

EXHIBIT B

Date:	10/13/2023
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1. PROJECT INFORMATION:

Project Title:	Asset Management System – Ongoing Support	
City Project Number:		
City Plan Set Number:		
Consultant Project Number:		

2. SCOPE OF SERVICES:

I. Task 1. LONG TERM TECHNICAL SUPPORT AND MAINTENANCE

Following the Implementation Phase described in the original Work Order, ENGINEER shall provide three (3) years of support and maintenance with two 1-year renewal options around the City's Enterprise Cityworks environment. This support could be for various technical, functional, and process driven needs. This support could also be to help develop further enhancements, integrations, and expansions into other Departments.

These services can include, but are not limited to:

- Platform/Plug-in upgrades and enhancements
- Platform expansions to other Departments
- Additional system integrations
- Enterprise GIS System Support and Advancement
- Staff Training
- New Dashboards and Reports
- Business Process Analysis
- Use-case scenario modelling
- General technical troubleshooting
- Emergency Response
- On-Call Technical Management
- Other support services identified by the City

In the first year of support, ENGINEER shall coordinate with City staff and stakeholders to fully define the 'On-call' management and communication process, however, ENGINEER's standard On-call procedures are as follows:

1. City makes a request for support via phone, email or meeting request
2. ENGINEER acknowledges the request for support within eight business hours, in the form of written email response or collaborative phone/video/conference call
 1. For larger requests – the City may authorize up to 10 hours to allow for discovery and documenting high-level requirements associated with the request
3. ENGINEER shall categorize the request into one of four categories:
 1. EMERGENCY
 - a. Requires immediate response/support of 0-4 hours
 2. HIGH
 - a. Prioritized response/support of 1-5 days
 3. MEDIUM
 - a. Scheduled response of 5-10 days
 4. LOW
 - a. Scheduled Response of 10-30 days
4. ENGINEER shall submit written definition of work that includes task description, estimated level of effort using approved staff and rate schedule, and will include summary of itemized deliverables – within ten (10) days of the initial request
5. City shall review and provide written comments and/or approval following a two (2) business day review period
6. ENGINEER shall update written definition and/or deliverable listing following comments from client
7. ENGINEER shall execute work and provide documentation of repair/execution to City
8. City shall review and provide written approval and confirmation of work upon completion

Following this general process, Emergency and High categorized requests are prioritized for immediate response. Also, requests for support identified as “day-to-day” administrative can bypass this review and authorization effort.

In addition, ENGINEER shall provide as-needed support for the City for any other requests as negotiated, and as budget allows.

II. Task 2. PROJECT MANAGEMENT/ADMINISTRATION:

ENGINEER shall perform general administrative duties associated with the Project, including project set-up, resource management, progress monitoring, scheduling, general correspondence, office administration, and invoicing.

ENGINEER shall maintain the schedule and an accurate project documentation, filing, and cost accounting system throughout the project.

ENGINEER shall manage the Quality Assurance process. Rebecca Oliva, Project Controls and Administration, will support Nick Alexandrou, Project Manager, on this effort.

3. PROJECT GOALS:

The primary goal of this project is to provide as-need technical support and maintenance to the City around Enterprise Asset Management Systems. This can include Cityworks, GIS, PowerBI, and other common systems used in the City's EAMS program.

Task 1: Long Term Technical Support and Maintenance

Objective: To provide on-call as-needed technical support and maintenance to the City around Cityworks and Enterprise GIS.

Deliverables: Deliverables for support will be determined and communicated to stakeholders as needs arise.

Task 2: Project Management/Administration

Objective: The objective of Task 2 is to ensure efficient and effective project management and administration throughout the project's life cycle. This task aims to maintain proper resource allocation, accurate schedule tracking, comprehensive project documentation, and transparent financial accounting to ensure the project's seamless execution. Additionally, it encompasses managing the quality assurance process to ensure that every aspect of the project aligns with the set standards and expectations, thereby guaranteeing the project's overall success.

Deliverables: Comment-Response Logs, Progress Status Reports; Document Catalog; and Regular project updates with City's PM to communicate progress and discuss any issues, improvements, or necessary changes to project delivery.

4. FEES:

See Attachment "A".

This price includes all labor and expenses anticipated to be incurred by Black & Veatch for the completion of these tasks in accordance with Professional Services Method "A" – Hourly Rate, for a fee not to exceed three hundred forty-seven thousand, six hundred (\$347,600) Dollars.

5. SCHEDULE:

The project is anticipated to be completed within 3 years* from issuance of notice-to-proceed (NTP). The project deliverables are to be phased as follows:

Task	Deliverable/ Milestone	Weeks Following NTP
	Notice to Proceed (NTP)	
1	Three-year support	156
2	Project Management	156
		Total Duration: 156 Weeks (3 years)

*Two 1-year renewal options would be in addition to this.

6. STAFF ASSIGNMENT:

The City's staff assignments to this project:

Dan Mayer, CGCIO	IT Director
David Pearson	Solutions Manager
Billie Kirkpatrick	Project Manager
Marina Kiriyeve	Sr. Systems Programmer (OWAM)
Matt Woloschek	Sr. Systems Programmer (GIS)
Jay Ravins	Finance Director
Monica Mitchell	Finance Assistant Director
Richard Gardner, P.E.	Public Utilities Director
Michael Flanigan	Public Utilities Assistant Director
To Be Determined	Business System Analyst (PU)

The ENGINEER's staff assignments to this project include:

Amanda Schwerman, PE, ENV SP	Client Director
Nick Alexandrou, GISP, IAM	Project Manager
Rebecca Oliva, P.E., BCEE, ENV SP, PMP	Project Administration & Controls
Mark Seastead	CMMS Practice Lead

7. CORRESPONDENCE/REPORTING PROCEDURES:

Consultant's project correspondence shall be directed to:

Nick Alexandrou, Project Manager, with copies to Rebecca Oliva, Project Administration & Controls.

All City project correspondence shall be directed to:

Dan Mayer, Project Manager with copies to Richard Gardner.

8. INVOICING/FUNDING PROCEDURES:

City Invoicing Code: _____

For work performed, invoices shall be submitted monthly to:

**ATTN PROJECT MANAGER
CITY OF CLEARWATER, INFORMATION TECHNOLOGY DEPARTMENT
PO BOX 4748
CLEARWATER, FLORIDA 33758-4748**

Contingency services will be billed as incurred only after written authorization provided by the City to proceed with those services.

9. INVOICING PROCEDURES:

At a minimum, in addition to the invoice amount(s) the following information shall be provided on all invoices submitted on the Work Order:

1. Purchase Order, Project and Invoice Numbers and Contract Amount.
2. The time period (begin and end date) covered by the invoice.
3. A short narrative summary of activities completed in the time period.
4. Contract billing method – Lump Sum or Hourly Rate.
5. Hours, hourly rates, names of individuals being billed, amount due, previous amount earned, the percent completion, total earned to date for each task and other direct costs (receipts will be required for any single item with a cost of \$50 or greater or cumulative monthly expenses greater than \$100).
6. If the Work Order is funded by multiple funding codes, an itemization of tasks and invoice amounts by funding code.

10. CONSIDERATIONS:

Consultant acknowledges the following:

1. The Consultant named above is required to comply with Section 119.0701, Florida Statutes, where applicable.
2. All City directives shall be provided by the City Project Manager.
3. All submittals must be accompanied by evidence each has been internally checked for QA/QC before providing to City.
4. Documents posted on City website must be ADA accessible

11. ASSUMPTIONS:

- For repetitive or ongoing tasks such as staff augmentation for cyclical work, like monthly or quarterly updates, a single task order may be authorized to utilize over a defined time period.

- For more advanced developments/enhancements that require long-term development and significant budget, a change order or separate task order may be required to avoid depleting that year's budget.
- Billing rates are subject to escalation, as mutually agreed, 1 year after the contract date, and annually thereafter
- ENGINEER will propose a scope, fee, deliverables, and schedule for each task assignment and obtain City's approval in writing before performing any work.

12. PROJECT FEE:

Task	Description	Subconsultant Services	Labor	Total
1	Three Years of Support	\$0	\$249,000	\$249,000
2	Three Years of Project Management	\$0	\$51,000	\$51,000
SUBTOTAL, LABOR AND SUB-CONTRACTORS				\$300,000
3	Other Direct Costs (travel, expenses, prints, photocopies, etc.)			\$16,000
SUBTOTAL, WITHOUT CONTINGENCY				\$316,000
4	Contingency (10%)			\$31,600
GRAND TOTAL				\$347,600