

**AMENDMENT NUMBER FOUR
TO PROFESSIONAL SERVICES AGREEMENT
WITH
SAGECREST PLANNING AND ENVIRONMENTAL, LLC**

This Amendment Number Four ("Amendment") is made and entered into this 5th day of May, 2020 ("Effective Date"), by and between the CITY OF COSTA MESA, a municipal corporation ("City"), and SAGECREST PLANNING AND ENVIRONMENTAL, LLC, a California limited liability company ("Consultant").

WHEREAS, City and Consultant entered into an agreement on October 10, 2017 for Consultant to provide planning services (the "Agreement"); and

WHEREAS, on May 1, 2018, City and Consultant amended the Agreement to provide for the option to extend the term of the Agreement for four (4) additional one (1) year periods, to extend the term for one (1) year, and to establish Consultant's maximum annual compensation; and

WHEREAS, on September 4, 2018, City and Consultant amended the Scope of Services and increased Consultant's maximum annual compensation; and

WHEREAS, on March 19, 2019, City and Consultant further amended the Scope of Services, increased Consultant's maximum annual compensation, and extended the term of the Agreement through June 30, 2020; and

WHEREAS, City and Consultant now desire to further amend the Scope of Services to include additional services relating to land management system implementation consulting services as set forth in Exhibit "A," attached hereto and incorporated herein by this reference; and

WHEREAS, City desires to increase Consultant's compensation accordingly; and

WHEREAS, City and Consultant further desire to extend the term of the Agreement through December 31, 2022.

NOW, THEREFORE, for valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

1. The Scope of Services shall be amended to include the additional services set forth in Exhibit A.
2. Section 2.1 of the Agreement shall be deleted in its entirety and replaced as follows:

2.1 Compensation. Consultant's annual compensation for planning services shall not exceed Three Hundred Seventy-Eight Thousand Two Hundred Eighty Dollars (\$378,280.00). Consultant's total compensation for land management system implementation consulting services shall not exceed Two Hundred Seventy-Five Thousand Dollars (\$275,000.00).

3. Consultant shall be paid for the land management system implementation consulting services in accordance with the fee schedule set forth in Exhibit A. For Consultant's planning services, Consultant shall continue to be paid in accordance with the fee schedule set forth in the Agreement, as amended by Amendments Numbers One, Two, and Three.
4. Section 4.1 of the Agreement shall be deleted in its entirety and replaced as follows:

4.1 Term. This Agreement shall commence on the Effective Date and continue through December 31, 2022, unless previously terminated as provided herein or otherwise agreed to in writing by the parties.
5. All terms not defined herein shall have the same meaning and use as set forth in the Agreement.
6. All other terms, conditions, and provisions of the Agreement not in conflict with this Amendment shall remain in full force and effect.
7. This Amendment may be executed in one or more counterparts, each of which shall be deemed an original. All counterparts shall be construed together and shall constitute one agreement. Counterpart written signatures may be transmitted by facsimile, email or other electronic means and have the same legal effect as if they were original signatures.

IN WITNESS WHEREOF, the parties hereto have caused this Amendment to be executed by and through their respective authorized officers, as of the date first written above.

CITY OF COSTA MESA

Gov. Ann Jensen H
City Manager

Date: 6/4/20

CONSULTANT

Amy Vazquez
Signature

Date: 5/12/20

Amy Vazquez, President
Name and Title

ATTEST:

Brenda Green 6/4/2020
City Clerk



APPROVED AS TO FORM:



City Attorney

Date: 6/1/20

APPROVED AS TO INSURANCE:



Risk Management

Date: 5/28/2020

APPROVED AS TO CONTENT:



Project Manager

Date: 5/27/20

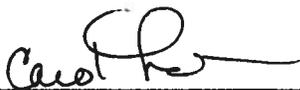
DEPARTMENTAL APPROVAL:



Economic and Development Services
Director

Date: 5/27/20

APPROVED AS TO PURCHASING:



Assistant Finance Director

Date: May 19, 2020

EXHIBIT A
ADDITIONAL SERVICES

Implementation Consultant of New Land Management System

May 2020 – October 2021

Scope of Work

Summary

A land management system provides: a record of all activity on private and public land within the City, allows for a workflow to assist staff members in processing applications, permits, licenses, cases, and citations, and becomes a resource and a tool of transparency for members of the public and City leadership. Such systems are replaced infrequently, with Costa Mesa's current system being over 20 years old. Due to the lack of City staff experience in this type of software update and the need to ensure the implementation is successful, an experienced consultant is required.

Understanding of the Project

- The project will replace the existing Permits+ system, which is over 20 years old, with Tyler's Energov solution. The City Council approved system acquisition on October 1, 2019 along with the budget for the entire implementation.
- The new system will be City-wide and serve all departments that process applications, permits, licenses, projects, and cases/citations;
- The implementation will convert all data so that all records from multiple databases will be consolidated and stored in the new system;
- The new system will be a one-stop-shop for all property information in the City, both public and private;
- The new system will be a spatially-based database, which allows for permits, licenses, etc. to be geocoded and integrated with the City's GIS system;
- The new system will ensure the submittal process is more transparent through an online public portal allowing patrons to search the database and applicants to track their project status;
- The new system will provide a more streamlined application and permitting process that allows for easy information retrieval and greater ease and quality in information reporting;
- The implementation will construct a paperless process with online submittal and electronic plan review, which will be more environmentally-friendly, and time and resource-efficient;
- The implementation will include the set-up of field applications that allow for information to be viewed and added while staff is offsite;
- The new system and its implementation will increase efficiency, accuracy, and expediency of service by providing staff with project-specific workflow that allows for project tracking from submittal to final inspection and creates an integrated database from which staff can conduct universal searches, provide input, upload documents, and respond to application, permit, license, and citation action items and requests;
- The new system will be Integrated with Laserfiche, the City's content management system, and will have the necessary components that allow for an additional third-party vendor, not part of the scope of this project, to complete integration with a future ERP update as well;

- The implementation of the new system is expected to take two years from kick-off meeting to a functional new system that meets required needs for all participating divisions;
- The process and configuration of the new system will be documented; and
- All staff using the system will be trained and at least two super users will be trained from each division.

Schedule

Work will begin once the Purchase Order is issued. While the duration of the project is estimated at two years, the schedule will be dictated by the pace established by the City and Tyler Technologies.

The tentative schedule for this project, as stated in section 1.3 of the Scope of Work, is shown below:

Stages	Time Period
Initiate & Plan	3/2020 – 6/2020
Assess & Define	6/2020 – 8/2020
Build & Validate	8/2020 – 1/2021
Final Testing & Training	1/2021 – 3/2021
Production Cutover	3/2021 – 4/2021
Closure	4/2021 – 7/2021

Budget

The project will be for a 2-year term and for an amount not to exceed \$275,000. Payment will be based on the receipt and approval of deliverables submitted during the appropriate Stage of the project. The deliverables listed below identify the appropriate stage, the deliverable, and the payment amount for that line item. Each item must be submitted after the stage is complete and the City has allowed Tyler to proceed to the next step.

Expectations and Deliverables for the Implementation Consultant

The Implementation Consultant will assist with all Stages of the implementation process identified within the Land Management System Agreement between the City and Tyler Technologies. The Implementation Consultant will also assist after the completed implementation of the system to ensure that the system is configured, reports are generated, and training is completed to ensure a successful use and continued maintenance of the new system.

The consultant will ensure the project continues to meet all deadlines for deliverables to Tyler Technologies and that Tyler’s team fulfills all tasks and deliverables itemized within the agreement. The Implementation Consultant will assist the Project Manager in monitoring the schedule and budget, and working collaboratively with all City staff selected to work on this project.

The Implementation Consultant will use his/her expertise to guide the project. This includes being onsite during visits from Tyler Technologies and for City meetings to ensure their expertise helps guide conversations productively and provides insight so City staff can be time efficient. Furthermore, the Consultant will work closely with the core City team to ensure that the tasks the City is responsible for are appropriately assigned and completed.

The Implementation Consultant will provide the following deliverables at the appropriate stages of the implementation.

Stage	Deliverable	Payment
Initiate and Plan Stage 1: 4.2.2	Peer Review of Infrastructure ArcGIS Enterprise Platform: This audit will make sure the systems comply with the requirements, meet future demand, and set the system up for a successful launch. The final deliverable will be a memo once the infrastructure and platforms are produced.	\$3,000
Initiate and Plan Stage 1: 4.2.4	Peer Review Project Plan & Initial Schedule: The Implementation Consultant will assist the City in developing a project plan and initial schedule which will meet the expectations of the Departments and be finalized on schedule.	\$10,000
Initiate and Plan Stage 1: 4.2.6	Stakeholder Presentations and overall Staff Collaboration: The Implementation Consultant will participate in presentations, meetings, and training during this stage.	\$3,000
Stage 1 Subtotal		\$16,000
Assess and Define Stage 2: 4.3.1	Peer Review & Quality Control for Fundamentals Materials: The Implementation Consultant will contribute comments and direction on developing these documents and ensure that fundamentals are submitted to Tyler on schedule.	\$10,000
Assess and Define Stage 2: 4.3.2	Current/Future State Analysis: The Implementation Consultant will participate in evaluating current processes, alternative options within the new software and counsel on decisions about future configuration. The Implementation Consultant will ensure all deliverables during this stage are submitted to Tyler on schedule.	\$5,000
Assess and Define Stage 2: 4.3.3	Review and Assessment of Accuracy and Precision of GIS Layers for Parcels, Address + Suites, and Building Footprint: The Implementation Consultant will review methodology and feature classes for Address + Suite, Parcel Layer, and Building Footprints to ensure that they are sufficiently accurate and complete to be implemented as primary sources for the new system.	\$10,000
Assess and Define Stage 2: 4.3.5	Peer Review Specification Document and Provide Comments which includes compliance with Needs Assessment Report: The Implementation Consultant will contribute	\$10,000

	comments and direction on developing these documents to ensure a successful implementation and that their development is on schedule.	
Assess and Define Stage 2: 4.3.6	Develop an Accurate and Final List of Reports Needed for the City: The Implementation Consultant will provide a final and accurate list of all reports needed for each department and work with core team and all divisions to develop the reports on the list.	\$5,000
Assess and Define Stage 2: 4.3.8	System Deployment and overall Staff Collaboration: The Implementation Consultant will provide oversight and counsel and will attend all relevant meetings during software deployment.	\$4,000
Stage 2 Subtotal		\$44,000
Stage 3: Build & Validate: 4.4.1	Update System Flow Chart to Reflect Final Configuration and Work Flow: The workflow developed by staff prior to Assess and Define was built to reflect the ideal workflow configuration for each division. As the system gets built, the Implementation Consultant will oversee and help complete the final workflow for the entire system.	\$8,000
Stage 3: Build & Validate: 4.4.1	Peer Review all Configurations Completed by Staff: The Implementation Consultant will oversee and provide counseling and support to all division power users who are configuring workflows and reports within the system. The Implementation Consultant will assist in the development of configurations to complete the system needed by the City of Costa Mesa.	\$25,000
Stage 3: Build & Validate: 4.4.2	Peer Review Data Conversion and Provide Report: The Implementation Consultant will provide a detailed report of the strengths and weaknesses of the data conversion prior to the final iteration and ensure that the final data conversion addresses these comments.	\$10,000
Stage 3: Build & Validate: 4.4.5	Assist Staff in Developing the 10 most Critical Reports Necessary for the System: The Implementation Consultant will receive the necessary training and develop 10 of the most critical reports, not assigned to Tyler, for the system.	\$15,000
Stage 3: Build & Validate 4.4.6	System Build and overall Staff Collaboration: The Implementation Consultant will provide oversight and counsel and attend all relevant	\$5,000

	meetings during software build.	
Stage 3 Subtotal		\$63,000
Stage 4: Final Testing & Training: 4.5.1	Produce Production Cutover Plan: The Implementation Consultant will contribute comments and direction on developing these documents to ensure a successful implementation.	\$15,000
Stage 4: Final Testing & Training: 4.5.2	Document Practice and Policy Modifications to Accommodate the System: The Implementation Consultant will consult with the team, especially change management leads, to oversee the documentation and modification of policy or procedural changes due to the work flow required for the system.	\$15,000
Stage 4: Final Testing & Training: 4.5.3	Training Plan: The Implementation Consultant will contribute comments and direction on Tyler completing this work to ensure a successful implementation and on-going maintenance.	\$10,000
Stage 4: Final Testing & Training: 4.5.3	Training Evaluation and Recommendations for Continual Training & Cultivation of Power Users: The Implementation Consultant will oversee training from Tyler and provide a written recommendation on how the City can continue to cultivate power users and train all users.	\$10,000
Stage 4: Final Testing & Training: 4.5.4	System Testing and overall Staff Collaboration: The Implementation Consultant will provide oversight and counsel and attend all relevant meetings during software testing.	\$5,000
Stage 4 Subtotal		\$55,000
Stage 5: production Cutover: 4.6.1	Peer Review of Final Data Conversion: The Implementation Consultant will contribute comments and direction on Tyler completing this work to ensure a successful implementation.	\$15,000
Stage 5: Production Cutover: 4.6.2	Peer Review Production Cutover Plan: The Implementation Consultant will contribute comments, direction, and oversight on the development of this plan and ensure a successful implementation.	\$10,000
Stage 5: Production Cutover: 4.6.4	Confirm and Assess Completed Integration with Blue Beam and Laserfiche: The Implementation Consultant will ensure that we develop a paperless review process and guide us through launching the necessary modules, integrations, and configurations necessary for	\$17,000

	Blue Beam to function, Laserfiche to be connected, and the system able to support a completely paperless system. Once complete a memo will be provided documenting the structure and what next steps might be to improve the paperless system in the future.	
Stage 5: Production Cutover: 4.6.4	Quality Assessment and Clean Up of Converted Data: The Implementation Consultant will assist in obtaining the highest level of data conversion from the old systems to Energov. The Implementation Consultant will provide a memo which includes a review and assessment of the data conversion from all existing systems to the new system.	\$10,000
Stage 5: Production Cutover: 4.6.5	System Cutover and overall staff collaboration: The Implementation Consultant will provide oversight and counsel and attend all relevant meetings during software cutover.	\$5,000
Stage 5 Subtotal		\$57,000
Stage 6: Closure: 4.7.1	Develop Report of Outstanding Action Items Deferred and a Schedule for Future Implementation: The Implementation Consultant will provide a detailed list of next steps that must be completed after the system's Go Live date.	\$10,000
Stage 6: Closure: 4.7.1	Finalize Flow Chart of Implemented System: The Implementation Consultant will oversee and complete the development of the City Workflow charts, which cover all workflows and configurations within the Tyler system.	\$5,000
Stage 6: Closure: 4.7.2	Compile, Universalize, and Peer Review Documentation of Implementation: The Implementation Consultant will oversee and ensure the development of the necessary documentation over the entire implementation and review and edit the comprehensive work at the end of the implementation to make sure it is current, complete, accurate, and updatable.	\$20,000
Stage 6: Closure: 4.7.2	Complete Implementation and overall staff collaboration: The Implementation Consultant will provide oversight and counsel and attend all relevant meetings during software cutover.	\$5,000
Stage 6 Subtotal		\$40,000
Total		\$275,000

Equipment

The City's current land management system is on premises and the replacement system will be on premises, as well. Because of this, the Implementation Consultant will need to have regular access to the system to conduct the work. City will provide onsite equipment and necessary licenses of the system involved for facility testing by the Implementation Consultant. All necessary equipment to conduct the day-to-day work remotely will be provided by the Implementation Consultant; however, equipment and access to the City's system will be continuously available onsite throughout the implementation.