consultant warrants that it has not paid or given and will not pay or give any third party any money or other consideration for obtaining this Agreement.

8.3 Covenant Against Discrimination.

Consultant covenants that, by and for itself, its heirs, executors, assigns, and all persons claiming under or through them, that there shall be no discrimination against or segregation of, any person or group of persons on account of race, color, creed, religion, sex, gender, sexual orientation, marital status, national origin, ancestry or other protected class in the performance of this Agreement. Consultant shall take affirmative action to insure that applicants are employed and that employees are treated during employment without regard to their race, color, creed, religion, sex, gender, sexual orientation, marital status, national origin, ancestry or other protected class.



#### 8.4 Unauthorized Aliens.

Consultant hereby promises and agrees to comply with all of the provisions of the Federal Immigration and Nationality Act, 8 U.S.C.A. §§ 1101, *et seq.*, as amended, and in connection therewith, shall not employ unauthorized aliens as defined therein. Should Consultant so employ such unauthorized aliens for the performance of work and/or services covered by this Agreement, and should any liability or sanctions be imposed against City for such use of unauthorized aliens, Consultant hereby agrees to and shall reimburse City for the cost of all such liabilities or sanctions imposed, together with any and all costs, including attorneys' fees, incurred by City.

### **ARTICLE 9. MISCELLANEOUS PROVISIONS**

#### 9.1 Notices.

Any notice, demand, request, document, consent, approval, or communication either party desires or is required to give to the other party or any other person shall be in writing and either served personally or sent by prepaid, first-class mail, in the case of the City, to the City Manager and to the attention of the Contract Officer (with her/his name and City title), City of Carson, 701 East Carson, Carson, California 90745 and in the case of the Consultant, to the person(s) at the address designated on the execution page of this Agreement. Either party may change its address by notifying the other party of the change of address in writing. Notice shall be deemed communicated at the time personally delivered or in seventy-two (72) hours from the time of mailing if mailed as provided in this Section.

#### 9.2 Interpretation.

The terms of this Agreement shall be construed in accordance with the meaning of the language used and shall not be construed for or against either party by reason of the authorship of this Agreement or any other rule of construction which might otherwise apply.

#### 9.3 Counterparts.

This Agreement may be executed in counterparts, each of which shall be deemed to be an original, and such counterparts shall constitute one and the same instrument.

#### 9.4 Integration; Amendment.

This Agreement including the attachments hereto is the entire, complete and exclusive expression of the understanding of the parties. It is understood that there are no oral agreements between the parties hereto affecting this Agreement and this Agreement supersedes and cancels any and all previous negotiations, arrangements, agreements and understandings, if any, between the parties, and none shall be used to interpret this Agreement. No amendment to or modification of this Agreement shall be valid unless made in writing and approved by the Consultant and by the City Council. The parties agree that this requirement for written modifications cannot be waived and that any attempted waiver shall be void.

9.5 Severability.

In the event that any one or more of the phrases, sentences, clauses, paragraphs, or sections contained in this Agreement shall be declared invalid or unenforceable by a valid judgment or decree of a court of competent jurisdiction, such invalidity or unenforceability shall not affect any of the remaining phrases, sentences, clauses, paragraphs, or sections of this Agreement which are hereby declared as severable and shall be interpreted to carry out the intent of the parties hereunder unless the invalid provision is so material that its invalidity deprives either party of the basic benefit of their bargain or renders this Agreement meaningless.

9.6 Warranty & Representation of Non-Collusion.

No official, officer, or employee of City has any financial interest, direct or indirect, in this Agreement, nor shall any official, officer, or employee of City participate in any decision relating to this Agreement which may affect his/her financial interest or the financial interest of any corporation, partnership, or association in which (s)he is directly or indirectly interested, or in violation of any corporation, partnership, or association in which (s)he is directly or indirectly interested, or in violation of any State or municipal statute or regulation. The determination of "financial interest" shall be consistent with State law and shall not include interests found to be "remote" or "non-interests" pursuant to Government Code Sections 1091 or 1091.5. Consultant warrants and represents that it has not paid or given, and will not pay or give, to any third party including, but not limited to, any City official, officer, or employee, any money, consideration, or other thing of value as a result or consequence of obtaining or being awarded any agreement. Consultant further warrants and represents that (s)he/it has not engaged in any act(s), omission(s), or other conduct or collusion that would result in the payment of any money, consideration, or other thing of value to any third party including, but not limited to, any City official, officer, or employee, as a result of consequence of obtaining or being awarded any agreement. Consultant is aware of and understands that any such act(s), omission(s) or other conduct resulting in such payment of money, consideration, or other thing of value will render this Agreement void and of no force or effect.

Consultant's Authorized Initials RZ

9.7 Corporate Authority.

The persons executing this Agreement on behalf of the parties hereto warrant that (i) such party is duly organized and existing, (ii) they are duly authorized to execute and deliver this Agreement on behalf of said party, (iii) by so executing this Agreement, such party is formally bound to the provisions of this Agreement, and (iv) the entering into this Agreement does not violate any provision of any other Agreement to which said party is bound. This Agreement shall be binding upon the heirs, executors, administrators, successors and assigns of the parties.

**[SIGNATURES ON FOLLOWING PAGE]**

**IN WITNESS WHEREOF**, the parties hereto have executed this Agreement on the date and year first-above written.

CITY:

CITY OF CARSON, a municipal corporation

\_\_\_\_\_  
Lula Davis-Holmes, Mayor

ATTEST:

\_\_\_\_\_  
John W. Carroll, Sr.  
Chief Deputy City Clerk

APPROVED AS TO FORM:  
ALESHIRE & WYNDER, LLP

\_\_\_\_\_  
Sunny K. Soltani, City Attorney  
[rjl]


CONSULTANT:

360CIVIC, a California corporation

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

Name: **Ron Zayas**

Title: **President**

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

Name: **Elizabeth Zayas**

Title: **Secretary**

Address: 1845 W. Oranewood Ave., Suite 101  
Orange, CA 92878

**Two corporate officer signatures required when Consultant is a corporation, with one signature required from each of the following groups: 1) Chairman of the Board, President or any Vice President; and 2) Secretary, any Assistant Secretary, Chief Financial Officer or any Assistant Treasurer. CONSULTANT'S SIGNATURES SHALL BE DULY NOTARIZED, AND APPROPRIATE ATTESTATIONS SHALL BE INCLUDED AS MAY BE REQUIRED BY THE BYLAWS, ARTICLES OF INCORPORATION, OR OTHER RULES OR REGULATIONS APPLICABLE TO CONSULTANT'S BUSINESS ENTITY.**

**CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT**

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy or validity of that document.

STATE OF CALIFORNIA

COUNTY OF LOS ANGELES

On \_\_\_\_\_, 2021 before me, \_\_\_\_\_, personally appeared \_\_\_\_\_, proved to me on the basis of satisfactory evidence to be the person(s) whose names(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature: \_\_\_\_\_

**OPTIONAL**

Though the data below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent reattachment of this form.

<input type="checkbox"/> <b>CAPACITY CLAIMED BY SIGNER</b> <input type="checkbox"/> INDIVIDUAL <input type="checkbox"/> CORPORATE OFFICER  <input type="checkbox"/> PARTNER(S) <input type="checkbox"/> LIMITED <input type="checkbox"/> GENERAL <input type="checkbox"/> ATTORNEY-IN-FACT <input type="checkbox"/> TRUSTEE(S) <input type="checkbox"/> GUARDIAN/CONSERVATOR <input type="checkbox"/> OTHER _____  <b>SIGNER IS REPRESENTING:</b> (NAME OF PERSON(S) OR ENTITY(IES)) _____ _____	<b>DESCRIPTION OF ATTACHED DOCUMENT</b>  _____ TITLE OR TYPE OF DOCUMENT  _____ NUMBER OF PAGES  _____ DATE OF DOCUMENT  _____ SIGNER(S) OTHER THAN NAMED ABOVE
--	---

**CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT**

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy or validity of that document.

STATE OF CALIFORNIA

COUNTY OF LOS ANGELES

On \_\_\_\_\_, 2021 before me, \_\_\_\_\_, personally appeared \_\_\_\_\_, proved to me on the basis of satisfactory evidence to be the person(s) whose names(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature: \_\_\_\_\_

**OPTIONAL**

Though the data below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent reattachment of this form.

<b>CAPACITY CLAIMED BY SIGNER</b>	<b>DESCRIPTION OF ATTACHED DOCUMENT</b>
<input type="checkbox"/> INDIVIDUAL	_____
<input type="checkbox"/> CORPORATE OFFICER	_____
_____ TITLE(S)	_____ TITLE OR TYPE OF DOCUMENT
<input type="checkbox"/> PARTNER(S) <input type="checkbox"/> LIMITED <input type="checkbox"/> GENERAL	_____
<input type="checkbox"/> ATTORNEY-IN-FACT	_____
<input type="checkbox"/> TRUSTEE(S)	_____ NUMBER OF PAGES
<input type="checkbox"/> GUARDIAN/CONSERVATOR	_____
<input type="checkbox"/> OTHER _____	_____
<b>SIGNER IS REPRESENTING:</b> (NAME OF PERSON(S) OR ENTITY(IES))	_____ DATE OF DOCUMENT
_____ _____	_____
	SIGNER(S) OTHER THAN NAMED ABOVE

**EXHIBIT “A”**  
**SCOPE OF SERVICES**

- I. Consultant will perform the following Services consistent with a Software as a Service model for the development and re-design of City’s websites, and for hosting and maintenance services, described in Pricing Option 2 set forth in the Proposal, and as detailed below. The Services will be for the 360Civic CMS solution, which includes hosting and maintenance services.**

**Summary of Scope**

**1. City Website (<https://carsonca.gov>)**

- a. Redesign of the website
- b. Full content migration of all current web pages
- c. See General Requirements for design and content guidelines
- d. See Exhibit “A” page A-7 for detailed requirements

**2. Intranet (<https://intranet.carsonca.gov>)**

- a. Redesign of Intranet
- b. Full content migration of current Intranet pages
- c. See General Requirements for design and content guidelines
- d. See Exhibit “A” page A-9 for detailed requirements

**3. Community Center (<https://www.carsoncenter.com>)**

- a. Redesign of Community Center Website
- b. Full content migration of current Community Center pages
- c. See General Requirements for design and content guidelines
- d. See Exhibit “A” page A-8 for detailed requirements

**4. Mobile App for both iOS and Android**

- a. Latest City Events
- b. Emergency Notifications/Announcements (Buzz)
- c. Council Meeting Calendar
- d. Traffic/Construction Sites
- e. Services Request that allows citizens to submit online
- f. Park Events Schedule
- g. Virtual tour and floor plan of the Carson Community Center
- h. Online Form to book a Community Center venue
- i. Social Media links
- j. Contact Information

**5. Online Payment Modules**

- a. Redesign all online payment modules
- b. reCAPTCHA implemented to protect from spam
- c. Content management ability to create new online modules
- d. See Exhibit “A” page A-10 for detailed requirements

6. **GIS (GIS page with quick access from subdomain <https://gis.carsonca.gov>)**
7. **Recreation (Recreation website under subdomain <https://recreation.carsonca.gov> )**

### **General Requirements**

1. For each of the domains, create a new theme and homepage approved by the City's web committee.
2. Re-organize the entire content page to design the primary and secondary navigation menu.
3. The design, navigation, and content must be ADA compliant, user-centric, and responsive to major web browsers and mobile devices.
4. Hosting and maintenance of SaaS Pricing Model with SLA level of 99.9% up time. No maintenance performed shall occur between the hours 7 a.m. to 6 p.m., including weekends.
5. Provide a mapping based citizen online service request module either by integrating with existing iWorQ Service Request, or by using the existing 360Civic service request system.
6. Easy for customers (residents, businesses, visitors, intergovernmental partners and other interested users) to navigate and find information with minimal clicks.
7. The web framework should allow yearly or quarterly theme change for face lifting to maintain user interest and excitement.
8. A feature rich data-driven content management system that promotes staff to maintain web pages in a timely manner.
9. A mobile app for both iOS and Android mobile operating systems.

### **Specifications**

#### **1. Services**

- a. Migrate existing content to new designed sites
- b. Emergency after hours phone support
- c. Training for web administrator, power users, and developers.
- d. Emergency support should be available 24/7/365.
- e. Regular support available Monday - Friday 7:00 am - 6:00 pm

#### **2. Hosting**

- a. SaaS hosting plan of all websites
- b. High availability of services with 99.9% up time.
- c. Security (High Level):
  - (1) Keep software up to date
  - (2) Use Public Key Authentication For SSH
  - (3) Monitor Traffic Logs
  - (4) DDoS detection/prevention
  - (5) SQL Injection detection/prevention

- (6) Protect against XSS attacks (take steps to mitigate XSS attacks (Cross Site Scripting) by adding the settings to the servers that force the server and client to confirm who they are talking to
  - (7) Use highest levels of web encryption (HTTPS, SSL, TLS, etc. at 256-bit encryption strength).
  - (8) Provide role-based security that limits access and functionality based on user's logon
  - (9) The hosted solution should protect the website against Distributed Denial of Service (DDoS) and other cyberattacks, and should be able to detect and mitigate malicious traffic almost immediately. The solution should have smart detection technology that can identify the source and analyze the behavior of the attack.
- d. Site redundancy/Mirroring. A site failover plan to switch between primary website and mirror website in the event of downtime.
  - e. Administrative access to hosted web server to install/remove applications and make configuration changes
  - f. External access to database on hosted web server
  - g. Storage capacity of a minimum of 50 Gigabytes
  - h. Bandwidth. Calculate website bandwidth requirement based on average page size, page views, and daily visitors. Add 50% above the projected data transfer needs so that City can factor in special events such as elections, emergencies, or holiday events.
  - i. Database and Webpage Backups. Push daily webpages and web database backup to City's designated backup location, or provide a link for City to save its daily backups.

### **3. Site Design**

- a. Provide Powerful site search feature. Search functionality should search web content as well as the contents of files.
- b. SEO (Search Engine Optimization) Friendly - Make sure the page creation process, including URL, name, META tags, description, keywords, images, links are generated SEO friendly.
- c. Responsive design for optimized viewing on desktop, laptop, tablet, and mobile form factor devices
- d. ADA compliant
- e. Ability to display a site-wide emergency banner on homepage and/or other pages
- f. Site-wide search with the ability to use wildcards and filter results by category
- g. Ability to dynamically generate a site map
- h. A dynamic sitemap that can be submitted to search engines whenever site gets updated.
- i. Active Directory (AD) Integration for internal facing websites (Intranet, etc.)



- j. Provide Up-to-Date Employee Contact information from City's active directory.
- k. Provide LDAP integration with the City's Active Directory for SSO (Single sign-on). City staff should be able to use SSO (Single Sign on) to access the website administration interface.
- l. Alerts and Emergency Page - In the event of an emergency or City Hall closure, all three websites (Carsonca.gov, Carsoncenter.com, Intranet.carsonca.gov) shall be able to display banner messages on either the homepage, the Emergency page or both pages simultaneously. These notices must allow for multiple posts, if updates are needed, and publish without delay.

#### **4. File Repository**

- a. Bulk upload of files
- b. Support for all document formats
- c. Support for large files (up to 30GB) and short video transfer
- d. Ability to group related files and folders and present them on pages in a variety of layouts
- e. Search files and folders by name, content, and metadata

#### **5. Administration**

- a. Define site-wide fonts and styles
- b. Site structure and navigation menu editor
- c. Authenticated access to site from public internet
- d. Site-wide search and update of hyperlinks including ones referenced in site navigation and all modules
- e. Site-wide spell checker including site navigation and all modules
- f. Mark pages and files to stop them from appearing in site search results
- g. Dead hyperlink checker
- h. ADA compliance checker
- i. Context sensitive help
- j. Create custom short URLs to internal and external resources (e.g., carsonca.gov/jobs)
- k. Attach search keywords to pages, repository files, news and calendar entries
- l. Configurable responsive design display elements and layouts based on form factor
- m. Create sub-sites (websites within the main site but with their own design, background, footer, and menus)
- n. Hide menu items without deleting them from the menu
- o. Menu items that are strictly hyperlinks to a URL
- p. Display department-specific footers (location, hours, contact) on every department page
- q. Data Archive - Able to archive history data, such as press releases, committee agenda/minutes., etc.

#### **6. Page Editor**

- a. Full-featured user-friendly WYSIWYG page editor
- b. HTML5 support
- c. Iframe support
- d. View and edit HTML and user-defined Javascript code
- e. Insert page links to repository files
- f. Insert images and videos on pages
- g. Accordion collapsible content
- h. Spell check
- i. Flexible page layout using drag-and-drop widget-style elements
- j. Ability to create, schedule to go live, edit, and schedule to take down pages, and roll back to a saved version of the page.
- k. Ability to create department level templates to allow content contributors to easily create the desired content types
- l. Ability to easily post upcoming events, holiday notices, and emergency notices to the homepage.
- m. Ability to automate monthly, seasonal, and yearly updates.
- n. Content contributors should have the option of a WYSIWYG or HTML editor for editing webpages, articles, posts, or newsletters.
- o. Ability to version pages and go back to prior versions.
- p. Ability to stage and expire content by date and time.
- q. Ability to run web statistics reports on public request

## **7. News**

- a. Post news items to multiple targets
- b. Schedule news posts to be removed automatically at a specified date and time
- c. Support for attachments and images in news items
- d. Ability to pin news items to the top of a newsfeed
- e. Links to archived or expired news posts
- f. Purge old news items posted prior to a specified date

## **8. Calendar**

- a. Provide for multiple individual calendars that can also be combined into one master calendar. Calendars should have options for different views. Online event submission should be allowed.
- b. Selectively post events to multiple calendars and categories on those calendars
- c. Support for recurring events
- d. Calendar event download for site visitors
- e. RSS feeds for calendars

## **9. Multimedia**

- a. Video streaming of server-hosted content
- b. Attach "alt text" to multimedia content for ADA compliance
- c. Attach hyperlinks to images and videos

- d. Web page image slideshows
- e. Schedule slideshow images to be removed automatically at a specified date and time
- f. Add hyperlinks to images in image slideshows
- g. Display text descriptions next to slideshow images
- h. Flexible multimedia content presentation options
- i. Social media content Integration - provide tools to embed social media feeds into website pages.
- j. Image Gallery and Video Gallery for past City events.

#### **10. Forms and Surveys**

- a. Custom online registration forms
- b. Custom surveys
- c. Custom form and survey fields (radio buttons, checkboxes, drop-down lists, validated)
- d. Store submitted form and survey data in a database for analysis, reporting, or export
- e. Form submissions emailed to specified address in HTML body and/or as PDF attachment
- f. Tally, display, graph, or otherwise summarize survey results
- g. Online form development tool for the City to develop interactive forms.
- h. Retouch and design current online forms, including but not limited to (Senior computer class Registration, Online Contact, Budget Suggestion, Vendor Submission, Constituent Inquiry ... etc.), and convert PDF forms to fillable PDFs.
- i. Content management users should be able to create/edit/delete new/existing forms based on needs.
- j. E-Notify. Provide residents options to sign up for different types of City event notifications such as for New Jobs, those that concern Council/Commission/Committees, Emergencies, and Board Meeting Agendas.

#### **11. Reports**

- a. Most recently updated web pages
- b. Integrate analytics to the websites. Being able to provide page-level analytics reports of visitors, devices, top searches, and best performing pages, etc.

#### **12. Registration and Appointment Scheduling**

- a. Event registration
- b. Confirmation emails for registrations and appointments
- c. Export CSV file of registrants and appointments
- d. Calendar appointment download for registrant / appointment holder
- e. Download scheduled appointments to City staff Microsoft Outlook calendar

#### **13. Directories (Telephone, FAQs, A-Z Topics)**

- a. Create multiple custom directories (telephone, FAQs, and A-Z topics)

- b. Customizable directory fields
- c. Store photos in directory records
- d. Search directories by any field
- e. Flexible directory display formats with selectable sort order
- f. Ability to export directories as CSV files

**City Website <https://carsonca.gov> update by departments to convert existing to new content**

**1. City Council**

- a. Elected Officials Individual Pages
- b. Constituent Inquiry Online Form

**2. City Clerk**

- a. Existing static pages conversion
- b. E-Board – Database driven postings
- c. Election pages for election year
- d. Commissions, Committees and Boards – Database driven

**3. City Treasurer**

- a. Existing pages conversion

**4. Finance**

- a. Existing static pages conversion
- b. Database Driven RFP/Bid Posting

**5. City Manager**

- a. Existing static pages conversion
- b. Database driven Press Release page creation
- c. Past Events Videos
- d. Multiple Yearly events online registration/payment pages

**6. Human Resources**

- a. Existing static pages conversion
- b. Employee Directory: Sortable (by first, last name, department) driven from database
- c. HR Forms including password-protected new hire packets

**7. Community Development**

- a. Existing static pages conversion
- b. Online application form for “Temporarily Expand Dining and Retail Due to COVID-19”
- c. Neighborhood Pride Program online application periods (twice a year)

**8. Community Services**

- a. Existing static pages conversion
- b. Redesign for Parks & Recreation look and feel (quick link from subdomain <https://recreation.carsonca.gov>)

- c. Parks Upcoming Events Calendar
- d. Senior Citizens Computer Classes Online Registration
- e. Volunteer Application Form
- f. Veterans Sports Complex Membership Payment (see Online Payment Modules)
- g. Transportation – City-sponsored Excursions online sale of tickets (see Online Payment Modules)
- h. Transportation – Dial-a-Ride online payment (see Online Payment Modules)

**9. Public Works**

- a. Existing static pages conversion
- b. Online Inspection redone for “Public Works Inspection”

**<https://gis.carsonca.gov>**

- 1. A redesign of the dedicated GIS web portal. It has three existing pages.**
  - a. GIS application showcase links
  - b. GIS data download
  - c. GIS map gallery
- 2. Content manager should allow GIS staff to edit, delete, and create new pages.**

**<https://recreation.carsonca.gov>**

- 1. In addition to conversion of all current pages to the new platform, the below new features shall be provided.**
  - a. Visually appealing. The site must have an attractive look and feel for recreational purpose
  - b. Each page shall have font size change, share, and print links
  - c. Parks events/classes calendar in list view or calendar view
  - d. Photo Gallery, Video Virtual Tour
  - e. Create/edit/delete Park Events Signup and Payment Online Forms
  - f. Online Permit payment (see Online Payment Modules)
  - g. Create/publish online fillable forms
  - h. Being able to create, publish, and collect results for online surveys for events
  - i. Embed Facebook postings if needed

**<https://carsoncenter.com>**

- 1. Create a new design that promotes the Carson Community Center as a convention/special events/meeting site.**
  - a. A new clean design that is ADA compliant, user-centric, and responsive.
  - b. A mobile app for both iOS and Android mobile operating systems.
  - c. Functional Requirements for [www.carsoncenter.com](http://www.carsoncenter.com)

- (1) A redesign of navigation and landing page approved by IT Manager and Community center manager and supervisor.
- (2) All current page content converted to the new website, including Photo Gallery, Catering list and their menus, A/V Services, Online Contact form, and online payment pages.
- (3) In addition to existing pages, the below features will be added.
  - (a) Virtual Tour of all venues
  - (b) Embed Facebook post onto the website.
  - (c) Full facility map, floorplans.
- d. Separate Content Manager system for different levels of Community Center Staff to maintain this website.
- e. Sample sites for new design
  - Long Beach Convention & Entertainment Center - Long Beach, CA  
([longbeachcc.com](http://longbeachcc.com))
  - Monterey Conference Center
  - City of Visalia - Visalia Convention Center
  - Diamond Bar Center | Diamond Bar, CA ([diamondbarca.gov](http://diamondbarca.gov))
  - The Centre Events Venue Lakewood (CA) : The Centre Events

### **Intranet Requirements Specifications**

#### **1. <https://intranet.carsonca.gov>**

- a. Intranet is the central hub for employees to access internal applications and documents.
- b. Top-level navigation that is user-centric for instance: Tools/Resources, Technical Support, Procedures and Policies, Training, Department Contacts.
- c. HR Section that includes Employee Support, HR Upcoming Events, and HR Training Calendar
- d. IT Section that includes links to help desk system, new hire packets, and leave packets, etc.
- e. Purchasing Section that includes Online Form of Vendor Request, FedEx Shipment Request, and Purchasing Contract Submission Form.
- f. Allow designated staff members to publish latest news, and HR news, videos, etc.
- g. A City templates repository with search and archive features.
- h. Allow staff to create and retire and re-design online forms, such as BREATHE, GIS Request, Training Registration, etc.
- i. Allow staff to post emergency information onto the homepage.
- j. Access control with SSO (Single Sign on) implementation. Power employees should be allowed to access without logging in if they are already logged in to their computer.

- k. Information is strictly internal employee only. Industry standards are required to ensure security is maintained with remote access.
- l. Separate Content Manager system for different levels of City staff to create new pages, and maintain existing pages.

### **Online Payment Modules**

#### **1. <https://payment.carson.ca.us>**

- a. Redo all the current online payment modules except #1.
- b. The new content manager should enable staff to create, edit and delete upcoming online registration and payment for a certain events.
  - (1) [https://payment.carson.ca.us/BL\\_WEB](https://payment.carson.ca.us/BL_WEB)
  - (2) <https://payment.carson.ca.us/carsoncenter/>
  - (3) <https://payment.carson.ca.us/recreationonline/>
  - (4) <https://payment.carson.ca.us/recreationonline/vscrenewal.asp>
  - (5) <https://payment.carson.ca.us/transportationonline/dialaride.asp>

#### **II. As part of the Services, Consultant will prepare and deliver the following tangible work products to the City:**

The completed, redesigned websites in accordance with Exhibit A.I

#### **III. In addition to the requirements of Section 6.2, during performance of the Services, Consultant will keep the City apprised of the status of performance by delivering the following status reports:**

As needed and as reasonably requested by the Contract Officer.

#### **IV. All work product is subject to review and acceptance by the City, and must be revised by the Consultant without additional charge to the City until found satisfactory and accepted by City.**

#### **V. Consultant will utilize the following personnel to accomplish the Services:**

- A. Ron Zayas, Project Strategist
- B. Nicole Fellouris, Chief Information Officer
- C. Marc Frost, Senior Developer
- D. Rodrigo Gava, Creative Director
- E. Carlos Carrasco, Project Manager
- F. Emilee Beck, CMS Implementation
- G. Sara Lopes, Marketing and Training Manager
- H. David Hofstede, Senior Copywriting Editor

**EXHIBIT “B”**  
**SPECIAL REQUIREMENTS**  
**(Superseding Contract Boilerplate)**

The Agreement is hereby amended as follows (deletions shown in ~~strike through~~ and additions shown in ***bold, italics, underlined***):

**I. Section 1.1, “Scope of Services,” of the Agreement is hereby amended to read in its entirety as follows:**

“1.1 Scope of Services.

In compliance with all terms and conditions of this Agreement, the Consultant shall provide those services specified in the “Scope of Services” attached hereto as Exhibit “A” and incorporated herein by this reference, which may be referred to herein as the “services” or “work” hereunder. As a material inducement to the City entering into this Agreement, Consultant represents and warrants that it has the qualifications, experience, and facilities necessary to properly perform the services required under this Agreement in a thorough, competent, and professional manner, and is experienced in performing the work and services contemplated herein. Consultant shall at all times faithfully, competently and to the best of its ability, experience and talent, perform all services described herein. Consultant covenants that it shall follow the highest professional standards in performing the work and services required hereunder and that all materials will be both of good quality as well as fit for the purpose intended. For purposes of this Agreement, the phrase “highest professional standards” shall mean those standards of practice recognized by one or more first-class firms performing similar work under similar circumstances. ***If after one year into the Agreement term City decides it desires to own the redesigned websites outright rather than as part of a Software as a Service, City may elect Pricing Option 1 in place of Pricing Option 2, and the parties shall amend the Agreement to reflect the same. In such event, City will pay Consultant \$41,725 (the difference between \$102,500 and \$60,775) for Year 1 and thereafter the parties will adhere to the payment schedule for Pricing Option 1 set forth in Exhibit “C.”***”

**II. Section 2.4, “Invoices,” of the Agreement is hereby amended to read in its entirety as follows:**

“2.4 Invoices.

~~Each month~~ Consultant shall furnish to City an original invoice ***upon City’s issuance of a Notice to Proceed in the amount of ~~for~~ \$30,387.50 (half the Contract Sum attributable to Year 1), and again in the amount of \$30,387.50 (the other half of the Contract Sum attributable to Year 1) upon completion of CMS Implementation (redesign of websites)*** ~~all work performed and expenses incurred during the preceding month~~ in a form approved by City’s Director of Finance. ***If after one year into the Agreement term City decides it desires to own the redesigned websites outright rather than as part of a Software as a Service, and City elects Pricing Option 1 in place of Pricing Option 2, then, City will pay Consultant \$41,725 (the difference between \$102,500 for Pricing Option 1 and \$60,775 for Pricing Option 2) for Year 1, and thereafter, each month Consultant shall furnish to City an original invoice for all work performed and expenses incurred during the preceding month in a form approved by City’s Director of Finance.*** By



submitting an invoice for payment under this Agreement, Consultant is certifying compliance with all provisions of the Agreement. The invoice shall detail charges for all necessary and actual expenses by the following categories: labor (by sub-category), travel, materials, equipment, supplies, and sub-contractor contracts. Sub-contractor charges shall also be detailed by such categories. Consultant shall not invoice City for any duplicate services performed by more than one person.

City shall independently review each invoice submitted by the Consultant to determine whether the work performed and expenses incurred are in compliance with the provisions of this Agreement. Except as to any charges for work performed or expenses incurred by Consultant which are disputed by City, or as provided in Section 7.3, City will use its best efforts to cause Consultant to be paid within forty-five (45) days of receipt of Consultant's correct and undisputed invoice; however, Consultant acknowledges and agrees that due to City warrant run procedures, the City cannot guarantee that payment will occur within this time period. In the event any charges or expenses are disputed by City, the original invoice shall be returned by City to Consultant for correction and resubmission. Review and payment by City for any invoice provided by the Consultant shall not constitute a waiver of any rights or remedies provided herein or any applicable law."

**III. Section 3.4, "Term," of the Agreement is hereby amended to read in its entirety as follows:**

"3.4 Term.

Unless earlier terminated in accordance with Article 7 of this Agreement, this Agreement shall continue in full force and effect until completion of the services but not exceeding ~~five~~ one (~~5~~) years from the date hereof, except as otherwise provided in the Schedule of Performance (Exhibit "D")."

**IV. Section 7.2, "Disputes; Default," of the Agreement is hereby amended to read in its entirety as follows:**

"7.2 Disputes; Default.

In the event that Consultant is in default under the terms of this Agreement, the City shall not have any obligation or duty to continue compensating Consultant for any work performed after the date of default. Instead, the City may give notice to Consultant of the default and the reasons for the default. The notice shall include the timeframe in which Consultant may cure the default. This timeframe is presumptively thirty (30) days, but may be extended, though not reduced, if circumstances warrant. During the period of time that Consultant is in default, the City shall hold all invoices and shall, when the default is cured, proceed with payment on the invoices. In the alternative, the City may, in its sole discretion, elect to pay some or all of the outstanding invoices during the period of default. If Consultant does not cure the default, the City may take necessary steps to terminate this Agreement under this Article. Any failure on the part of the City to give notice of the Consultant's default shall not be deemed to result in a waiver of the City's legal rights or any rights arising out of any provision of this Agreement. **Consultant has represented that it will provide 99.9% uptime for its hosting and maintenance of Saas Pricing Model with SLA**

**level of services 24x7 365 days per year. Should the actual uptime fall below 99.9%, such failure shall be deemed a default and City shall be entitled to pro rata credits.”**

**EXHIBIT “C”**  
**SCHEDULE OF COMPENSATION**

**I. Consultant shall perform the following tasks at the following rates:**

**PAYMENT OPTION 2 OF PROPOSAL**

<b>TASKS:</b>	<b>YEAR 1</b>	<b>YEAR 2</b>	<b>YEAR 3</b>	<b>YEAR 4</b>	<b>YEAR 5</b>
360Civic CMS Solution*	\$60,775**	\$41,100	\$41,100	\$41,100	\$41,100

\*Includes website redesign, hosting and maintenance

\*\*\$25,000 of this amount is for website redesign

**PAYMENT OPTION 1 OF PROPOSAL\*\*\***

\*\*\*Only applicable if after one year into contract term City decides Pricing Option 1 is preferable to Pricing Option 2, and the parties amend the contract to reflect same. In such event, City will pay Consultant \$41,725 (the difference between \$102,500 and \$60,775) for Year 1 and thereafter the parties will adhere to the payment schedule for Pricing Option 1.

<b>TASKS:</b>	<b>YEAR 1</b>	<b>YEAR 2</b>	<b>YEAR 3</b>	<b>YEAR 4</b>	<b>YEAR 5</b>
CMS Implementation*	\$102,500	N/A	N/A	N/A	N/A
Hosting****	N/A	\$18,000	\$18,000	\$18,000	\$18,000
Maintenance****	N/A	\$24,000	\$24,000	\$24,000	\$24,000

\*Includes website redesign, hosting and maintenance

\*\*\*\*Optional at City’s election

**II. A retention of ten percent (10%) shall be held from each payment as a contract retention to be paid as part of the final payment upon satisfactory completion of services.**

NOT APPLICABLE

**III. Within the budgeted amounts for each Task, and with the approval of the Contract Officer, funds may be shifted from one Task sub-budget to another so long as the Contract Sum is not exceeded per Section 2.1, unless Additional Services are approved per Section 1.8.**

- IV. The City will compensate Consultant for the Services performed upon submission of a valid invoice. Each invoice is to include:**
- A.** Line items for all personnel describing the work performed, the number of hours worked, and the hourly rate.
  - B.** Line items for all materials and equipment properly charged to the Services.
  - C.** Line items for all other approved reimbursable expenses claimed, with supporting documentation.
  - D.** Line items for all approved subcontractor labor, supplies, equipment, materials, and travel properly charged to the Services.
- V. The total compensation for the Services shall not exceed \$225,175.00 as provided in Section 2.1 of this Agreement.**

**EXHIBIT “D”**  
**SCHEDULE OF PERFORMANCE**

**I. Consultant shall perform all services timely in accordance with the following schedule:**

	<b><u>Deadline Date</u></b>
<b>A.</b> CMS Implementation (Redesign of websites)	6 months from issuance of Notice to Proceed
<b>B.</b> Hosting	Ongoing throughout term
<b>C.</b> Maintenance	Starting at completion of CMS Implementation until balance of term

**II. Consultant shall deliver the following tangible work products to the City by the following dates.**

The completed, redesigned websites in accordance with Exhibit A.I

**III. The Contract Officer may approve extensions for performance of the services in accordance with Section 3.2.**