

RESOLUTION NO. 2015- 162

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF ROHNERT PARK
AUTHORIZING AND APPROVING AN AGREEMENT WITH RELIANCE
COMMUNICATIONS, LLC A DIVISION/SUBSIDIARY OF WEST CORPORATION,
DBA CIVICLIVE FOR WEBSITE UPGRADE AND RELATED SERVICES**

WHEREAS; Rohnert Park's website is outdated in technology, functionality, and look and feel; and

WHEREAS, websites are essential to local government operations and communications with the public; and

WHEREAS, the City has conducted a thorough procurement process for a new website and related services.


NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Rohnert Park that it does hereby authorize and approve an agreement by and between Reliance Communications, LLC a division/subsidiary of West Corporation, dba CivicLive, and the City of Rohnert Park, a municipal corporation, for website upgrade and related services.

BE IT FURTHER RESOLVED that the City Manager is hereby authorized and directed to take all actions to effectuate this agreement for and on behalf of the City of Rohnert Park, including execution, if necessary, in substantially similar form to the agreement attached hereto as Exhibit "A," subject to minor modifications by the City Manager or City Attorney.

BE IT FURTHER RESOLVED that the Finance Director is authorized to take all budgetary actions necessary to finance this agreement.

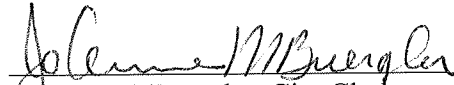
DULY AND REGULARLY ADOPTED this 22nd day of September, 2015.

CITY OF ROHNERT PARK



Amy O. Ahanotu, Mayor

ATTEST:



JoAnne M. Buerger, City Clerk

CALLINAN: Aye MACKENZIE: Aye STAFFORD: Absent BELFORTE: Aye AHANOTU: Aye
AYES: (4) NOES: (0) ABSENT: (1) ABSTAIN: (0)

City of Rohnert Park
130 Avram Ave.
Rohnert Park, CA 94928

CONSULTANT SERVICES AGREEMENT

THIS AGREEMENT is entered into as of the 22nd day of September, 2015, by and between the CITY OF ROHNERT PARK ("City"), a California municipal corporation, and Reliance Communications, LLC division/subsidiary of West Corporation ("Consultant"), dba CivicLive, a California Limited Liability Company.

Recitals

WHEREAS, City desires to obtain Website Upgrade and Redesign Services; and

WHEREAS, Consultant hereby warrants to the City that Consultant is skilled and able to provide such services described in Section 3 of this Agreement; and

WHEREAS, City desires to retain Consultant pursuant to this Agreement to provide the services described in Section 3 of this Agreement.

Agreement

NOW, THEREFORE, in consideration of their mutual covenants, the parties hereto agree as follows:

1. Incorporation of Recitals. The recitals set forth above, and all defined terms set forth in such recitals and in the introductory paragraph preceding the recitals, are hereby incorporated into this Agreement as if set forth herein in full.

2. Project Coordination.

A. City. The City Manager or his/her designee, shall represent City for all purposes under this Agreement. The Assistant City Manager is hereby designated as the Project Manager. The Project Manager shall supervise the progress and execution of this Agreement.

B. Consultant. The Consultant shall assign Olivia Tobin to have overall responsibility for the progress and execution of this Agreement for Consultant.

3. Scope and Performance of Services

A. Statement of Work and Payment Schedule. Subject to such policy direction and approvals as the City through its staff may determine from time to time, Consultant shall perform the services set out in the "Statement of Work and Payment Schedule" attached hereto as Exhibit A and incorporated herein by reference.

B. Time of Performance. The services of Consultant are to commence upon receipt of a written notice to proceed from City, but in no event prior to receiving a fully executed agreement from City and obtaining and delivering the required insurance coverage, and satisfactory evidence thereof, to City. The services of Consultant are to be completed not later than 4-7 months from date of fully executed agreement. Consultant shall perform its services in accordance with the schedule attached hereto as Exhibit A, and incorporated herein by reference. Any changes to these dates in either this Section 3 or Exhibit A must be approved in writing by the Project Manager.

C. Standard of Quality. City relies upon the professional ability of Consultant as a material inducement to entering into this Agreement. All work performed by Consultant under this Agreement shall be in accordance with all applicable legal requirements and shall meet the standard of quality ordinarily to be expected of competent professionals in Consultant's field of expertise. In addition, Consultant's will provide service in accordance with, and agrees to be bound by, the Civiclive Service Level Agreement attached hereto as Exhibit C.

4. Compensation and Method of Payment.

A. Compensation. The compensation to be paid to Consultant, including both payment for professional services and reimbursable expenses, shall be at the rate and schedules attached hereto as Exhibit A, and incorporated herein by reference. Payment by City under this Agreement shall not be deemed a waiver of unsatisfactory work, even if such defects were known to the City at the time of payment.

B. Timing of Payment.

Progress payments will be tied to completion of tasks so that all payments are proportional to the work completed. The payment schedule is included in Exhibit A.

C. Changes in Compensation. Consultant will not undertake any work that will incur costs in excess of the amount set forth in Exhibit A "Statement of Work and Payment Schedule" without prior written amendment to this Agreement.

D. Taxes. Consultant shall pay all taxes, assessments and premiums under the federal Social Security Act, any applicable unemployment insurance contributions, Workers Compensation insurance premiums, sales taxes, use taxes, personal property taxes, or other taxes or assessments now or hereafter in effect and payable by reason of or in connection with the services to be performed by Consultant.

E. No Overtime or Premium Pay. Consultant shall receive no premium or enhanced pay for work normally understood as overtime, i.e., hours that exceed forty (40) hours per work week, or work performed during non-standard business hours, such as in the evenings or on weekends. Consultant shall not receive a premium or enhanced pay for work performed on a recognized holiday. Consultant shall not receive paid time off for days not worked, whether it be in the form of sick leave, administrative leave, or for any other form of absence.

F. Litigation Support. Consultant agrees to testify at City's request if litigation is brought against City in connection with Consultant's work product. Unless the action is brought by Consultant or is based upon Consultant's negligence, City will compensate Consultant for the preparation and the testimony at Consultant's standard hourly rates, if requested by City and not part of the litigation brought by City against Consultant.

5. Amendment to Scope of Work. City shall have the right to amend the Statement of Work within the Agreement by written notification to the Consultant. In such event, the compensation and time of performance shall be subject to renegotiation upon written demand of either party to the Agreement. Consultant shall not commence any work exceeding the Scope of Work without prior written authorization from the City. Failure of the Consultant to secure City's written authorization for extra or changed work shall constitute a waiver of any and all right to adjustment in the contract price or time due, whether by way of compensation, restitution, quantum meruit, etc. for work done without the appropriate City authorization.

6. Term. This Agreement shall commence upon its execution by both parties. It will renew automatically on the anniversary date of execution, unless terminated with 30 days or more notice by the City, and shall continue in full force and effect until completed, amended pursuant to Section 21, or otherwise terminated as provided herein.

7. Inspection. Consultant shall furnish City with every reasonable opportunity for City to ascertain that the services of Consultant are being performed in accordance with the requirements and intentions of this Agreement. All work done and all materials furnished, if any, shall be subject to the Project Manager's inspection and approval. The inspection of such work shall not relieve Consultant of any of its obligations to fulfill the Agreement as prescribed.

8. Ownership of Documents. Title to all plans, specifications, maps, estimates, reports, manuscripts, drawings, descriptions and other final work products compiled by the Consultant under the Agreement shall be vested in City, none of which shall be used in any manner whatsoever, by any person, firm, corporation, or agency without the expressed written consent of the City. Basic survey notes and sketches, charts, computations, and other data prepared or obtained under the Agreement shall be made available, upon request, to City without restriction or limitations on their use. Consultant may retain copies of the above-described information but agrees not to disclose or discuss any information gathered, discussed or generated in any way through this Agreement without the written permission of City during the term of this Agreement, unless required by law.

9. Employment of Other Consultants, Specialists or Experts. Consultant will not employ or otherwise incur an obligation to pay other consultants, specialists or experts for services in connection with this Agreement without the prior written approval of the City.

10. Conflict of Interest.

A. Consultant covenants and represents that neither it, nor any officer or principal of its firm, has, or shall acquire any investment, income, business entity, interest in real property, or other interest, directly or indirectly, which would conflict in any manner with the interests of City, hinder Consultant's performance of services under this Agreement, or be

affected in any manner or degree by performance of Consultant's services hereunder. Consultant further covenants that in the performance of the 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 City. Consultant agrees to at all times avoid conflicts of interest, or the appearance of any conflicts of interest, with the interests of the City in the performance of the Agreement.

B. Consultant is not a designated employee within the meaning of the Political Reform Act because Consultant:

(1) will conduct research and arrive at conclusions with respect to its rendition of information, advice, recommendation, or counsel independent of the control and direction of the City or of any City official, other than normal contract monitoring; and

(2) possesses no authority with respect to any City decision beyond the rendition of information, advice, recommendation, or counsel. (2 Cal. Code Regs. § 18700(a)(2).)

11. Liability of Members and Employees of City. No member of the City and no other officer, elected official, employee or agent of the City shall be personally liable to Consultant or otherwise in the event of any default or breach of the City, or for any amount which may become due to Consultant or any successor in interest, or for any obligations directly or indirectly incurred under the terms of this Agreement.

12. Indemnity. To the fullest extent permitted by law, Consultant hereby agrees to defend (by counsel reasonably satisfactory to the City), indemnify, and hold harmless the City, its officers, elected officials, employees, agents, and volunteers from and against any and all claims, demands, damages, costs, liabilities, or obligations brought on account of or arising out of any acts, errors, or omissions of Consultant, its officers, employees, agents, and subcontractors undertaken pursuant to this Agreement excepting liabilities due to the sole negligence or willful misconduct of City. The City has no liability or responsibility for any accident, loss, or damage to any work performed under this Agreement whether prior to its completion and acceptance or otherwise. Consultant's duty to indemnify and hold harmless, as set forth herein, shall include the duty to defend as set forth in California Civil Code § 2778. This indemnification obligation is not limited in any way by any limitation on the amount or type of damages or compensation payable by or for Consultant under Worker's Compensation, disability or other employee benefit acts or the terms, applicability or limitations of any insurance held or provided by Consultant and shall continue to bind the parties after termination/completion of this agreement. This indemnification shall be regardless of and not in any way limited by the insurance requirements of this contract. This indemnification is for the full period of time allowed by law and shall survive the termination of this agreement. The total liability of provider for any reason, shall be limited to the amount actually paid to provider by client under the Order applicable to the event giving rise to such action during the six (6) month period preceding the event giving rise to such liability. The limits on liability in this section shall apply in all cases including if the applicable claim arises out of breach of express or implied warranty, contract, tort (including negligence), or strict product liability, and even if the party has been advised that such damages are possible or foreseeable.

13. Consultant Not an Agent of City. Consultant, its officers, employees and agents shall not have any power to bind or commit the City to any decision.

14. Independent Contractor. It is expressly agreed that Consultant, in the performance of the work and services agreed to be performed by Consultant, shall act as and be an independent contractor and not an agent or employee of City; and as an independent contractor, Consultant shall obtain no rights to retirement benefits or other benefits which accrue to City's employees, and Consultant hereby expressly waives any claim it may have to any such rights.

15. Compliance with Laws.

A. General. Consultant shall use the standard of care in its profession to comply with all applicable federal, state, and local laws, codes, ordinances, and regulations. Consultant represents and warrants to City that it has and shall, at its sole cost and expense, keep in effect or obtain at all times during the term of this Agreement any licenses, permits, insurance and approvals which are legally required for Consultant to practice its profession. Consultant shall maintain a City business license. The City is not responsible or liable for Consultant's failure to comply with any or all of the requirements contained in this paragraph.

B. Workers' Compensation. Consultant certifies that it is aware of the provisions of the California Labor Code which require every employee to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that Code, and Consultant certifies that it will comply with such provisions before commencing performance of the Agreement and at all times in the performance of the Agreement.

C. Prevailing Wage. Consultant and Consultant's subconsultants (if any) shall, to the extent required by the California Labor Code, pay not less than the latest prevailing wage rates to workers and professionals as determined by the Director of Industrial Relations of the State of California pursuant to California Labor Code, Part 7, Chapter 1, Article 2. Copies of the applicable wage determination are on file at the City's office of the City Clerk.

D. Injury and Illness Prevention Program. Consultant certifies that it is aware of and has complied with the provisions of California Labor Code § 6401.7, which requires every employer to adopt a written injury and illness prevention program.

E. City Not Responsible. City is not responsible or liable for Consultant's failure to comply with any and all of its requirements under this section and Agreement.

F. Waiver of Subrogation. Consultant and Consultant's insurance company agree to waive all rights of subrogation against City, its officers, elected officials, employees, agents and volunteers for losses paid under Consultant's workers' compensation insurance policy which arise from the work performed by Consultant for the City.

16. Confidential Information. All data, documents, discussions or other information developed or received by or for Consultant in performance of this Agreement are confidential and not to be disclosed to any person except as authorized by the City, or as required by law.

17. Assignment; Subcontractors; Employees

A. Assignment. Consultant shall not assign, delegate, transfer, or convey its duties, responsibilities, or interests in this Agreement or any right, title, obligation, or interest in or to the same or any part thereof without the City's prior written consent. Any assignment without such approval shall be void and, at the City's option, shall immediately cause this Agreement to terminate.

B. Subcontractors; Employees. Consultant shall be responsible for employing or engaging all persons necessary to perform the services of Consultant hereunder. No subcontractor of Consultant shall be recognized by the City as such; rather, all subcontractors are deemed to be employees of the Consultant, and Consultant agrees to be responsible for their performance. Consultant shall give its personal attention to the fulfillment of the provisions of this Agreement by all of its employees and subcontractors, if any, and shall keep the work under its control. If any employee or subcontractor of Consultant fails or refuses to carry out the provisions of this Agreement or appears to be incompetent or to act in a disorderly or improper manner, it shall be discharged immediately from the work under this Agreement on demand of the Project Manager.

18. Insurance. Without limiting consultant's indemnification provided herein, Consultant shall comply with the requirements set forth in Exhibit C to this Agreement.

19. Termination of Agreement; Default.

A. This Agreement and all obligations hereunder may be terminated at any time, with or without cause, by the City upon 30-days' written notice to Consultant.

B. If Consultant fails to perform any of its obligations under this Agreement within the time and in the manner herein provided or otherwise violate any of the terms of this Agreement, and if the Contractor has failed to remedy such breach within thirty (30) days of written notice thereof, or where the breach is incapable of being remedied within thirty (30) days, has failed to commence to rectify such breach within the said thirty (30) days and to diligently pursue such rectification until complete, in addition to all other remedies provided by law, City may terminate this Agreement immediately upon written notice. In such event, Consultant shall be entitled to receive as full payment for all services satisfactorily rendered and expenses incurred hereunder, an amount which bears the same ratio to the total fees specified in the Agreement as the services satisfactorily rendered hereunder by Consultant bear to the total services otherwise required to be performed for such total fee; provided, however, that the City shall deduct from such amount the amount of damages, if any, sustained by City by virtue of the breach of the Agreement by consultant.

C. In the event this Agreement is terminated by City without cause, Consultant shall be entitled to any compensation owing to it hereunder up to the time of such

termination, it being understood that any payments are full compensation for services rendered prior to the time of payment.

D. Upon termination of this Agreement with or without cause, Consultant shall turn over to the City Manager immediately any and all copies of studies, sketches, drawings, computations, and other data, whether or not completed, prepared by Consultant or its subcontractors, if any, or given to Consultant or its subcontractors, if any, in connection with this Agreement. Such materials shall become the permanent property of the City. Consultant, however, shall not be liable for the City's use of incomplete materials nor for the City's use of complete documents if used for other than the project contemplated by this Agreement.

20. Suspension. The City shall have the authority to suspend this Agreement and the services contemplated herein, wholly or in part, for such period as it deems necessary due to unfavorable conditions or to the failure on the part of the Consultant to perform any provision of this Agreement. Consultant will be paid for satisfactory Services performed through the date of temporary suspension.

21. Merger; Amendment. This Agreement constitutes the complete and exclusive statement of the agreement between the City and Consultant and shall supersede all prior negotiations, representations, or agreements, either written or oral. This document may be amended only by written instrument, signed by both the City and Consultant. All provisions of this Agreement are expressly made conditions.

22. Interpretation. This Agreement shall be interpreted as though it was a product of a joint drafting effort and no provisions shall be interpreted against a party on the ground that said party was solely or primarily responsible for drafting the language to be interpreted.

23. Litigation Costs. If either party becomes involved in litigation arising out of this Agreement or the performance thereof, the court in such litigation shall award reasonable costs and expenses, including attorneys' fees, to the prevailing party. In awarding attorneys' fees, the court will not be bound by any court fee schedule, but shall, if it is in the interest of justice to do so, award the full amount of costs, expenses, and attorneys' fees paid or incurred in good faith.

24. Time of the Essence. Time is of the essence of this Agreement.

25. Written Notification. Any notice, demand, request, consent, approval or communication that either party desires or is required to give to the other party shall be in writing and either served personally or sent by prepaid, first class mail. Any such notice, demand, etc. shall be addressed to the other party at the address set forth below. Either party may change its address by notifying the other party of the change of address. Notice shall be deemed communicated within 72 hours from the time of mailing if mailed as provided in this section.

If to City:

City Clerk
City of Rohnert Park - City Hall
130 Avram Avenue
Rohnert Park, CA 94928

If to Consultant: Jennifer Tyrrell
Reliance Communications, LLC
c/o 175 Bloor Street East, South Tower, Suite 900
Toronto, ON M4W 3R8

26. Consultant's Books and Records.

A. Consultant shall maintain any and all ledgers, books of account, invoices, vouchers, canceled checks, and other records or documents evidencing or relating to charges for services, or expenditures and disbursements charged to the City and all documents and records which demonstrate performance under this Agreement for a minimum period of three (3) years, or for any longer period required by law, from the date of termination or completion of this Agreement.

B. Any records or documents required to be maintained pursuant to this Agreement shall be made available for inspection or audit, at any time during regular business hours, upon written request by the City Attorney, City Auditor, City Manager, or a designated representative of any of these officers. Copies of such documents shall be provided to the City for inspection when it is practical to do so. Otherwise, unless an alternative is mutually agreed upon, the records shall be available at Consultant's address indicated for receipt of notices in this Agreement.

C. The City may, by written request by any of the above-named officers, require that custody of the records be given to the City and that the records and documents be maintained in the City Manager's office.

27. Agreement Binding. The terms, covenants, and conditions of this Agreement shall apply to, and shall bind, the heirs, successors, executors, administrators, assigns, and subcontractors of both parties.

28. Equal Employment Opportunity. Consultant is an equal opportunity employer and agrees to comply with all applicable state and federal regulations governing equal employment opportunity. Consultant will not discriminate against any employee or applicant for employment because of race, age, sex, creed, color, sexual orientation, marital status or national origin. Consultant will take affirmative action to ensure that applicants are treated during such employment without regard to race, age, sex, creed, color, sexual orientation, marital status, or national origin. Such action shall include, but shall not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; lay-offs or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Consultant further agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

29. City Not Obligated to Third Parties. The City shall not be obligated or liable for payment hereunder to any party other than the Consultant.

30. Waiver. No failure on the part of either party to exercise any right or remedy hereunder shall operate as a waiver of any other right or remedy that party may have hereunder.

31. Severability. If any one or more of the provisions contained herein shall for any reason be held to be invalid, illegal or unenforceable in any respect, then such provision or provisions shall be deemed severable from the remaining provisions hereof, and such invalidity, illegality, or unenforceability shall not affect any other provision hereof, and this Agreement shall be construed as if such invalid, illegal, or unenforceable provision had not been contained herein.

32. Exhibits. The following exhibits are attached to this Agreement and incorporated herein by this reference:

- A. Exhibit A: Statement of Work, Costs, and Payment Schedule
- B. Exhibit B: Insurance Requirements
- C. Exhibit C: Civiclive Service Level Agreement

33. Execution. This Agreement may be executed in several counterparts, each of which shall constitute one and the same instrument and shall become binding upon the parties when at least one copy hereof shall have been signed by both parties hereto. In approving this Agreement, it shall not be necessary to produce or account for more than one such counterpart.

34. News Releases/Interviews. All Consultant and subconsultant news releases, media interviews, testimony at hearings and public comment shall be prohibited unless expressly authorized by the City.

35. Applicable Law; Venue. This Agreement shall be construed and interpreted according to California law. In the event that suit shall be brought by either party hereunder, the parties agree that trial of such action shall be held exclusively in a state court in the County of Sonoma, California.

36. Authority. Each individual executing this Agreement on behalf of one of the parties represents that he or she is duly authorized to sign and deliver the Agreement on behalf of such party and that this Agreement is binding on such party in accordance with its terms.

37. STATEMENT OF ECONOMIC INTEREST. If City determines Consultant comes within the definition of Consultant under the Political Reform Act (Government Code §87100), Consultant shall complete and file and shall require any other person doing work under this Agreement to complete and file a "Statement of Economic Interest" with the Clerk of the City of Rohnert Park disclosing Consultant and/or such other person's financial interests.

IN WITNESS WHEREOF, the City and Consultant have executed this Agreement as of the date first above written.

CITY OF ROHNERT PARK

RELIANCE COMMUNICATIONS, LLC

By: _____
City Manager

Date: _____
Per Resolution No. 2015-__ adopted by the Rohnert
Park City Council at its meeting of September 22, 2015

APPROVED AS TO FORM:

By: _____
City Attorney

ATTEST:

By: _____
City Clerk

By: _____
Title: _____
Date: _____

CONSULTANT

By: _____
Title: _____
Date: _____

Exhibit A: Statement of Work, Costs, and Payment Schedule

IN SCOPE FOR CIVICLIVE

- Envisioning / Planning/Designing
 - On contract signing – 30% of the development costs
 - Kick-off meeting
 - Define an initial project charter and project plan
 - Document business requirements to ensure clear understanding of all requirements
 - Review and submit feedback on mock-ups and wireframes from the City and Design Guild for the economic development section of the website.
 - Guidance to define the Information Architecture hierarchy in collaboration with the City
 - CivicLive to develop spreadsheet with matrix of existing content and to work with City in determining which content to migrate to new site, including text, attachments, images, etc.
 - Create the wireframes and design mockups will include the look and feel, and layout for the home page , top-level pages and sub-page templates
 - Work with the City and Design Guild closely throughout this phase, incorporating input from both in the design of all parts of the website
 - Provide 100% satisfaction guarantee for website design.
- Developing
 - Provision website
 - Configure the site based on the requirements
 - Implementation of design templates
 - Implement the Economic Development section of the website based on the approved mock-ups provided by the city within the CivicLive platform.
 - Implement design templates and ensure the templates meet ADA accessibility standards
 - Upon City acceptance CivicLive to invoice and City to pay 10% of development costs
- Stabilization
 - Migrate the content from the old site to the new site in accordance with the content spreadsheet
 - Migration of initial 20 pages for review
 - Make required adjustment to the content pending the results of the content review
 - Migration of all content as defined during the planning phase of the project.
 - Quality assurance completed by vendor to City's reasonable satisfaction
 - At City's discretion complete content migration and QA in phases
 - Provide training documentation on the CMS software
 - Conduct 2 days onsite software training
 - Upon City acceptance CivicLive to invoice and City to pay 30% of development costs

- Deployment
 - Launch production system after content review procedures
 - Coordinate support introduction and support Kick-off Meeting
 - Additional 100% design guarantee
 - Upon City acceptance CivicLive to invoice and City to pay 30% of development costs
- Redesign: CivicLive to provide free website redesign every four years, which will include review and changes, testing, and implementation as requested by the City of information architecture, templates, wireframes, images, and all other design elements.

Additional Services:

1. At City's request, at any time during the term of this agreement CivicLive will provide at no additional cost

16 hours of professional services to be spent as required by City on any level of staff needed to meet the City's needs.
2. The City may purchase additional hours of service at rates provided in the CivicLive proposal during the duration of this contract, subject to the terms in the contract.

Hourly Rates for All Professional Services

Although our proposed Design, Development & Implementation costs include many hours of professional services, the following hourly rates are presented in the event that additional work is requested after your website's launch:

PROFESSIONAL SERVICES	HOURLY RATE
Programing	\$150.00
Graphic Design	\$115.00
Quality Assurance Analysis	\$125.00
Project Management	\$125.00
Marketing Specialist Services	\$115.00
Content Optimization	\$115.00
Usability Testing / Improvement	\$115.00
Technical Support (for no-contract clients)	\$115.00

Optional Additional Training Services

If your site administrators do not believe the proposed included training services will meet your needs, additional training can be provided at the following unit prices. Please note that additional training may be offered during service level negotiations:

TRAINING SERVICES	HOURLY RATE
1 Webinar-Based Online Training Session [for up to 8 Staff Members per session]	\$500.00
1 Onsite Training Session [for up to 10 staff members per session]	\$1,500.00

IN SCOPE MODULES AND FUNCTIONALITY

- Responsive Design – Consistent look and feel for website across all platforms
- Software Integration within the capability of the CMS
- SitePublish CMS
- AJAX/Web 2.0 WYSIWYG Content Editor
- On-Page Social Media Publishing
- Image, Media & Flash Manager
- Webpage Layout & CSS Editor

- Templates & Themes
- Webpage Content Scheduling
 - These tools allow you to release information on a given date, remove a webpage from the public view on a given date, auto-archive a page or send stale-content reminders and reports that make it easy to track which pages need to be updated.
- News & Alerts Content Engine
- On-Page Accessibility Checker & Reporting
- Photo Albums
- Global Content Widget
- Cloud-Based Document & Media Manager
- Webpage Version Control Management
- Document Version History Tracking & Permissions Management
- Audit Trails to meet legal requirement for government sites
- Enterprise-Grade Permissions Management
- User Access & Permissions Management
- Taxonomy & Metadata Editing
- Quick Links Editor
- Unlimited Subsite Management
- Browser-Based Web App
- Customizable Surveys
- Multi-Level Calendars with year, month, week, day views
- Full Filtering and RSS
- Searchable Staff Directories
- Event Management & Event Registration
- Site-wide Search
- Customizable forms
- Polls and surveys
- RSS-Subscription Support
- News Engine
- Emergency Alerts
- Wikis
- FAQ Pages
- Government Blogs and Podcasts
- Staff Directory & Profile Pages
- Workflow Manager
- Advanced Drag-and-Drop Workflow Engine
- Structured Content Publishing Approvals
- Granular User Permissions
- Group-based Permissions
- Activity Logs
- Full Content Reporting
- Dynamic XML Sitemap
- 'I want to...' Navigation
- Mega-Drop-Down Menu Navigation

- Automatic Breadcrumb Navigation
- Text-Only Page Creation
- Printer-Friendly Pages
- SSL Support
- Single Sign-On Support for Active Directory
- Bid Posting & Submissions
- Archiving & Records Retention
- Software-as-a-Service (SaaS) web hosting services & infrastructure
- Unlimited-User Software License
- Software Maintenance & Upgrades- Software is always up-to-date
- Software Upgrades handled by CivicLive's team
- Data Protection Services –
 - monitoring, backup, firewall, privacy, disaster recovery, database & network redundancies, security, power and secure design and configuration
 - Site meets State security requirements and safeguards to the intellectual property of the City
- Integration with multiple GIS systems such as Google Maps and ArcGIS to provide diverse data mapping for City services. Real estate, business registries, zoning and many more areas of City responsibility can be mapped, viewed and tracked.

IN SCOPE FOR CITY OF ROHNERT PARK

- Envisioning / Planning /Designing
 - Kick-off Meeting
 - Review and approve the initial project charter and project plan
 - Work with CivicLive to define the business requirements
 - Provide CivicLive with look and feel information to aid the graphic design work
 - Collaborate with CivicLive on the information architecture hierarchy
 - Sign-off on information architecture hierarchy
 - City to provide major design elements for the economic development section of the site including page mock-ups for user interface, architecture, and page layout; CivicLive to collaborate as needed with the City and The Design Guild on design elements.
 - City to provide design elements for other parts of the website; CivicLive to collaborate as needed with the City and The Design Guild on design elements.
 - Work with CivicLive to review and provide feedback on the graphic design
 - Sign-off on the graphic design template acceptance
- Developing
 - Sign-off on implementation of the graphic design template feedback
 - Sign-off on graphic design template acceptance
- Stabilization

- Attend software training
- Support CivicLive during the content migration to populate content
- Review and approve content migration
- Deployment
 - Sign-off on Go-Live
 - Participate in support kick-off meeting with support manager and customer engagement manager

Hosting, Maintenance, and Service Levels to be provided by CivicLive:

Enterprise-grade website hosting and data protection services. Contractor to provide annual hosting and support services. The Contractor will supply its enterprise-level of service known as Software as a Service (SaaS). This level of service includes 5:00 a.m. – 6:00 p.m. Monday-Friday (Pacific Time) live support with a maximum response time of 4 hours. Services include:

- | | |
|--|---|
| • Toll Free Phone Support | • Patching & Security Fixes |
| • Live Chat Support | • Version Updates |
| • Email Support | • Usability Improvements |
| • 24/7 Emergency Pager Support | • Proactive Support for Upgrades & Fixes |
| • Dedicated In-House Support Personnel | • Development |
| • Online Training Manuals | • Usage License |
| • Online Training Videos | • Source Code Access |
| • 24/7 Customer.NET access | • Integration Assistance |
| • Newsletters | • Improvements |
| • Monthly “tips and tricks” blog | • Ticket Tracking |
| | • On-going training and staff awareness, as well as regular strategy meetings between contractor and client |

TIMING FOR COMPLETION OF DEVELOPMENT AND DEPLOYMENT PHASES

The parties agree to make best mutual efforts to complete all development and deployment phases within seven months of project initiation. The parties will review this schedule while developing the project plan and charter, and if/as needed during the duration of the project.

COSTS

DEVELOPMENT AND FIRST-YEAR IMPLEMENTATION AND OPERATION COSTS

All services and functionality outlined above to be provided by CivicLive will be completed for a cost not to exceed thirty-one thousand three hundred dollars (\$31,300), except for #2 in Additional Services above. An additional two thousand seven hundred dollars (\$2,700) to be held in the City's contingency fund for possible purchase of additional modules not listed above.

ON-GOING ANNUAL COSTS

Costs for Hosting, Maintenance, and Service levels as described above will be waived for the first year. These costs shall be \$5,200/year for years 2-4, to be billed and paid after the first year of service and annually thereafter. City retains the option to initiate these services upon completion of the economic development and/or others sections of the website if prepared to do so before completing all sections of the website.

Costs for years 5-8 of service will be \$5,356/year (3% increase), plus the annual costs of any modules added. Costs for additional years will increase 3% every four years.

OPTION FOR ADDITIONAL MODULES

The City has the right to purchase additional modules and features at prices below within the first five years of the effective date of the contract and at listed rates thereafter. For any module purchased, annual maintenance/hosting costs will not exceed 18% of the purchase price.

Citizen Request System and User Portal/Dashboard: \$3,500

Smartphone App: \$1,500

Intranet: \$3,000

Event Management and Registration: \$3,500

Collaboration Groups, External: \$1,000

Collaboration Groups, Internal: \$1,000

EXHIBIT B

INSURANCE REQUIREMENTS for Consultant Services Agreement

Prior to the beginning of and throughout the duration of the Work, Consultant will maintain insurance in conformance with the requirements set forth below. Consultant will use existing coverage to comply with these requirements. If that existing coverage does not meet the requirements set forth here, Consultant agrees to amend, supplement or endorse the existing coverage to do so. Consultant acknowledges that the insurance coverage and policy limits set forth in this section constitute the minimum amount of coverage required. Any insurance proceeds available to City in excess of the limits and coverage required in this agreement and which is applicable to a given loss, will be available to City.

Consultant shall provide the following types and amounts of insurance:

General Liability Insurance using Insurance Services Office "Commercial General Liability" policy form CG 00 01 or the exact equivalent. Defense costs must be paid in addition to limits. There shall be no cross liability exclusion for claims or suits by one insured against another. Limits are subject to review but in no event less than \$2,000,000 (Two Million Dollars) per occurrence.

Business Auto Coverage on ISO Business Auto Coverage form CA 0001 including symbol 1 (Any Auto) or the exact equivalent. Limits are subject to review, but in no event to be less than \$2,000,000 (Two Million Dollars) per accident. If Consultant owns no vehicles, this requirement may be satisfied by a non-owned auto endorsement to the general liability policy described above. If Consultant or Consultant's employees will use personal autos in any way on this project, Consultant shall provide evidence of personal auto liability coverage for each such person.

Workers Compensation on a state-approved policy form providing statutory benefits as required by law with employer's liability limits no less than \$1,000,000 (One Million Dollars) per accident or disease.

Excess or Umbrella Liability Insurance (Over Primary) if used to meet limit requirements, shall provide coverage at least as broad as specified for the underlying coverages. Any such coverage provided under an umbrella liability policy shall include a drop down provision providing primary coverage above a maximum \$25,000 self-insured retention for liability not covered by primary but covered by the umbrella. Coverage shall be provided on a "pay on behalf" basis, with defense costs payable in addition to policy limits. Policy shall contain a provision obligating insurer at the time insured's liability is determined, not requiring actual payment by the insured first. There shall be no cross liability exclusion precluding coverage for claims or suits by one insured against another. Coverage shall be applicable to City for injury to employees of Consultant, subconsultants or others involved in the Work. The scope of coverage provided is subject to approval of City following receipt of proof of insurance as required herein. Limits are subject to review but in no event less than \$2,000,000 (Two Million Dollars) per occurrence.

Professional Liability or Errors and Omissions Insurance as appropriate shall be written on a policy form coverage specifically designed to protect against acts, errors or omissions of the consultant and "Covered Professional Services" as designated in the policy must specifically include work performed under this agreement. The policy limit shall be no less than \$1,000,000 (One Million Dollars) per claim and in the aggregate. The policy must "pay on behalf of" the insured and must include a provision establishing the

insurer's duty to defend. The policy retroactive date shall be on or before the effective date of this agreement.

Insurance procured pursuant to these requirements shall be written by insurers that are admitted carriers in the state of California and with an A.M. Best's rating of A- or better and a minimum financial size VII.

General conditions pertaining to provision of insurance coverage by Consultant. Consultant and City agree to the following with respect to insurance provided by Consultant.

1. Consultant agrees to have its insurer endorse the third party general liability coverage required herein to include as additional insureds the City, its officers, elected officials, employees, agents, and volunteers using standard ISO endorsement No. CG 20 10 or an approved equivalent. If completed operations coverage is excluded, the policy must be endorsed to include such coverage. Consultant also agrees to require all contractors, and subcontractors to do likewise.
2. No liability insurance coverage provided to comply with this Agreement shall prohibit Consultant, or Consultant's employees, or agents, from waiving the right of subrogation prior to a loss. Consultant agrees to waive subrogation rights against City regardless of the applicability of any insurance proceeds, and to require all contractors and subcontractors to do likewise.
3. The worker's compensation policy is to be endorsed with a waiver of subrogation. The insurance company, in its endorsement, agrees to waive all rights of subrogation against the City, its officers, elected officials, employees, agents, and volunteers for losses paid under the terms of this policy which arise from the work performed by the named insured for the City.
4. All insurance coverage and limits provided by Contractor and available or applicable to this agreement are intended to apply to the full extent of the policies. Nothing contained in this Agreement or any other agreement relating to the City or its operations limits the application of such insurance coverage.
5. None of the coverages required herein will be in compliance with these requirements if they include any limiting endorsement of any kind that has not been first submitted to City and approved of in writing.
6. No liability policy shall contain any provision or definition that would serve to eliminate so-called "third party action over" claims, including any exclusion for bodily injury to an employee of the insured or of any contractor or subcontractor.
7. All coverage types and limits required are subject to approval, modification and additional requirements by the City, as the need arises. Consultant shall not make any reductions in scope of coverage (e.g. elimination of contractual liability or reduction of discovery period) that may affect City's protection without City's prior written consent.
8. Proof of compliance with these insurance requirements, consisting of certificates of insurance evidencing all of the coverages required and an additional insured endorsement to Consultant's general liability policy, shall be delivered to City at or prior to the execution of this Agreement. In the event such proof of any insurance is not delivered as required, or in the event such insurance is canceled at any time and no replacement coverage is provided, City has the right, but not the duty,

to obtain any insurance it deems necessary to protect its interests under this or any other agreement and to pay the premium. Any premium so paid by City shall be charged to and promptly paid by Consultant or deducted from sums due Consultant, at City option.

9. Certificate(s) are to reflect that the insurer will provide 30 days notice to City of any cancellation of coverage. Consultant agrees to require its insurer to modify such certificates to delete any exculpatory wording stating that failure of the insurer to mail written notice of cancellation imposes no obligation, or that any party will "endeavor" (as opposed to being required) to comply with the requirements of the certificate.
10. It is acknowledged by the parties of this agreement that all insurance coverage required to be provided by Consultant or any subcontractor, is intended to apply first and on a primary, non-contributing basis in relation to any other insurance or self insurance available to City.
11. Consultant agrees to ensure that subcontractors, and any other party involved with the project who is brought onto or involved in the project by Consultant, provide the same minimum insurance coverage required of Consultant. Consultant agrees to monitor and review all such coverage and assumes all responsibility for ensuring that such coverage is provided in conformity with the requirements of this section. Consultant agrees that upon request, all agreements with subcontractors and others engaged in the project will be submitted to City for review.
12. Consultant agrees not to self-insure or to use any self-insured retentions or deductibles on any portion of the insurance required herein and further agrees that it will not allow any contractor, subcontractor, Architect, Engineer or other entity or person in any way involved in the performance of work on the project contemplated by this agreement to self-insure its obligations to City. If Consultant's existing coverage includes a deductible or self-insured retention, the deductible or self-insured retention must be declared to the City. At that time the City shall review options with the Consultant, which may include reduction or elimination of the deductible or self-insured retention, substitution of other coverage, or other solutions.
13. The City reserves the right at any time during the term of the contract to change the amounts and types of insurance required by giving the Consultant ninety (90) days advance written notice of such change. If such change results in substantial additional cost to the Consultant, the City will negotiate additional compensation proportional to the increased benefit to City.
14. For purposes of applying insurance coverage only, this Agreement will be deemed to have been executed immediately upon any party hereto taking any steps that can be deemed to be in furtherance of or towards performance of this Agreement.
15. Consultant acknowledges and agrees that any actual or alleged failure on the part of City to inform Consultant of non-compliance with any insurance requirement in no way imposes any additional obligations on City nor does it waive any rights hereunder in this or any other regard.
16. Consultant will renew the required coverage annually as long as City, or its employees or agents face an exposure from operations of any type pursuant to this agreement. This obligation applies whether or not the agreement is canceled or terminated for any reason. Termination of this obligation is not effective until City executes a written statement to that effect.

17. Consultant shall provide proof that policies of insurance required herein expiring during the term of this Agreement have been renewed or replaced with other policies providing at least the same coverage. Proof that such coverage has been ordered shall be submitted prior to expiration. A coverage binder or letter from Consultant's insurance agent to this effect is acceptable. A certificate of insurance and/or additional insured endorsement as required in these specifications applicable to the renewing or new coverage must be provided to City within five days of the expiration of the coverages.
18. The provisions of any workers' compensation or similar act will not limit the obligations of Consultant under this agreement. Consultant expressly agrees not to use any statutory immunity defenses under such laws with respect to City, its officers, elected officials, employees, agents, and volunteers.
19. Requirements of specific coverage features or limits contained in this section are not intended as limitations on coverage, limits or other requirements nor as a waiver of any coverage normally provided by any given policy. Specific reference to a given coverage feature is for purposes of clarification only as it pertains to a given issue, and is not intended by any party or insured to be limiting or all-inclusive.
20. These insurance requirements are intended to be separate and distinct from any other provision in this agreement and are intended by the parties here to be interpreted as such.
21. The requirements in this Section supersede all other sections and provisions of this Agreement to the extent that any other section or provision conflicts with or impairs the provisions of this Section.
22. Consultant agrees to be responsible for ensuring that no contract used by any party involved in any way with the project reserves the right to charge City or Consultant for the cost of additional insurance coverage required by this agreement. Any such provisions are to be deleted with reference to City. It is not the intent of City to reimburse any third party for the cost of complying with these requirements. There shall be no recourse against City for payment of premiums or other amounts with respect thereto.
23. Consultant agrees to provide immediate notice to City of any claim or loss against Consultant arising out of the work performed under this agreement. City assumes no obligation or liability by such notice, but has the right (but not the duty) to monitor the handling of any such claim or claims if they are likely to involve City.

EXHIBIT C

CIVICLIVE SERVICE LEVEL AGREEMENT

CivicLive's commitment to Customer is that their CivicLive-hosted website will be available for access at least 99.9% of the time, meaning that the outage percentage in any given month shall not be more than 0.1%, corresponding to a maximum of 43.20 total downtime minutes in any given month (the "Availability Commitment").

An "Outage" means that CivicLive fails to provide network access to the Customer's website at the outermost point of our hosting facility's firewall (facing the public internet); provided, however, that an Outage shall not be deemed to have occurred if access or service is suspended or unavailable due to any of the exceptions noted below. If one or more Outages occur in a given month, the total duration of such Outages during such month, expressed as a percentage of the total time during such month, shall be the "Outage Percentage".

If CivicLive fails to meet the Availability Commitment for a calendar month during the term of their service contract, the Customer will be entitled to collect a credit from CivicLive for the following percentages of the pro-rata monthly portion of the annual fees paid by Customer for the CivicLive web hosting service for the month at issue (i.e. the "Monthly Annual Fees"):

Outage Percentage (in a given calendar month)	Credit Percentage (of the monthly annual fees)
Less than or equal to 0.1%	None
Greater than 0.1% and less than or equal to 1.0%	3.5%
Greater than 1.0% and less than or equal to 2.0%	7%
Greater than 2.0% and less than or equal to 3.0%	14%
Greater than 3%	20%

In order to be entitled to a credit in any instance to which a credit may be collected above, Customer must inform CivicLive's Technical Support Department by email (a "Credit Request") within ten (10) days from the end of the month in which the Customer believes that CivicLive did not satisfy the Availability Commitment, in each instance, and the Credit Request must include a listing of the date(s), time(s) and duration of the downtime experienced during the applicable month. Failure to do so, in any instance, will forfeit Customer's right to seek a credit from CivicLive for the failure to achieve the Availability Commitment during the month at issue.

Unless CivicLive disputes in good faith that its Availability Commitment was not met in the month at issue, in which event it shall explain to Customer the basis for its disagreement and share any related documentation in this regard, CivicLive will issue the appropriate credit to Customer to be used against a future invoice.

In the event of a dispute regarding whether an Outage occurred, or as to the duration of an Outage, the output of the monitoring tools utilized by CivicLive shall be conclusive and controlling.

Customer's right to receive a credit for a failure to meet the Availability Commitment for a given month shall be Customer's exclusive remedy in connection with the Outage(s) giving rise to the credit. The aggregate maximum

value of credits to be issued by CivicLive to Customer for any and all Outages that occur in a single month will not exceed twenty percent (20%) of the Monthly Annual Fees.

As stated above, CivicLive guarantees that the system platform shall be available 99.9% of the time, excluding scheduled downtime for emergency maintenance and unscheduled emergency downtime. CivicLive will provide notice in advance of any maintenance and/or updates to the platform which may require an interruption of service and will undertake commercially reasonable efforts to schedule such downtime during off-peak hours.

In the event that access or use of the CivicLive-hosted site is not available (i.e. the site is “down”) due to any of the following exceptions, the associated downtime shall not be counted as or towards an Outage (i.e. the site shall be considered available in these instances), and Customer shall not be entitled to any credits or other remedies as described herein:

1. Outages due to factors outside of CivicLive’s control, including but not limited to natural acts of God, acts of any governmental body, unavailability of or interruption or delay in telecommunications or third party services, DOS / DDOS / virus attacks or hackers, failure of third party software or inability to obtain raw materials, supplies or power used in or equipment needed for provision of this SLA;
2. Outages caused by Customer’s failure to abide by the usage and licensing restrictions set forth in the Service Contract, or by other actions or inactions of the Customer;
3. Outages on a server during scheduled maintenance or during emergency maintenance events. CivicLive will provide notice in advance of any maintenance and/or updates to the platform which may require an interruption of service and will undertake commercially reasonable efforts to schedule such downtime during off-peak hours.