



AGENDA

Special Meeting of the
Scotts Valley City Council
In-Person and Remote Access
Date: June 28, 2023
Time: 6:00 PM

CONTACT INFORMATION	MEETING LOCATION	POSTING
City of Scotts Valley 1 Civic Center Drive Scotts Valley, CA 95066 (831) 440-5600	City Council Chambers 1 Civic Center Drive Scotts Valley, CA 95066 OR Zoom Video Conference https://us02web.zoom.us/j/86813284631	The agenda was posted on 6/27/2023 at City Hall, SV Senior Center, SV Public Works Building, and on the Internet at www.scottsvalley.gov .

ELECTED OFFICIALS	CITY STAFF MEMBERS
Jack Dilles, Mayor Randy Johnson, Vice Mayor Donna Lind, Council Member Derek Timm, Council Member Allan Timms, Council Member	Mali LaGoe, City Manager Kirsten Powell, City Attorney Cathie Simonovich, City Clerk

MEETING NOTICE AND AGENDA PACKET MATERIALS
Agenda and Agenda Packet Materials: For Special City Council Meetings, the agenda and the complete agenda packet are available for review, at last 24 hours prior to the meeting, on the Internet at the City's website: www.scottsvalley.gov and in the lobby of City Hall at 1 Civic Center Drive, Scotts Valley, CA. Pursuant to Government Code §54957.5, materials related to an agenda item, submitted after distribution of the agenda packet, are available for public inspection in the lobby of City Hall during normal business hours, Monday-Friday, 8am-12 pm and 1-5 pm. In accordance with AB 1344, such documents will be posted on the City's website at www.scottsvalley.gov. Public Participation: The meeting will be available on Zoom and livestreamed to the City of Scotts Valley's YouTube channel: https://www.youtube.com/channel/UCLNTBScelB4wTfidYHrocWA For those wishing to participate via Zoom you can join the following ways: Zoom Webinar meeting link: https://us02web.zoom.us/j/86813284631 Or dial one of these numbers: (669) 900-9128 or (669) 444-9171 Webinar ID: 868 1328 4631 Whether attendance is in-person or remote, you will be given opportunities to provide public

comment at the appropriate times throughout the meeting. The time limit is up to 3 minutes for an individual, or 5 minutes for someone who is representing a group of three or more, at the discretion of the Mayor. Please note that this is not a question-and-answer time, but simply a time to provide comments to the Council. At the appropriate times during the meeting for public comment, on items not on the agenda, and on specific agenda items, the Mayor will announce that public comment will be accepted.

How to comment via in-person attendance:

Please proceed to the public comment podium when the Mayor opens the item for public comment.

How to comment via Zoom Webinar:

Use the webinar attendee option to “raise hand” when the Mayor opens the item for public comment. The Clerk will unmute you when it is your turn. If you have joined via Zoom phone call, dial *9 or your phone to “raise your hand”, and the Clerk will unmute you when it is your turn.

CALL TO ORDER 6:00 PM

ROLL CALL

PUBLIC COMMENT TIME

This is the opportunity for individuals to make and/or submit written or oral comments to the Council on any items within the purview of the Council, which are NOT part of the Agenda. No action on the item may be taken, but the Council may request the matter be placed on a future agenda.

ALTERATIONS TO CONSENT AGENDA

Council can remove or add items to the Consent Agenda.

CONSENT AGENDA

The Consent Agenda is comprised of items which are intended to be non-controversial and are approved without discussion. Persons wishing to speak on any item may request the item be moved to the Regular Agenda by raising their hand to be recognized by the Mayor. An item will only be moved from the Consent Agenda to the Regular Agenda if a City Council Member requests it to be moved and a majority of the Council agrees.

1. Contract Award: Cloud-Based Computerized Maintenance Management Software (CMMS) System

ALTERATIONS TO REGULAR AGENDA

Council can remove or add items to the Regular Agenda.

REGULAR AGENDA

Persons wishing to speak on any item may do so by raising their hand to be recognized by the Mayor.

1. Approval of Transfer Agreement for Modular Building at Brook Knoll Elementary School

CONVENE TO CLOSED SESSION

CLOSED SESSION SUBJECT(S)

1. Conference with legal counsel regarding real property negotiations
Legal Authority: Government Code Section 54956.8
Location: APNS: 022-721-07, 022-721-08, 022-721-09 (Town Center)
Staff Present: City Manager, City Attorney, Administrative Services Director

RECONVENE TO OPEN SESSION

REPORT ON ACTION TAKE DURING CLOSED SESSION

ADJOURNMENT

ADA NOTICE

The City of Scotts Valley does not discriminate against persons with disabilities. The City Council Chambers is an accessible facility. If you wish to attend a City Council meeting and require assistance such as sign language, a translator, or other special assistance or devices in order to attend and participate at the meeting, please call the City Clerk's office at (831) 440-5600 five to seven days in advance of the meeting to make arrangements for assistance. If you require the agenda of a City Council meeting be available in an alternative format consistent with a specific disability, please call the City Clerk's Office. The California State Relay Service (TTY/VCO/HCO to Voice: English 1-800-735-2929, Spanish 1-800-855-3000; or, Voice to TTY/VCO/HCO: English 1-800-735-2922, Spanish 1-800-855-3000), provides Telecommunications Devices for the Deaf and Disabled and will provide a link between the TDD caller and users of telephone equipment.

PROCEDURAL INFORMATION FOR THE PUBLIC

THE FOLLOWING IS THE PROCEDURE COUNCIL SHOULD TAKE IN APPROVAL OF A RESOLUTION:

1. Move the Resolution number for approval.
2. Second the motion.
3. Vote by body, a roll call vote is not required.

THE FOLLOWING IS THE PROCEDURE COUNCIL SHOULD TAKE IN INTRODUCTION/ADOPTION OF AN ORDINANCE:

1. Move the Ordinance number for introduction (or adoption).
2. Move the Ordinance be introduced by title only and waive the reading of the text.
3. Read the Ordinance title.
4. Second the motion.
5. Vote by body, a roll call vote is not required.

THE FOLLOWING IS THE PROCEDURE COUNCIL SHOULD TAKE IN PUBLIC COMMENT/PUBLIC HEARINGS:

Unless otherwise determined by the presiding officer of the meeting:

1. Three minutes allowed per individual to speak.
2. Five minutes allowed per individual representing a group of three or more.



The City of Scotts Valley does not discriminate against persons with disabilities. The City Council Chambers is an accessible facility. If you wish to attend a City Council meeting and require assistance such as sign language, a translator, or other special assistance or devices in order to attend and participate at the meeting, please call the City Clerk's office at (831) 440-5602 five to seven days in advance of the meeting to make arrangements for assistance. If you require the agenda of a City Council meeting be available in an alternative format consistent with a specific disability, please call the City Clerk's Office. The California State Relay Service (TTY/VCO/HCO to Voice: English 1-800-735-2929, Spanish 1-800-855-3000; Voice to TTY/VCO/HCO: English 1-800-735-2922, Spanish 1-800-855-3000; or, from or to Speech-to-Speech, English & Spanish 1-800-854-7787), provides Telecommunications Devices for the Deaf and Disabled and will provide a link between the TDD caller and users of telephone equipment.

City of Scotts Valley CITY COUNCIL STAFF REPORT

DATE: 6/28/2023
TO: Honorable Mayor and City Council
FROM: Chris Lamm, Public Works Director
APPROVED: Mali LaGoe, City Manager
SUBJECT: **Contract Award: Cloud-Based Computerized Maintenance Management Software (CMMS) System**

SUMMARY OF ISSUE

A cloud-based Computerized Maintenance Management Software (CMMS) system is a digital solution designed to streamline and enhance the management of maintenance activities and processes within an organization. It operates on a cloud infrastructure, meaning that the software and data are hosted and accessible remotely via the internet.

Key features of a CMMS system include:

- **Maintenance Management:** The software allows users to efficiently manage maintenance tasks, work orders, and preventive maintenance schedules. It helps track assets, equipment, and inventory, ensuring timely inspections, repairs, and replacements.
- **Work Order Management:** A CMMS system enables the creation, assignment, and tracking of work orders. Users can easily prioritize, schedule, and delegate tasks to maintenance staff, ensuring efficient allocation of resources and reducing downtime.
- **Asset Management:** The software provides a centralized database for tracking and managing assets, including equipment, machinery, vehicles, or facilities. It allows for recording asset details, maintenance history, warranties, and service records, facilitating proactive maintenance planning and cost control.
- **Inventory Management:** With the CMMS system, organizations can efficiently manage spare parts, consumables, and inventory associated with maintenance activities. It helps optimize stock levels, automate reordering, and track usage, minimizing stockouts and reducing carrying costs.
- **Reporting and Analytics:** The system generates comprehensive reports and analytics, providing valuable insights into maintenance operations, asset performance, costs, and resource utilization. This data-driven approach enables data-based decision-making, identifying trends, and optimizing maintenance strategies.
- **Mobile Access:** Cloud-based CMMS systems often offer mobile applications or responsive web interfaces, allowing maintenance workers to access work orders,

submit updates, and complete tasks in the field using smartphones or tablets. This enhances productivity, real-time collaboration, and ensures accurate data capture.

- **Public Portal:** Through integration with the City Website, the program will allow residents to submit work orders that can be placed in a queue for assignment and follow up.

The City issued a request for proposals in January of 2023 for a CMMS system with detailed program requirements and received 6 proposals from firms in March of 2023. A selection panel consisting of members from Engineering, Wastewater, Maintenance and IT, reviewed the proposals and interviewed the top three firms. The selection panel selected OpenGov, Inc. as the preferred vendor providing the best value to the City. The City has previously selected OpenGov, Inc. for other Software as a Service Agreements for permit tracking, budgeting and financial systems.

The proposal from OpenGov includes all the requested services in the RFP, including Software Implementation, Customization, Project Management, Training, and annual licensing for 5-years. The proposal costs are broken down as follows:

Implementation and Associated Startup	\$ 42,000
Year 1 Licensing – July 1, 2023	\$ 18,588
Year 2 Licensing – July 1, 2024	\$ 19,517
Year 2 Licensing – July 1, 2024	\$ 20,493
Year 2 Licensing – July 1, 2024	\$ 21,518
Year 2 Licensing – July 1, 2024	\$ 22,594
Subtotal	\$144,710
Contingency (15%)	\$ 21,706
Total	\$166,416

Additionally, the City has entered into an agreement with Hanson and Associates in the amount of \$49,950 to act as the City's representative and project manager to assist with implementation activities on the City's behalf to ensure timely completion. This brings the total project budget to \$216,366.

FISCAL IMPACT

The project is included within the Adopted Fiscal Year 2022-23 Capital Improvement Program, CIP – 61, and is funded with General Fund Capital in the amount of \$250,000.

There is no additional impact on the general fund.

STAFF RECOMMENDATION

It is recommended that the City Council authorize the City Manager to negotiate and execute an agreement with OpenGov, Inc. in a form acceptable to the City Attorney in an amount not to exceed \$144,710 plus 15% contingency (\$21,706) totaling \$166,416.

TABLE OF CONTENTS

1. OpenGov

City of Scotts Valley Request for Proposals Cloud-Based Computerized Maintenance Management System

Sara South, Administrative Analyst II
City of Scotts Valley
1 Civic Center Drive
Scotts Valley, CA 95066
ssouth@scottsvalley.org

Issued: January 25, 2023
Due: Tuesday March 7, 2023 2:00PM PST

Response by:



Corporate Address:
6525 Crown Blvd. #41340
San Jose, CA 95160



Dalton Gilbert
Account Executive
dgilbert@opengov.com

Table of Contents

Executive Summary	4
1. Proposal Checklist	7
2. Proposer Company Information	8
Company Background	9
References	12
3. Signature Page	19
4. Narrative Responses	20
1. General System Description	20
2. Hardware Requirements	37
3. System Implementation	37
4. System Testing and Validation Plan	40
5. Training Plan	40
6. Documentation	42
7. Support	42
8. Pricing Page (Appendix A, Section G)	44
9. Supplemental Attachments	44
10. Response to Detailed Technical and Functional Requirements	48
5. Pricing and Proposed Payment Schedule	49
Appendices	52
Appendix A: OpenGov Software Services Agreement	
Appendix B: Exceptions	
Appendix C1: Scope of Work	
Appendix C2: Scope of Work	
Appendix D: Resumes	

Sara South, Administrative Analyst II
City of Scotts Valley
1 Civic Center Drive
Scotts Valley, CA 95066
ssouth@scottsvalley.org

Dear Sara and the Scotts Valley Review Team,

First and foremost, we would like to express our appreciation for our current partnership with the City of Scotts Valley that began in 2021. What started as an initiative to streamline your City's permitting and licensing process has now evolved into budgeting, planning and ERP. We have been working closely with Mali LaGoe, Taylor Bateman, Stephanie Hill, Amanda Long and the team to ensure a successful rollout and adoption of our suite of solutions that empower the staff to be more effective and efficient in serving the needs of their community. And now we are excited for the opportunity to partner with you for the City's asset management operations.

Based on the review of the project background and goals outlined in the RFP, combined with our previous knowledge of working with Cities with similar situations, it is our understanding that the City of Scotts Valley's needs are best met with a solution that delivers a cloud-based and mobile solution that is easy for staff to use during their extensive Work Order and Asset Management duties. This solution must provide a full lifecycle approach to asset management, from defining asset condition and service levels to effortlessly establishing future planning and budgeting needs.

These challenges are both complex and expensive. How will you manage your investments? How will you prioritize repair and replacement projects? How will you ensure the quality of the infrastructure in your community? To answer these questions and accomplish your goals, the City must partner with a company that understands your unique needs. The software must be designed specifically to manage your entire infrastructure, from signals and signage to water mains, and all points in-between. It must provide data for today and for what you'll need in the future. It must work with existing systems and provide users the data they need, where they need it—in the field, at a budget meeting, or in a council session.

Most importantly, when you partner with OpenGov, you're getting more than a software subscription with Cartegraph Asset Management. You're getting an entire company devoted to your success: an experienced implementation team who will take the time to learn your processes and share best practices, a support team that gets rave reviews and unmatched first-call resolution, a customer success team who checks in and offers practical advice for continued improvement, and a products team that uses customer feedback to shape every release. We are on a mission to power more effective and accountable government, and we seek to produce long-term partnerships with the communities we serve.

Dalton Gilbert
Account Executive
dgilbert@opengov.com

Executive Summary

Dear Sara and the City of Scotts Valley Review team,

While infrastructure management is a daunting task everywhere, the City of Scotts Valley has unique challenges to solve. Recent flooding, downed trees, power outages, retaining wall failures, mudslides, and other storm impacts have greatly affected the residents of Scotts Valley, and as a result maintenance crews have been working hard to get ahead of and regularly monitor city infrastructure. Thanks to the extra hours that were put in by wastewater staff over the New Year holiday weekend, the City of Scotts Valley was able to avoid sewage spills that other Bay Area Cities encountered during recent storms. An increase in work order requests from citizens reporting storm related damage must have put a strain on existing asset management systems and highlighted inefficiencies in current workflows.

We understand that the City of Scotts Valley desires an enterprise asset management solution to help get the City to optimal maintenance operations and work order management, converting processes that are largely paper based to electronic processes. The City would like better visibility into the conditions of its wastewater, transportation and fleet assets and the work being performed. The City also needs an efficient solution to streamline maintenance information and to automate the asset management process.

To accomplish these goals, it is important that the City partners with a company that understands your needs and also has a successful working relationship. The software you choose must be easy to use and designed specifically to extend the life of existing assets while providing the appropriate data and access to maintain or improve the condition of these assets. Unplanned spending on asset maintenance without a documented gain in service condition is neither efficient, effective, or productive.

Your partner needs to understand these issues and provide a solution designed with high-performance government in mind. In addition to your partner being able to provide the necessary solutions needed to manage your assets and related work, it is also important that your partner has experience with various integrations such as Wonderware and ArcGIS. Lastly, your partner should also have the in-house personnel to implement and maintain the solution, and not pass off to a third party.

As highlighted in our proposal, OpenGov will partner with you to provide:

An open systems model to accommodate integrations with existing systems. Built-in integration tools give the City the capabilities to connect third-party data with Cartegraph Asset Management. Of particular value to the City is the ability to connect data from your current OpenGov platform into one cloud system, enabling an effective way to access the budgeting and transparency applications of the OpenGov suites. Adding the Cartegraph Asset Management tool will complete

the collection of OpenGov Suites and allow the City to access the full spectrum of OpenGov products and ease of use. We will have a clear understanding of your goals and how to achieve them.

Any asset: Cartegraph Asset Management can track virtually any asset the City has or will have. We have dozens of standard asset types available, or the City can create whatever assets you need. We can build the assets for you or show you how to build them yourself. All operations information is available across the enterprise and delivered to different people and agencies in a way appropriate to their needs. This capability will reduce the cost associated with “looking” for information and provide asset transparency across the City of Scotts Valley.

Inspections: The City can easily know what assets you have, where they’re located, and what condition they’re in. Cartegraph Asset Management will guide the City through the asset inspection process, ensuring the right information is captured. Field crews can use our mobile app to enter notes, attach photos, and schedule follow-up tasks from the field.

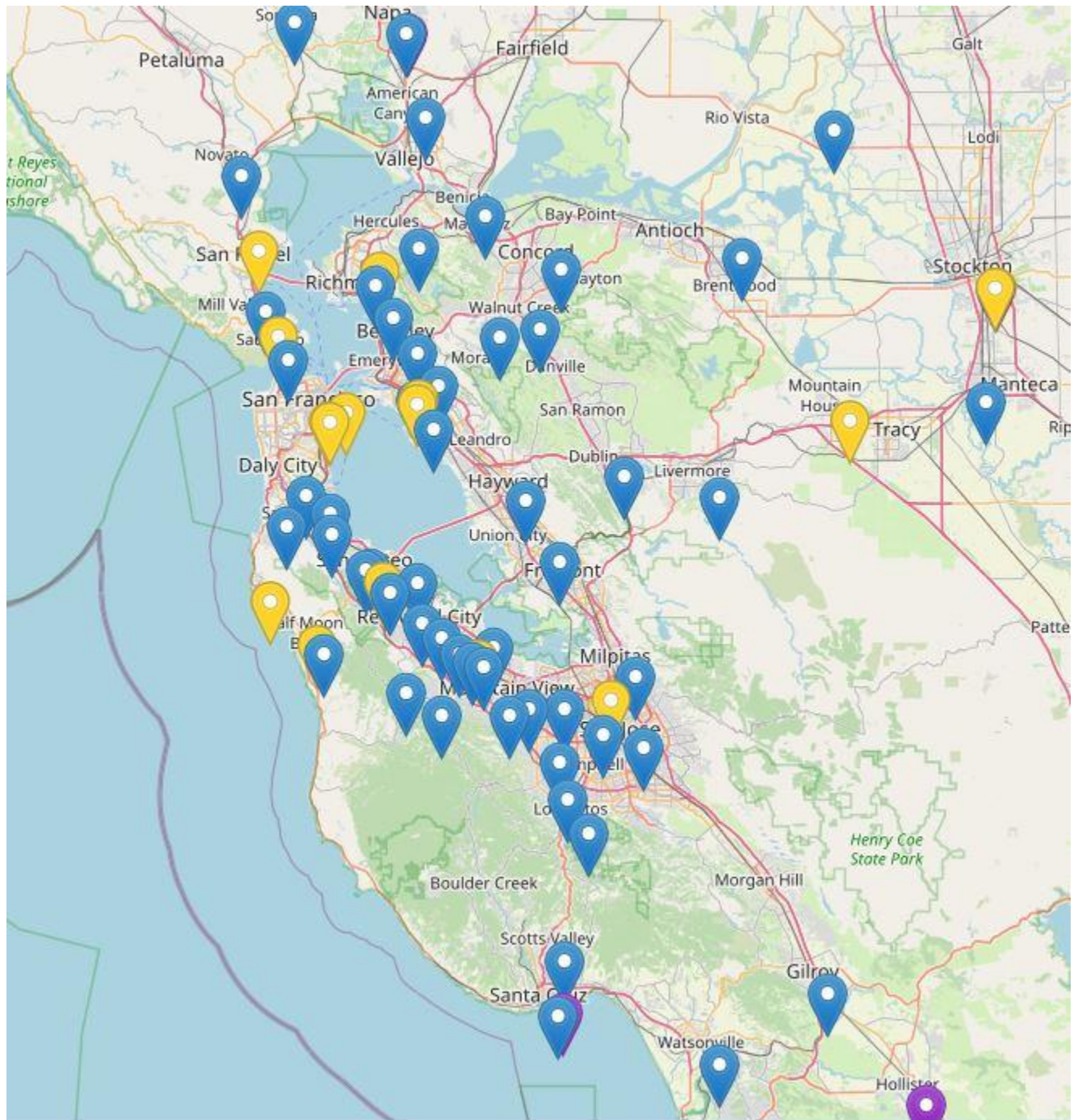
Location/GIS-Centric Architecture: Cartegraph Asset Management is fully native to GIS. Not integration. Not synchronization. Whether data is collected in the field, in the office, or via citizen requests, having asset data native in the geodatabase provides a guarantee that your GIS and work management systems both provide the right information to the right people at the right time.

True mobility: Our native mobile app is designed specifically for those in the field. Data entry is clear and easy, encouraging mobile crews to use the tools that make them more productive. Accurate and timely data collection provides greater data quality and enables more timely decisions.

Ease of data conversion: The most valuable piece of any information system is the data it contains. Our professional services team will work closely with you to develop a detailed field-by-field mapping of your data, and then move the current or legacy information into the system database tables for use. The benefits of our approach to the City include reduced system downtime and reduced project duration.

I am confident that OpenGov is the right partner for the City of Scotts Valley. Working together, we will meet your asset management needs and move the City forward as a leader in managing public infrastructure. We look forward to working with you on your High-Performance Government journey.

OpenGov Customer Presence in Northern California



Special Districts



Cities



Counties

1. Proposal Checklist

Item Description	Item Designation in RFP	Check Box	Page Number
1. Proposer Checklist	Appendix A-1, Form	✓	7
2. Proposer Company Information	Appendix A-1, Form 2	✓	8
3. Signature Page	Appendix A-1, Form 3	✓	19
4. Description of the Proposed CMMS System and Completed Response to Detailed Technical and Functional Requirements	Narrative and Completed rating form, Attachment A	✓	20 and Attachment "Proposal No. - Technical Specs - OpenGov"
5. Price and Proposed Payment Plan e	Appendix A-1, Form 4	✓	49

2. Proposer Company Information

Company Information	
Company Name:	OpenGov, Inc.
Headquarters:	
Address:	6525 Crown Blvd. #41340
City, State, Zip:	San Jose, CA 95160
Telephone Number (Voice):	(650) 336-7167
Website:	https://opengov.com/
Office serving City of Scotts Valley (if not headquarters):	
Address:	
City, State, Zip	
Telephone Number (Voice):	
Primary Company Contact Person:	
Telephone Number (Voice):	
Email Address:	

Company Background

Question	Response
How many years has the company been supplying and installing systems like the CMMS system specified in this RFP?	28
How many employees does the company have?	OpenGov currently employs 600+ employees.
How many installed clients does the company serve?	1,600, including 200 customers in California.
With how many customers is the proposed version of the system currently deployed?	We have provided 493 system implementations since July 2015.
How many employees does the company have?	OpenGov currently employs 600+ employees.
Describe the company's mission and vision.	We are on a mission to power more effective and accountable government. Our vision is to bring the Cloud to government.
List any awards or industry recognition received.	OpenGov employees have over 500 years of collective government employment experience, and many of our key personnel are members of government-focused organizations like GFOA and ICMA. OpenGov has consistently appeared on the GovTech 100 list for several years, was named to the 2021 Top Workplaces USA and most recently was named to the Forbes 2022 list of America's Best Startup Employers. We focus on hiring in top-tier talent pools for individuals with proven track records in government and/or the government technology Software as a Service (SaaS) industry.
Describe the development history of the proposed system. When was it first released? How many major upgrades have been released? How often are major upgrades released?	In 1994, the original client-server based Cartegraph product was released. In 2012, Cartegraph released an HTML5, web-based version of the asset management system product, named Operations Management System (OMS). Cartegraph has published more than 32 releases of Cartegraph Asset Management since October 2012, with various hotfixes and patches being released as needed.

	After the acquisition by OpenGov, OMS was re-branded as Cartegraph Asset Management (formerly Cartegraph OMS) in 2023 to reflect our alignment with OpenGov’s mission to power more effective and accountable government with purpose-built cloud software. Cartegraph Asset Management upgrades are delivered quarterly via AWS, meaning that these are deployed without any interruption of service for end users. Mobile app updates are released more frequently based on any iOS or Android updates for mobile users. We also have a hotfix process in place to rapidly address and deploy fixes for issues related to data corruption, system outages, or workflows that don’t have a workaround.
Describe the upgrade path for the proposed system. What enhancements are planned over the next 12 to 36 months?	Specific to Cartegraph Asset Management, we utilize two vehicles for execution: a release plan and a roadmap. The release plan is a near-term, high-confidence plan for features in progress or soon-to-be in progress. The product roadmap is thematic in nature and is centered around our core competencies: ● Asset and work strategy ● Levels of service ● Criticality and risk exposure ● Asset condition and performance ● Preventative maintenance ● Planning and budgeting ● Trade off scenarios for CAPEX and OPEX proposals ● Work planning (resource reservations, estimates) ● Work management ● Perform reactive and proactive work ● Track progress and cost on performed work ● Calendar scheduling OpenGov is solely focused on delivering mission-critical software for governments, and our product roadmap is directly informed by the feedback we receive from our customers. Our Customer Advisory Board is comprised of

	government leaders who regularly use our software suites, and we incorporate the feedback from these customers into our roadmap, which translates into new enhancements that become available to all of our customers via the multi-tenant SaaS delivery model.
--	---

References

Reference 1

Entity Name:	City of San Mateo, CA
Address:	330 West 20th Avenue, San Mateo, CA 94403
Contact:	Curt Pihl
Title:	Database Specialist
Telephone Number:	650-522-7378
Approximate City (Agency) Population:	102,200
General Description of System Installed:	City of San Mateo, CA has been using Cartegraph Asset Management since 2016 to assist their work and asset management. In 2017, San Mateo engaged in a Cartegraph Asset Management implementation project in which they implemented 37 asset types within the following domains: Transportation, Signals, Sewer, Storm, Parks, and Facilities. As of today, they utilize around 50 asset types.
Proposer's Role in Installation:	Software & Implementation Provider
Installation Date:	Implementation completed in 2017

Reference 2

Entity Name:	City of Burlingame, CA
Address:	501 Primrose Rd, Burlingame, CA 94010
Contact:	Kevin Dawdy
Title:	Senior Management Analyst
Telephone Number:	650-558-7686
Approximate City (Agency) Population:	30,106
General Description of System Installed:	City of Burlingame, CA has been using Cartegraph Asset Management since 2014 to become more effective and efficient with their

	daily work patterns. They currently manage over 60 asset types, with the most used being Water Distribution, Sanitary Sewer, and StormWater. They have contracted Cartegraph for several projects of many different sizes. Burlingame set a goal to better communicate with their community. With the help of Cartegraph and SeeClickFix, they have successfully bridged that gap. Learn more about how this city is using Cartegraph Asset Management to manage their assets and infrastructure here: https://www.cartegraph.com/customer-story/burlingame-improved-workflows-and-citizen-engagement
Proposer's Role in Installation:	Software & Implementation Provider
Installation Date:	Implementation completed in 2015

Reference 3

Entity Name:	Town of Los Gatos, CA
Address:	110 E. Main St Los Gatos, CA 95030
Contact:	Kinjal Buch
Title:	Senior Engineering Technician
Telephone Number:	408-921-0149
Approximate City (Agency) Population:	32,538
General Description of System Installed:	Town of Los Gatos, CA is a long standing customer who started utilizing Cartegraph Asset Management in 2012. The town engaged in an implementation project in which they implemented 7 asset types for Facilities. Cartegraph provided training for the facilities domain, along with some configuration for those assets. Since then, they have added on and actively use 25 asset types.
Proposer's Role in Installation:	Software & Implementation Provider
Installation Date:	Implementation completed in 2012

Reference 4

Entity Name:	City of Santa Barbara, CA
Address:	735 Anacapa St, Santa Barbara, CA 93101
Contact:	Gaylen Fair
Title:	Water Quality Superintendent
Telephone Number:	805-568-1004
Approximate City (Agency) Population:	88,255
General Description of System Installed:	City of Santa Barbara, CA has used Cartegraph Asset Management for their work and asset management needs since 2012. Their Cartegraph Asset Management implementation includes nearly 100 different asset types including Water, Sewer, and Transportation infrastructure. The City has contracted with Cartegraph for a variety of projects of various sizes enabling them to make data-driven decisions for budgeting road repairs, storm drain management, and gain overall efficiencies in their field operations as showcased here: https://www.cartegraph.com/video/santa-barbara-mobile-work-orders-asset-management.
Proposer's Role in Installation:	Software & Implementation Provider
Installation Date:	Implementation completed in 2012

Reference 5

Entity Name:	Menlo Park, CA
Address:	701 Laurel St. Menlo Park, CA 94025
Contact:	Whitney Loy
Title:	Enterprise Applications Administrator
Telephone Number:	650-656-5257
Approximate City (Agency) Population:	32,475

General Description of System Installed:	Full implementation of Cartegraph Asset Management. 3 day on-site requirements gathering. 2 day remote "Train the Trainer" Event. Consulting, Project Management, and Go-Live Support. Implementing and training for the following departments: Facilities, Parks & Recreation, Transportation, Stormwater, Signals, Water Distribution.
Proposer's Role in Installation:	Software & Implementation Provider
Installation Date:	Implementation completed in 2019

Reference 6

Entity Name:	City of Enumclaw, WA
Address:	1339 Griffin Avenue, Enumclaw, WA 98022
Contact:	Dianna Billingsley
Title:	PW Administrative Manager
Telephone Number:	360-615-5724
Approximate City (Agency) Population:	12,733
General Description of System Installed:	The City of Enumclaw is a relatively new customer that is already doing unique and creative things with the software including a recent implementation for use by solid waste collection drivers. They used to document extra pick ups by paper forms that would get processed. By using Cartegraph to document the pick ups (including taking pictures), they collected an extra \$50,000 the first year! They love the flexibility they have in automating workflows and the ease that they can be adjusted based upon feedback from staff.
Proposer's Role in Installation:	Software & Implementation Provider
Installation Date:	Implementation completed in 2020

Reference 7

Entity Name:	City of Hemet, CA
Address:	445 E Florida Ave, Hemet, CA 92543
Contact:	Carmen Garcia
Title:	Administrative Assistant
Telephone Number:	951-765-3712
Approximate City (Agency) Population:	90,436
General Description of System Installed:	City of Hemet, CA started using Cartegraph Asset Management to maintain their assets and track work in 2012. During one of their many projects, Hemet implemented Storm Water, Parks, Facilities, and Water. They have also engaged in yearly Orange Advantage Projects since 2019. To date, they have implemented almost 50 asset types.
Proposer's Role in Installation:	Software & Implementation Provider
Installation Date:	Implementation completed in 2012

Reference 8

Entity Name:	City of Wilsonville, OR
Address:	29799 Town Center Loop E, Wilsonville, OR 97070
Contact:	Andy Sheehan
Title:	Asset Management Coordinator
Telephone Number:	503-570-1555
Approximate City (Agency) Population:	26,519
General Description of System Installed:	Long-term customer with a very mature implementation. Even so, they continue to automate more and more workflows to create greater consistency. They are currently implementing risk assessment and pesticide use tracking.

Proposer's Role in Installation:	Software & Implementation Provider
Installation Date:	Implementation completed in 2013

Reference 9

Entity Name:	City of Ashland, OR
Address:	51 Winburn Way, Ashland, OR 97520
Contact:	Tania Glick
Title:	Engineering Technology Technician
Telephone Number:	(541) 552-2386
Approximate City (Agency) Population:	21,607
General Description of System Installed:	The City of Ashland, OR has been a Cartegraph Asset Management customer since 2015. They came to Cartegraph with the goal of improving their workflow process by equipping their field staff with a mobile application to help increase data collection and work order efficiency. The City has increased their usage of Cartegraph Asset Management annually and now have 100 users across the following departments: Facilities, Parks & Recreation, Sanitary Sewer, Signals, Storm Water, Transportation, Walkability, and Water Distribution.
Proposer's Role in Installation:	Software & Implementation Provider
Installation Date:	Implementation completed in 2015

Reference 10

Entity Name:	City of Medford, OR
Address:	411 W 8th Street, Medford, OR 97501
Contact:	Mandie Milam
Title:	Database Technician
Telephone Number:	(253) 804-5067

Approximate City (Agency) Population:	86,367
General Description of System Installed:	The City of Medford, OR has been a Cartegraph Asset Management customer since 2013. Medford now has 55 licenses for the following departments: Sanitary Sewer, Storm Water, Transportation, Walkability, and Signals.
Proposer's Role in Installation:	Software & Implementation Provider
Installation Date:	Implementation completed in 2015

3. Signature Page

PROPOSAL SUBMITTED BY:

COMPANY: OpenGov Inc.
ADDRESS: 6525 Crown Blvd. #41340, San Jose, CA 95160
BY: DocuSigned by: SURESH SESHADRI 6B02F4B0E8164F3...
(Signature of Authorized Representative)
Name of Signer: Suresh Seshadri
Title of Signer: CFO
Date of Signature: 2/22/2023
Signer's Telephone Number: (425) 802-0903

ADDENDUM RECEIPT

The receipt of the following addenda to the specifications, if issued, is hereby acknowledged:

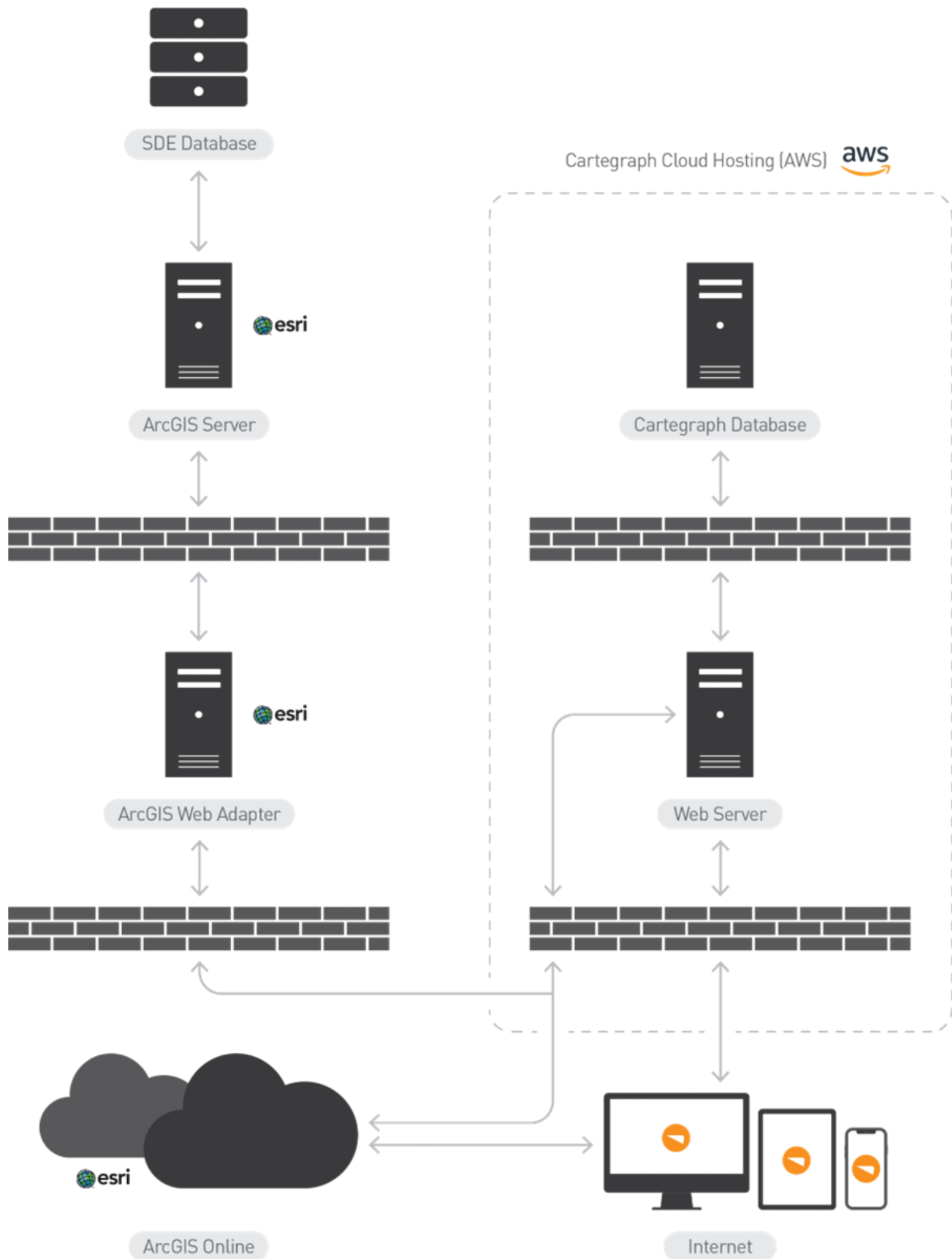
Addendum No.	Date Received
Addendum No. 1	February 21, 2023

4. Narrative Responses

1. General System Description

1. i. Describe cloud operating environment. Who hosts the application? Who owns the servers? Describe the data backup regimen. Describe access management, encryption practices, threat monitoring and security testing. List ISO certifications.

OpenGov will provide a hosted (cloud-based) solution for the City of Scotts Valley. With a hosted solution, Cartegraph Asset Management will take care of everything for the City in a secure environment through Amazon Web Services (AWS). Cartegraph will manage your database, administration, maintenance, and add new releases and hotfixes for the City. With a hosted solution, the City will always have its data securely stored and available in the event of a firewall breach, act of God, or other unique situations which render the City's other systems temporarily unavailable. AWS' servers are located in West Virginia and Oregon.



Backup regimen

OpenGov takes full database backups every 24 hours to near-line storage. These are also automatically copied to remote storage afterward. Every 15 minutes we take a transactional backup with subsequent automatic copy to remote storage as well. The near-line backups are stored onsite for three days with the remote copies retained for 30 days. Data recovery is performed by entering the server, then Cartegraph pool, then SQL file location to retrieve the backup. Data is deleted automatically on a retention policy from our hosted environment.

Access management

OpenGov operates under the principle of least privilege, so a minimum of people have access to files. Cartegraph Asset Management allows for securely creating, updating, and deleting operations at the lowest levels of the application. During implementation, OpenGov will provide a template for your staff to populate roles and users to be utilized for Cartegraph Asset Management. We will utilize the template to create users and roles in Cartegraph Asset Management. Post-implementation, the City can create any number of roles with custom titles and users, each with their own set of permissions.

Encryption practices

All data is encrypted in transport through SSL TLS 1.2. Data encryption at rest is an option for an additional subscription cost.

Threat monitoring

OpenGov uses Splunk to centrally manage all operating system, security, system, IIS logs and alert us to any abnormal behavior. We also use Splunk to audit file access. Additionally, we use ESET AV and Trend Micro for intrusion protection.

Security testing

OpenGov performs multiple levels of security reviews and vulnerability assessments across different cadences. This includes leveraging AWS and our DevOps team for ongoing monitoring and awareness, a cross-functional team which assembles for escalation of any new vulnerabilities, and engagement of third-party resources for objective penetration testing and vulnerability reporting.

1. ii. Describe how systems are shared in your environment between different customers. What are the tenancy options?

The City of Scotts Valley's data will be hosted on its own stack within the cloud-hosted data center. The City's data will be unaffected by the performance and run times of other stacks in the center. Cartegraph Asset Management is provided as a single tenant deployment.

1. iii. Describe your disaster recovery and business continuity plan. Include the number and locations of the company's data centers, backup routines, data security measures and other factors that affect reliability and uptime of the proposed system. What practices must the City observe to support the security effort? How is the recovery program audited?

OpenGov uses AWS for its cloud hosting. This includes architecting its data across multiple Availability Zones (AZ) in both regions to get an extremely fast RTO and RPO. This means in the rare case of the entire first data region failing, there are still multiple architected data points in the AZ of the second data center region. We also test these metrics as part of our Disaster Recovery Plan multiple times per year.

As described earlier in this section, AWS' data centers are located in West Virginia and Oregon. OpenGov takes full database backups every 24 hours to near-line storage. These are also automatically copied to remote storage afterward. Every 15 minutes we take a transactional backup with subsequent automatic copy to remote storage as well. Backups are deleted automatically on a retention policy from our hosted environment.

Regarding reliability, Cartegraph maintains a 99.9% product uptime. Additional metrics and benchmarks specific to the City are available upon request. Availability varies depending on the tasks being performed, the scenarios being run within the system, and the extent of client configurations.

Practices that the City can observe to support the security effort include the following:

- Establish access control policies so that users can only access data through VPN
- Adhere to our password requirements policy
- Employ a system administrator (or equivalent) manage permissions in the system

1. iv. Describe the company's uptime guarantee. What remedies are available if the company fails to meet its uptime commitment? What is the company's policy regarding notice of scheduled maintenance and related downtime?

Regarding reliability, Cartegraph maintains a 99.9% product uptime. Additional metrics and benchmarks specific to the City of Scotts Valley are available upon request. During contract negotiations, OpenGov and the City will review and agree on appropriate remedies if we fail to meet the uptime commitment.

Our maintenance window is every Friday from 9:00 p.m. to 12:00 a.m. CST (but maintenance typically only takes around 15 minutes). The City should reasonably assume that their site might be down for a prolonged period of time during that window. For any upgrades, the City will receive multiple notifications from us on when their test and production sites will be upgraded. Also, the City will see a notification in Cartegraph Asset Management that the site will be upgrading on a

certain day/time. For hotfixes or any system maintenance, the City is not notified, unless it's a zero-day vulnerability and we need to patch the servers during the week.

1. v. Describe the local CMMS system administrator function.

The City of Scotts Valley's CMMS administrator will be able to grant access, manage roles/permissions, edit system configurations, manage integrations, and more. System administration is a focus of our training program, which will empower the City, post-implementation, to add, modify, or remove system configurations as needs and workflows evolve. This also includes integration, which can be managed through user interfaces for API calls, scheduled import tools, or webhooks.

1. vi. Describe how you monitor the cloud-based solution for security threats? Has a vulnerability assessment been performed? Describe vulnerabilities discovered and actions taken. Describe security at the end-user level including access by remote devices.

a. MFA requirement and integration/SSO with AzureAD/Microsoft 365 Integration preferred

OpenGov's DevOps team, along with AWS, has multiple controls to secure access to system administration functions, as well as alerts for long running session activity. The system also has a number of technology components built into the platform that support advanced logging of system activity, system resource utilization and performance, as well as anomaly detection. These data are leveraged across multiple business processes and tools which are reviewed daily.

OpenGov performs multiple levels of security reviews and vulnerability assessments across different cadences. This includes leveraging AWS and our DevOps team for ongoing monitoring and awareness, a cross-functional team which assembles for escalation of any new vulnerabilities, and engagement of third-party resources for objective penetration testing and vulnerability reporting.

We utilize Microsoft AD for workstation/server authentication. Accessing the network remotely through VPN is done via SSO and also requires MFA. OpenGov supports a single sign-on experience. Azure AD/SAML can be supported through ArcGIS Enterprise Login capabilities.

1. vii. Describe any end-user browser or equipment limitations or requirements.

Customer workstation requirements

- Operating System: Windows 10 or 11; all Microsoft updates must be installed; 64-bit only
- Supporting Software: Microsoft Edge (latest version), Google Chrome (latest version)
- Processor and Memory: Must meet or exceed the requirements of the operating system
- Available Hard Disk: 500 MB recommended
- Supported Web Browsers: Chrome (latest version), Edge (latest version)
- Connectivity: Always connected
- External Internet access is required
- Monitor: Minimum screen resolution 1280 x 768

Map support

- Esri ArcGIS Online
- Esri ArcGIS Portal for Windows + Web adaptor
- Esri ArcGIS Server for Windows + Web adaptor
- Supports latitude/longitude coordinates only
- Web map support for the Cartegraph One app

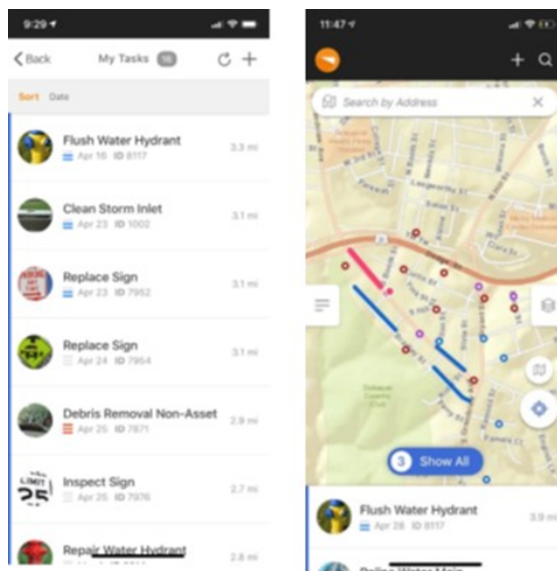
Mobile and tablet software

- Mobile Operating System: iOS or iPad version 15 to 16; Android 8.0 – 13.0
- Supporting Mobile Applications: Cartegraph One App (Available via the App Store or Google Play Store)

1. vii. a. System should be desktop and mobile-friendly. Mobile devices (smartphones, tablets) and laptops are expected to be used by staff in the field. Please specify if mobile experience is via responsive website or native app.

Cartegraph Asset Management's solutions include focused mobile applications, optimized for both field job functions as well as use on a variety of form factors and environments. This includes native mobile apps for iOS and Android that can support field work on tablets and phones, responsive mobile applications that can support job functions for things like space audits in facilities, and different modes of operations when network connectivity may not be available (offline mode).

When using a device with GPS capabilities, users can identify their current location on the map and leverage that information to accomplish tasks such as creating assets or identifying nearby work. All mobile devices can be used in a real-time, always-connected state with an Internet connection. An offline option is also available if service is difficult to maintain (all work performed will be synced once a connection is reestablished). A user can view, complete, and create new tasks and also enter labor, equipment, materials, and other resources while completing asset inspections. All work data is recorded and will be updated and saved in Cartegraph Asset Management once users are back online. To easily identify and complete tasks, users can see where they are in relation to their assigned work.



1. vii. b. System should allow mobile users to record data in the field without an active internet connection and upload data recorded in the field when internet connectivity is restored.

A user can view, complete, and create new tasks and also enter labor, equipment, materials, and other resources while in the field. All work data is recorded and will be updated and saved in Cartegraph Asset Management once users are back online.

1. viii. Identify how many concurrent users can be supported without degradation of response time for both read and write access based on the proposed system's recommended Operating Environment.

A recent stress test showed that Cartegraph Asset Management can support 500+ concurrent users without any degradation in the performance of the system.

1. ix. Describe the system's ability to perform data sharing with Microsoft (MS) Office tools including the ability to export data to MS Excel, Access and other MS office applications.

It is common that our projects have some level of integration. The answer to integration is rarely "if" it can be done, and more "what" needs to be done. We have several key features that support integration between systems, including MS office applications.



Cartegraph has a powerful API that allows integration to virtually any system that allows for it.

- **API:** Cartegraph Asset Management has a full REST API that is available to support integration. This same API is used within Cartegraph to facilitate integration between our own products such as Cartegraph One to the back office Cartegraph Asset Management.
- **Webhooks:** Webhooks allows the platform to listen for changes within the software to initiate integration. Connecting a Cartegraph Asset Management webhook to tools such as

Zapier, Automate.io or IFTTT, Cartegraph can listen for changes and automatically trigger an action. This could be as simple as sending an SMS message when a work order is rescheduled to monitoring the weather and adjusting work assignments when it is going to rain.

- **Import and Export Automation:** It is common for our customers to need to load data or do bulk updates to data, and we have built into the platform an import/export utility that allows customers to easily extract data from, or load data into, Cartegraph Asset Management.

1. x. Describe support for QR or bar code readers and other mobile devices for remote data gathering and work processing. List device type supported. Specify any limitations.

Cartegraph Asset Management supports barcode scanning. Barcode/QR scanning prompts users to act on an asset or inventory item to create a work order, view history, or enter usage readings.

1. xi. Describe the system's ad hoc query capabilities.

Authorized users can create and publish an unlimited number of ad-hoc reports. Each user also can manipulate data on-screen through filters and sorts. These data views can then be exported with a single click to compatible file formats including Excel, PDF, and JPG.

1. xii. Describe how the system controls for data entry errors. How does the system warn users about potential invalid actions? How is order of entry used to forestall errors?

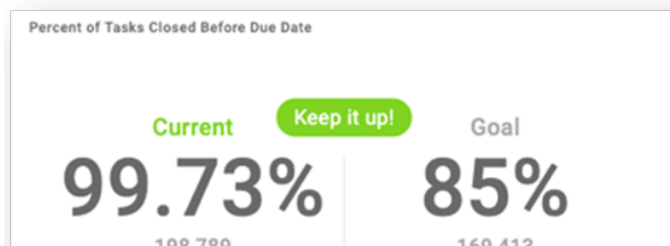
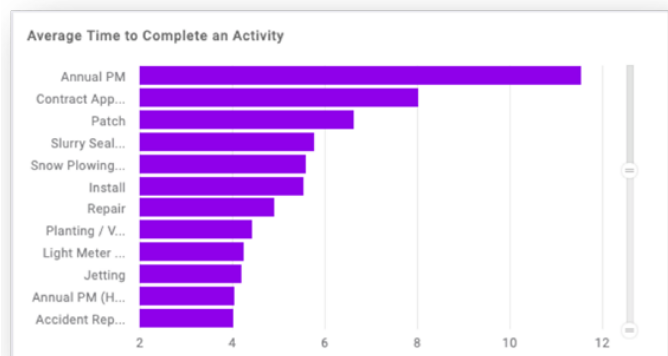
Cartegraph Asset Management allows the City of Scotts Valley to create messages or "pop-ups" when a value in a field is incorrect or does not fall into parameters or values that the City requires for specific fields.

1. xiii. Please describe in detail the reporting technology used by the proposed system. Include a representative sample of the system's canned reports.

Reporting options include dashboards, standard reports, and the ability to create ad-hoc reports.

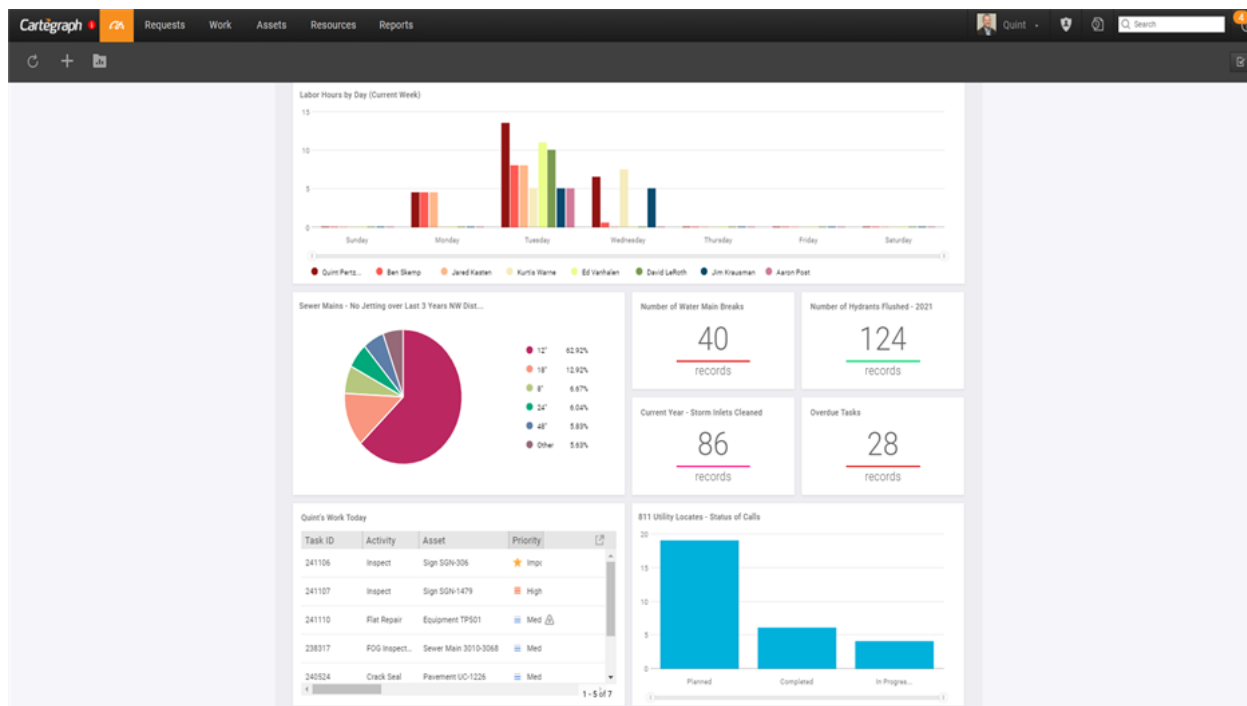
The dashboard includes charts, graphs, numbers and KPIs to track key financial and operational performance metrics relevant to the role at hand. Different roles and users will have different dashboards. For instance, managers might have a KPI like the one shown at right, tracking the performance of his team completing tasks before the due date against the goal of 85%.

Graphs with bars show the volume and distribution of a variable over time; e.g.,



average time spent per activities. The manager can easily identify the most time-consuming activities and review whether something can be done about it.

Standard reports provide an additional way to collect and review diverse sets of data. Examples include Task Performance Measures, Asset Performance Charts, and Material Inventory Details. The system includes the capability to filter, sort, query, and report on any field.



1. xiv. List any third-party report writers supported by the proposed system.

Cartegraph Asset Management has an embedded report writer, Combit, which allows agencies to create their own configured reports. Combit's List & Label report generator contains all the reporting components and options needed for embedded reporting.

1. xv. Describe the dashboard technology used by the proposed system. Include screenshots of 3-to 5 different dashboard configurations.

High performance teams don't just capture good data; they analyze that data and use it to guide their decisions. Enter the Analytics Dashboard in Cartegraph Asset Management. Use this one-stop-shop to get quick access to the data you care most about, and make smarter decisions throughout your workday. The Analytics Dashboard is built your way—you choose the data you want to see and customize how you want to see it.

Track things like:

- Where is each department spending its money?
- How many of our tasks are reactive vs. proactive?
- Are we meeting our goal of completing 90% of graffiti removal requests within 72 hours?
- What are the top service requests from citizens by council district?
- How many overdue tasks do we currently have?

Our Analytics Dashboard is easy to use and customizable by role. Select from a variety of pre-built gadgets to start monitoring performance and evaluating success. Or, create your own gadget with just a few clicks. Select your chart style and the data points you want to see, then preview and save. Group multiple sets of data at the same time in a single bar or column chart. Quickly visualize data over time based on months, quarters, and years. Investigate and dig deeper into your metrics without ever leaving your dashboard with drill-down and robust search capabilities.

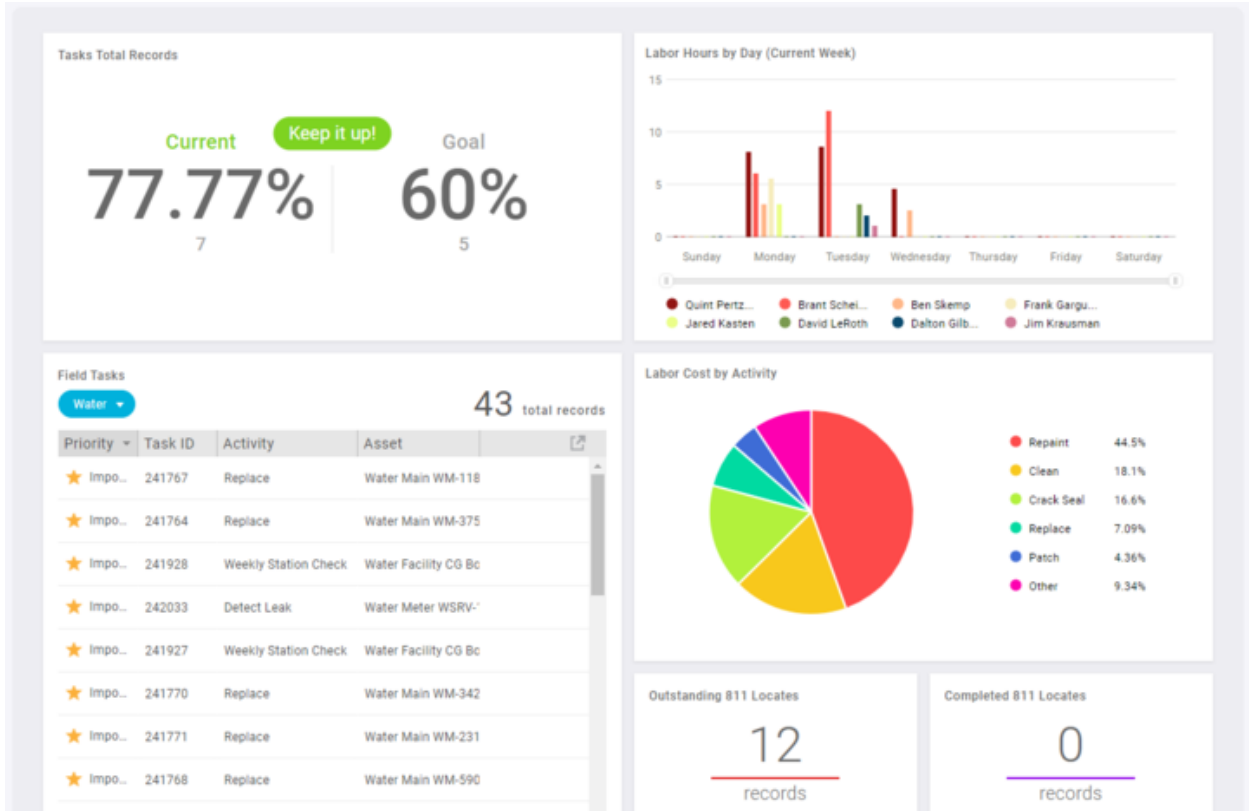
Instead of running reports to see certain data points, create a gadget to display the data in real-time. Easily export the data from your gadget or save the image to share in a presentation.

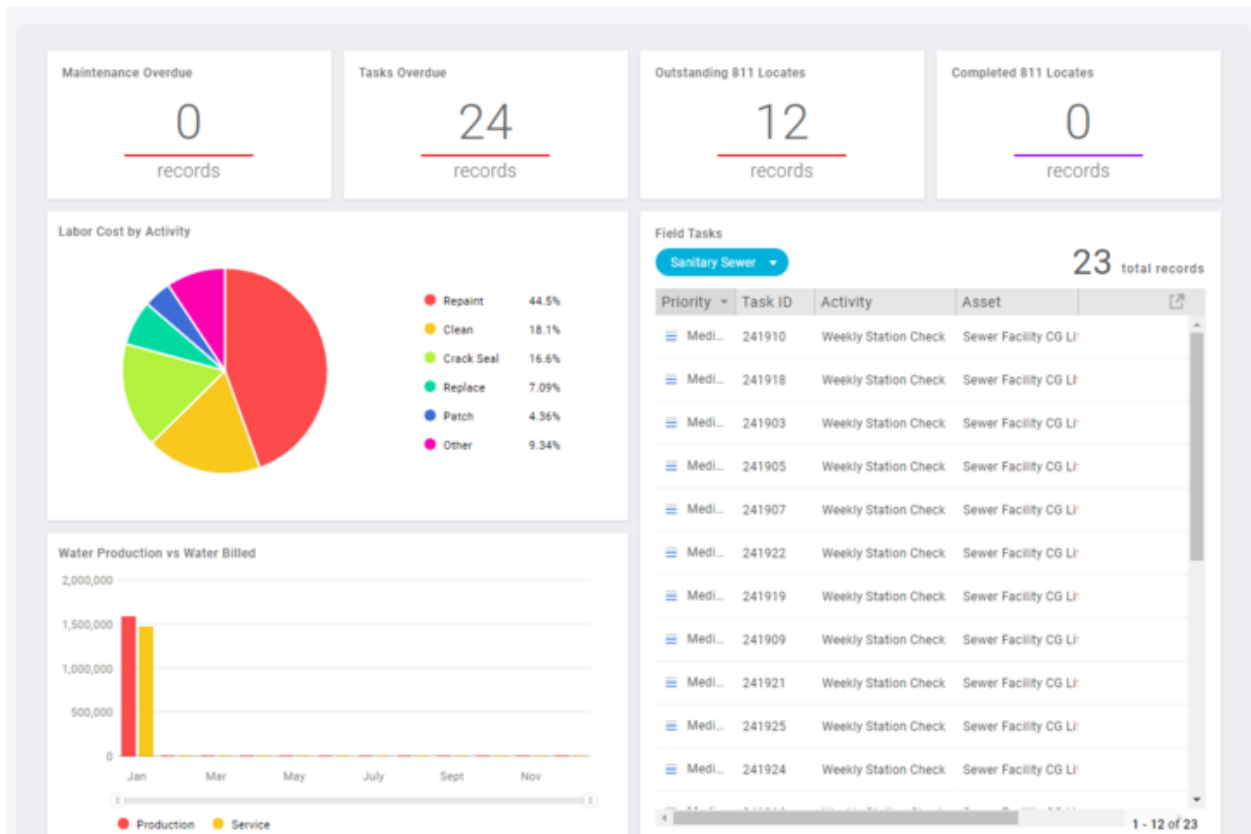
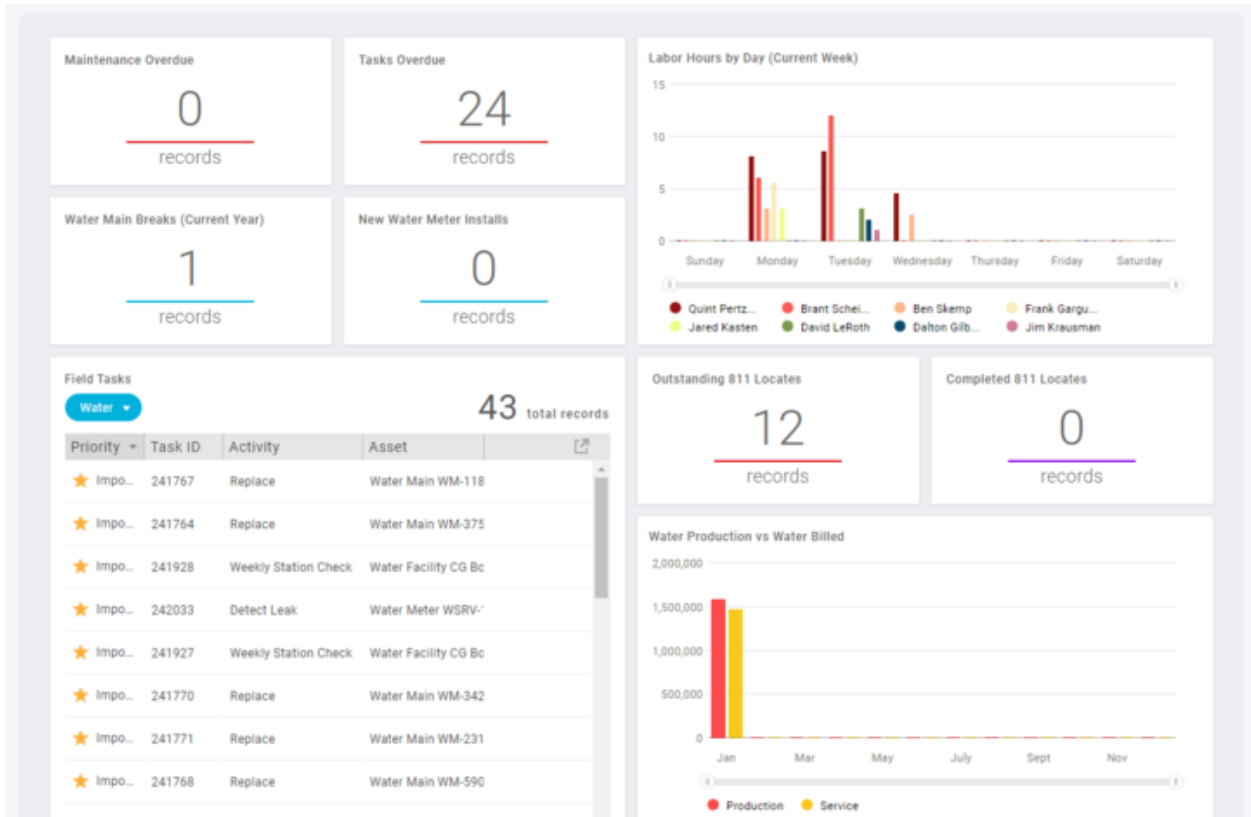
The Analytics Dashboard includes several default gadgets, including:

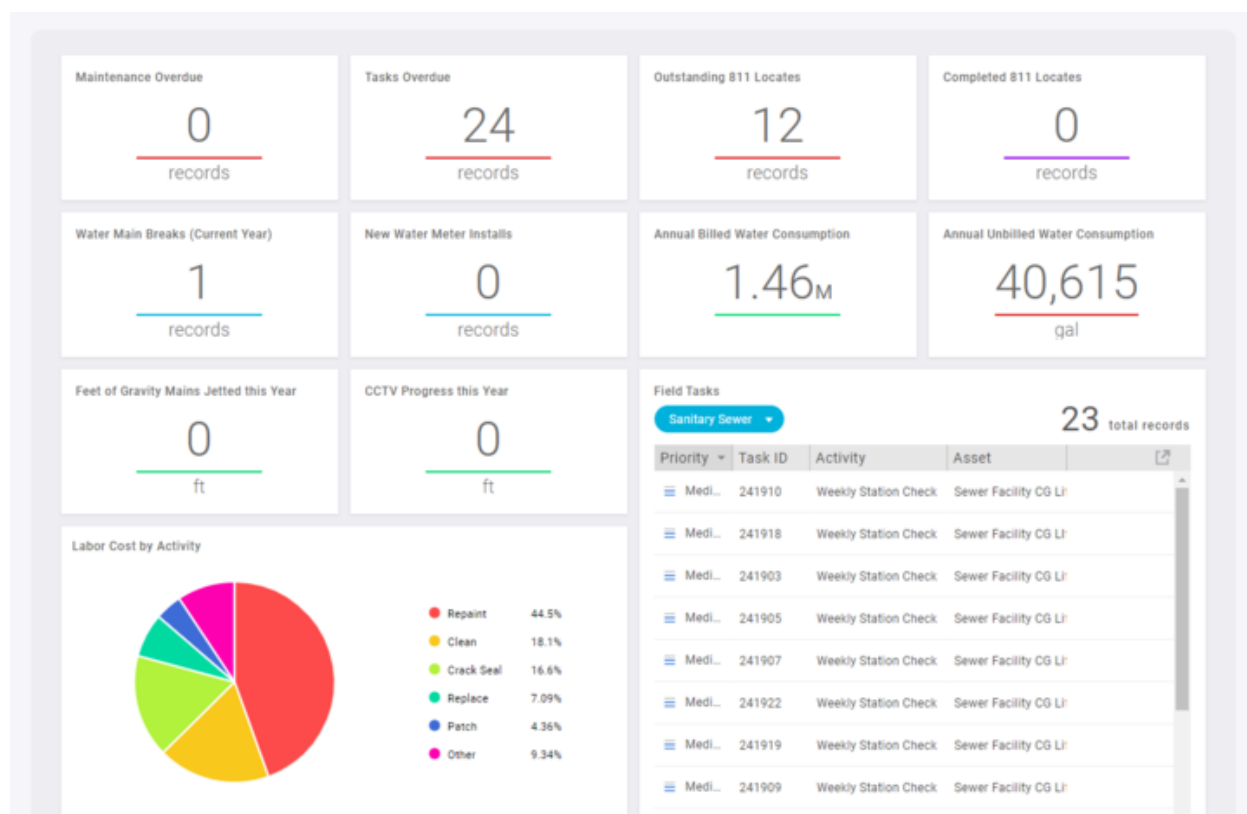
- Overdue Tasks by Department
- Hours Logged Today by Team
- Average Cost Per Activity
- Open Requests More than One Week Old

With the Analytics Dashboard, you can utilize your data to answer questions that may not have been possible before with traditional analysis methods.

Below we've provided several different dashboard configuration screenshots.







1. xvi. Please describe the business rules enforcement or workflow management tool integrated into the system. Please specify the modules covered by the workflow management tool and its method of operation. Describe the level of customization available to the customer. How are users notified about required actions or other issues needing attention?

Cartegraph Asset Management is a highly configurable system providing agencies with internal toolsets (Automation Manager, Layout Manager, Notification Manager, Library Manager) to create their own workflows and business processes within our solution. We will work with the City to identify key workflows, business processes and rules, and system configurations which meet the City's needs, and create initial configurations. These workflows and business processes are typically captured and shared in a Requirements Gathering/Needs Assessment report near the outset of the implementation project. As configurations are made, they will be deployed to a test environment which the City will have full access to for testing and user acceptance.

Once the City and OpenGov agree that the system is configured properly (or at a minimum, at a level acceptable for use and adoption for the City in a production environment), the fully configured test site will be cloned and put into a production environment for the client to "go live."

With Notification Manager, the City can receive real-time automatic email notifications when a work order is submitted, assigned, scheduled, updated, and/or closed. The City can also receive email reminders and alerts for upcoming or past due tasks.

Using Automation Manager, an administrator who sets up workflow can analyze what staff is doing and use that functionality to record the results of this analysis (recognizing redundancy) and create automated actions in the system to make staff assignments more efficient.

An action defines what will happen. A trigger defines when it will happen. Guided triggers include actions already associated with them. Triggers can be event-based, scheduled, or manual.

Automation actions include:

- Send an email notification
- Create record(s)
- Edit existing record(s)
- Verify a field value and display an error message if necessary
- Perform a calculation and set a field value

1. xvii. Describe APIs available with this system. Include in the description the provision to secure data and access to the City's mapping and SCADA systems.

Cartegraph Asset Management provides an Open REST API with the ability to integrate with a multitude of other applications and solutions as a licensed feature of the application. There is no limit on the number of API integrations and the number of API transactions.

1. xviii. Does the cloud-based solution store documents, photos, etc. in a database? Please describe.

The City can attach many file types to any record or inspection. These attachments can provide more detail on topics such as requests, work orders, tasks, assets, labor, equipment, materials, and vendor records. Attachments can be uploaded or linked, and on the mobile app, attachments can be added from a device's library or by using the camera. Valid file types include the following:

- Pictures (*.gif;*.jpg;*.jpeg;*.png, *.bmp)
- HTML (*.htm;*.html)
- Videos (*.wma;*.avi;*.mov;*.mpeg, *.mp4)
- Adobe PDF Files (*.pdf)
- Documents (*.doc; *.docx)
- Excel Files (*.xls; *.xlsx)
- Drawing (*.dwg; *.dgn; *.dwf)
- Text Files (*.txt; *.rtf)
- Audio Files (*.aac; *.mp3; *.wav; *.wma)

1. xix. Does the cloud-based solution have data storage limitations for data, photos, videos, etc. Please detail.

Cartegraph Asset Management allows users to upload files regardless of file type up to 30 MB. The initial file space limit for attachments is 250 GB. Additional space can be purchased if necessary.

1. xx. Does the cloud-based solution have the ability to access and utilize un-secured map and/or feature services from ESRI's ArcGIS Server?

Cartegraph Asset Management supports this functionality.

1. xxi. Does the cloud-based solution have the ability to access and utilize ESRI ArcGIS Server for map and feature services secured with Portal-tier authentication?

Cartegraph Asset Management supports this functionality.

1. xxii. Does the cloud-based solution have the ability to access ArcGIS Online for organization-enabled GIS services?

Cartegraph Asset Management supports this functionality.

1. xxiii. Describe data ownership. How does the City obtain control of its data at the conclusion of the contract?

Deployment includes monthly backups, with additional data access that can be negotiated as needed. At the conclusion of the contract, all data would be available to the City for download and backup. The City owns all rights to its data.

1. xxiv. Has your company experienced any unauthorized intrusions in the past 24 months? Did any customers experience data loss? Data theft? Provide your data privacy and protection provisions in your SLA or other documents.

OpenGov has experienced no unauthorized intrusions in the past 24 months.

Some of the protections specific for data storage and sharing include the following:

- Secure network architecture, including firewall and other boundary devices
- Limited number of strategically placed secure access points to allow for comprehensive monitoring
- Transmission protection via HTTP or HTTPS using Secure Sockets Layer (SSL)

OpenGov also has a formal privacy policy (<https://opengov.com/privacy-policy/>) that commits to keeping personal data safe, and OpenGov takes every reasonable precaution to ensure security. Access to personal information is restricted to the employees at OpenGov and our authorized partners who have a specific need to view the data. Our employees and the employees of our partners are required to maintain the confidentiality of this information, and may not use this data for any purpose other than to complete the services required of their employment. Personal data, including email addresses, is used for internal purposes only and is never sold or shared with anyone outside of OpenGov or our authorized partners unless we disclose information in response to a law enforcement request.

1. xxv. Describe in detail the asset management functionality of the proposed system and highlight how the system can aid in compliance with ISO 55000-02.

Cartegraph Asset Management delivers deep work order and inspection capabilities, a comprehensive mobile solution, inventory management from multiple locations, facility/equipment management, and strong reporting dashboards. Relevant information is available across the enterprise and delivered to stakeholders appropriate to their needs. High-level functionality includes the following:

- Build an inventory of all your asset needs
- Create tasks to maintain your assets
- Track labor, equipment, materials, and overall costs
- Inspect your assets proactively, giving you visibility on how your equipment is performing
- Integrate seamlessly with GIS, finance, and other systems you already own
- Use the data for budget proposals
- Set up preventative maintenance schedules and use automations to save time in your day
- Monitor performance with easy-to-use dashboard gadgets
- Plan for the future with proactive work plans and budgeting tools

Cartegraph Asset Management compliments agencies on their journeys to long-range asset management planning. It relies on the strategies and milestones set by the APWA Asset Management Journey. Highlights include:

- Set levels of service for asset classes or sub-asset classes
- Asset classes that include industry standards (e.g., ASTM, MUTCD) for inventory, condition, and location information
- Inspect at granular levels per asset type or sub-asset types
- Ensure total cost of ownership by tracking cost information such as labor, equipment, material, and vendors
- Prioritize maintenance strategies through configured risk calculations
- Justify OpEx and CapEx maintenance and cost strategies by building scenarios for single years or multiple years.
- View real-time progress on goals and levels of service through reporting and analytic capabilities

1. xxvi. Describe your upgrade path. What enhancements are planned over the next 12 to 36 months? How many maintenance updates have been issued in the past 24 months? How often does the company release significant upgrades?

Cartegraph Asset Management upgrades are delivered quarterly via AWS, meaning that these are deployed without any interruption of service for end users. Mobile app updates are released more frequently based on any iOS or Android updates for mobile users. We also have a hotfix process in

place to rapidly address and deploy fixes for issues related to data corruption, system outages, or workflows that don't have a workaround.

As discussed in the Company Background section, our product roadmap is thematic in nature and is centered around our core competencies:

- Asset and work strategy
- Levels of service
- Criticality and risk exposure
- Asset condition and performance
- Preventative maintenance
- Planning and budgeting
- Trade off scenarios for CAPEX and OPEX proposals
- Work planning (resource reservations, estimates)
- Work management
- Perform reactive and proactive work
- Track progress and cost on performed work
- Calendar scheduling

1. xxvii. Describe how planned outages are managed. Outages should be scheduled with at least 2 weeks of notice or on a regular schedule.

Our maintenance window is every Friday from 9:00 p.m. to 12:00 a.m. CST (but maintenance typically only takes around 15 minutes). The City of Scotts Valley should reasonably assume that their site might be down for a prolonged period of time during that window. For any upgrades, the City will receive multiple notifications from us on when their test and production site will be upgraded. Also, the City will see a notification in Cartegraph Asset Management that the site will be upgrading on a certain day/time. For hotfixes or any system maintenance, the City is not notified, unless it's a zero-day vulnerability and we need to patch the servers during the week.

1. xxviii. Does the Respondent provide the solution as a cloud-based offering? If so, what is the infrastructure platform (Amazon, Microsoft Azure, etc.)?

OpenGov uses AWS for its cloud hosting, whose data centers are state-of-the-art, using innovative architectural and engineering approaches. Amazon has many years of experience in designing, constructing, and operating large-scale data centers. This experience has been applied to the AWS Cloud.

1. xxix. Does the cloud-based solution require any local installations or downloads to be fully functional for users? Please explain.

N/A.

1. xxx. Does the cloud-based solution require certain web browsers and /or web browser versions? Please explain.

Cartegraph Asset Management supports the latest version of Microsoft Edge, Internet Explorer, and Google Chrome.

1. xxxi. Does the cloud-based solution provide API's for data access and integration opportunities with other City systems?

As described in our response to 1. ix., Cartegraph Asset Management has a deep feature set of data interoperability tools, including a REST API, scheduled import tools, webhooks, and a Zapier connector.

1. xxxii. Does the cloud-based solution leverage Microsoft's Azure Active Directory Federation Services for single sign-on?

Cartegraph Asset Management supports a single sign-on experience. Azure AD/SAML can be supported through ArcGIS Enterprise Login capabilities.

1. xxxiii. Does the cloud-based solution integrate data from multiple customers? Please explain.

Cartegraph Asset Management routinely integrates data from various third-party providers (not customers) into our system. Each provider must adhere to our data sharing practices.

1. xxxiv. Does the Respondent provide a service level agreement? Please describe.

A service level agreement will be part of the contract negotiation process between OpenGov and the City.

2. Hardware Requirements

2. Proposer shall **attach a list with the section number to the left** of any hardware required to fully implement the system described in this RFP. Please specify any handheld devices or operating systems which are incompatible with the proposed system.

As OpenGov is proposing a hosted solution for the City of Scotts Valley, "back end" hardware such as servers and storage devices will not be required for the City to provision. All application interaction will occur at the client, and ensuring at least the minimum hardware and software requirements for Cartegraph use are met will optimize the user's experience.

3. System Implementation

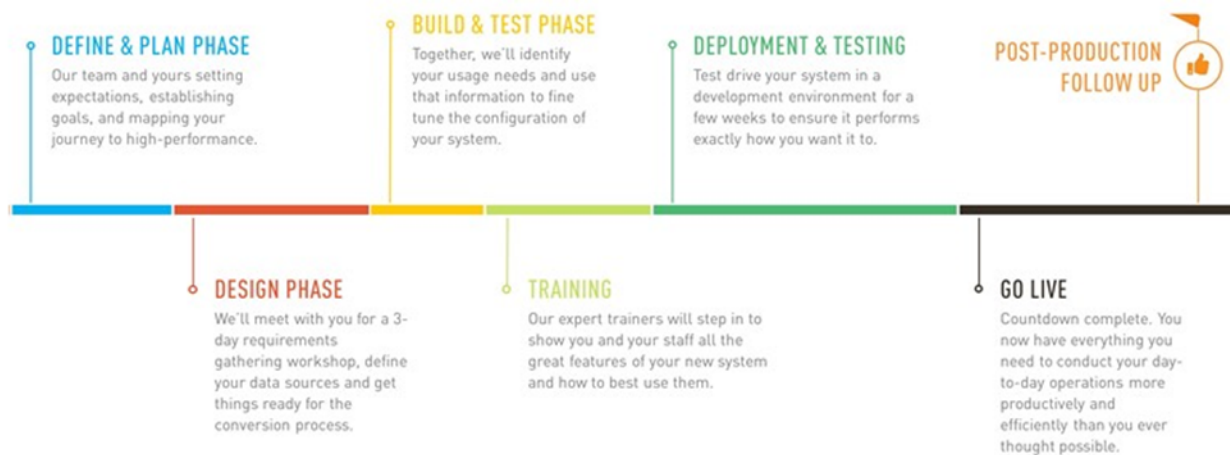
3. Proposer shall **attach a narrative identified with the section number to the left** that describes a recommended implementation and configuration plan that the Proposer believes to be the most appropriate for the City, given the scope of the proposal and other factors that the Proposer deems relevant. The narratives shall include:

3. i. Overall approach to product configuration and implementation.

Regarding configuration, Cartegraph Asset Management provides a commercial, off-the-shelf (COTS) set of solutions and applications that offers a robust set of configuration toolsets and capabilities. All aspects of system configuration are available to the end user or administrator through a functional, streamlined user interface. System administration is a focus of our training program, which will empower the City of Scotts Valley, post-implementation, to add, modify, or remove system configurations as needs and workflows evolve.

Our implementation approach has been enhanced through our hundreds of implementations with customers similar to the City. Implementations are performed by OpenGov project teams whose members have certifications with the Project Management Institute and Six Sigma, to name a few. This experience will provide a smooth and efficient implementation for the City that is based on industry best practices.

OpenGov assigns a project manager to be the primary point of contact for the City. The project manager has overall responsibility for the implementation and will coordinate our project team's efforts to deliver the desired solution through our process illustrated below.



As your partner in your high-performance operations journey, Cartegraph will be with you every step of the way, from requirements gathering to delivery and post-implementation support.

We understand that we are responsible for project execution and completion, but we also know that our most successful engagements are those with consistent collaborations with our customers. We build quality assurance methods into each phase above to ensure success. While the project manager uses this standard implementation methodology, the specific tasks, timelines, deliverables, and outcomes are customized to the City. Our project management engagement focuses on your unique vision and objectives, helping you to understand how to set goals, measure progress, and visualize results to ensure you receive a true return on investment.

3. ii. The minimum information the City must supply for upload to make the system usable and the format in which the data should be supplied.

The City would need to provide a listing of assets to be managed, along with information on users and roles for Cartegraph Asset Management. OpenGov can provide a template to the City for users/roles definition to expedite setting up users within the system.

3. iii. Matrix of roles and responsibilities of City and Proposer for implementation.

OpenGov will advise the City of Scotts Valley during contract negotiations of specific personnel needed for this project. Customer resources that are commonly engaged in Cartegraph Asset Management implementations are summarized below.

- **Agency Project Manager/Coordinator:** Oversees project activities at the agency and coordinates with the OpenGov Project Manager to deliver the necessary project tasks.
- **Database Administrator:** Participates in activities including Cartegraph Asset Management installation, and security roles, review and deployment integration, deployment (as needed), and modifies deployment (as needed).
- **IT Support:** Reviews the project plan and assigns IT personnel for those tasks relating to the administration of the system, including installation, performance testing, and system tuning, business requirement validation, custom development support, system administration training conducted by OpenGov.
- **Subject Matter Expert:** Participates in activities including needs assessment, application training, and application testing.
- **Cartegraph Champion:** Represents the interests and expertise of their work groups, and serves as a resource for system- and workflow-related questions. Participates in activities such as the needs assessment, application training, application testing, go-live support, and post-live evaluation/refinement.

3. iv. A recommended detailed schedule of configuration and implementation. (Include a Gantt chart)

Below is an estimated timeline based on the information provided in the RFP. We will be able to provide more accurate and detailed information regarding the timeline and implementation phases upon further scoping & discovery sessions with the City.

Enterprise Asset Management Suite Illustrative Timeline		Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8
Integrations / Conversions									
	Define and Plan								
Enterprise Asset Management	Design								
	Build and Test								
	Deliver								
GoLive Support	Hypercare								

Timeline is dependent on the number of phases and other factors. Customer is responsible for attending the kick off of each phase, providing any necessary data for each phase, participating in working sessions during active phases, and signing off on deliverables at the end of each phase.

3. v. A staffing plan, including the number of Proposer's employees dedicated to the configuration and implementation; their commitment level; their professional classification and experience type/level. Attach a resume of Proposer's Project Manager.

Refer to [Appendix D](#) for resumes of representative roles that will be assigned after contract award. Specific names of project team members will be forthcoming after contract award.

4. System Testing and Validation Plan

4. Proposer shall **attach a narrative identified with the section number to the left** that describes the system testing and validation plan. Proposer shall describe a proposed acceptance plan that demonstrates and verifies the requirements identified in Section III, paragraph-F. The acceptance plan proposed may be modified as a part of contract negotiations.

With Cartegraph Asset Management, you get a configurable off-the-shelf solution. Quality assurance and testing during implementation are largely tailored around acceptance of configured workflows. Workflows related to intended goals and outcomes that are defined during the Requirements Gathering phase will become the focal points of training and testing throughout the project.

After the Requirements Gathering phase, the Implementation Consultant will create a project workbook that contains the relevant system configurations required to support the City's workflows. Then, the Implementation Analyst will configure the City's test system based on these specifications. Prior to delivery, the Implementation Support Specialist will use this document to guide their QA of the system, ensuring each configuration shows and functions as expected. This process is then repeated prior to the production go-live event.

The Implementation Consultant will also use this workflow-based approach to create testing plans for the City's use during the User Acceptance phase. A testing plan will be created that is broken down by specific workflows, with steps and instructions on validating each one specifically. As each workflow is validated and accepted, outcomes are related back to the overall goals and objectives of the project. The testing plan is also a meaningful way to gauge user comfort and drive adoption. Through in-app engagement tools, Cartegraph Asset Management can report and provide metrics to the City's project team to which extent end users are testing.

5. Training Plan

5. Proposer shall **attach a narrative identified with the section number to the left** that describes a recommended training plan for the City's Public Works Department staff and IT contractor. This plan shall include training provided immediately after installation as well as ongoing training support. The narrative shall include:

OpenGov uses a train-the-trainer approach to help your employees become subject matter experts. Through a series of online and onsite training events, our experts will get the City up to speed quickly – teaching you how to use the software to be successful. As your user base grows, the City will have experts in-house who can train new users efficiently and at scale. Benefits of this approach are learning through teaching, reduced training hours needed, and increased focused training for end users. Our Scope of Work, which is provided in our response to Section 9b, details specific training proposed to the City.

5. i. A list of all on-site or online training to be provided by the Proposer for City staff including the topics of each session, roles of attendees, number of hours to complete each training session, and the cost, if any, of each training session.

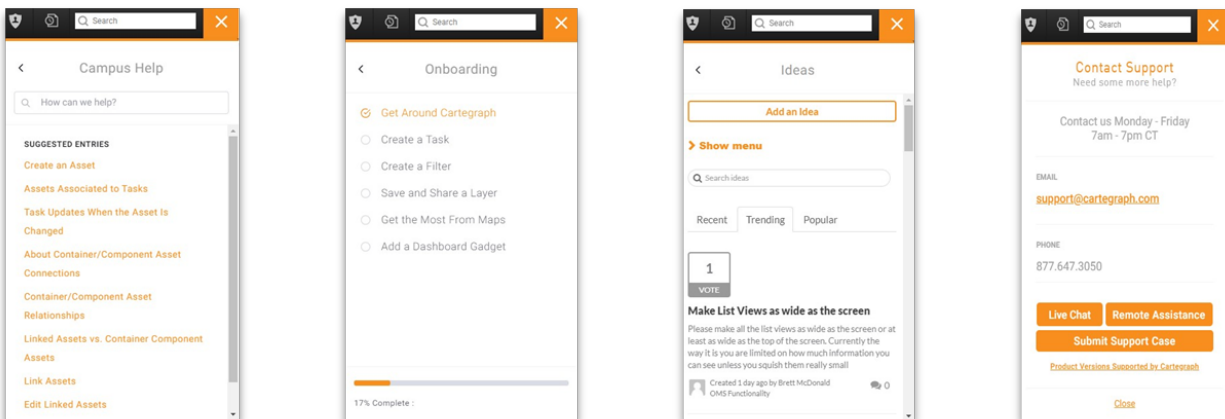
Our Scope of Work, which is provided in our response to Section 9b, details specific training proposed to the City, which includes topics and length of courses. The cost of training is included in our first-year implementation services.

5. ii. A review of the training aids, materials, and other non-personnel resources that will be provided by the Proposer. Proposers are encouraged, but not required, to attach samples of any such training materials to the proposal.

We will provide technical and non-technical documentation for the City to assist in training:

- Cartegraph Technical System Requirements Documentation
- Cartegraph Technical Specifications Documentation
- In-Application User Guides based on the functionality and screen in use
- Cartegraph Asset Management Release Webinar
- Cartegraph Resources and Guides Webinar

The City will also receive unlimited 24/7/365 access to Cartegraph Campus, an online resource library that has training videos, white papers, how-to guides, and more. Users can get answers to their questions, learn new ways to use the system, and discover how their peers improve their daily day operations. Cartegraph Asset Management webinars and training videos are available in .mp4 format or to view on YouTube. Non-video-based documentation is available to view online, download as a pdf, or directly available within Cartegraph Asset Management itself.



Users can perform a keyword search to find specific items; browse Campus articles and videos; view instructional onboarding tutorials and feature-specific guides; share product feedback; and contact support.

5. iii. A list of recommended ongoing training available to the City after the product has been installed, including whether the training will be provided by the successful Proposer, the training location, the recommended level and number of attendees, the number of hours to complete each training session, and the cost, if any, of each training session. Should the cost of any Proposer-provided training be in the form of an hourly rate, the rate shall remain firm for a period of one (1) year from the date of successful system implementation.

Cartegraph Campus, described above, is constantly updated to provide information on feature enhancements and upgrades. Release webinars and guides are also available to the City when there is an update to the software. Lastly, the City's Customer Success team can advise when new releases become available and their impacts to the City's operations. These features and services are included in the cost of the annual subscription. If the City wishes deeper on-training, that can be provided as a separate scope of work.

6. Documentation

6. Proposer shall **attach a list of documentation** that will be provided for the CMMS system.

We will provide technical and non-technical documentation for the City:

- Cartegraph Technical System Requirements Documentation
- Cartegraph Technical Specifications Documentation
- In-Application User Guides based on the functionality and screen in use
- Cartegraph Asset Management Release Webinar
- Cartegraph Resources and Guides Webinar

As described in [Section 5](#) above, the City will also have access to Cartegraph Campus, an online resource that is a one-stop-shop for users on many aspects of Cartegraph Asset Management.

7. Support

7. Proposer shall **attach a narrative identified with the section number to the left** that describes Proposer's capacity and availability to meet the City's ongoing need for technical problem resolution and support, considering the City of Scotts Valley's hours of operation, Monday through Friday, 8am to 5pm PT. Describe your support services. What limitations are imposed? Hours of operation in Pacific time zone? Average answer time for phone calls? Availability of online chat sessions? Online tutorials? Levels of support available, routine, advance, expert? Escalation provisions for complex problems?

7. i. Any maintenance agreements provided by Proposer, including all services provided?

See [Appendix A](#), OpenGov Software Services Agreement.

7. ii. Proposer's toll-free support line, including the hours available (Pacific Time) and days available.

We offer support via phone and live chat, Monday through Friday, 5 AM to 5 PM Pacific time.

7. iii. Location from which service to City will originate.

Our support team works remotely.

7. iv. Number of trained customer service technicians at the location.

There are currently seven Cartegraph Asset Management support team members.

7. v. Number of users and systems served from this location.

Our remote support team serves all users and systems.

7. vi. Average response time by returned phone call, email, chat.

Phone and chat support is handled live, during the business hours referenced above. The following tables represent response times for support requests received via email:

Premium Support SLA	
Urgent	One (1) Calendar Hour
High	Two (2) Business Hours
Normal	Eight (8) Business Hours
Low	Two (2) Business Days

Standard Support SLA	
Urgent	One (1) Business Hour
High	One (2) Business Hours
Normal	Eight (8) Business Hours
Low	Two (2) Business Days

Severity Level Definitions

Severity Level Urgent: Customer experiences complete loss of use of the Software Services, meeting the definition of "Unavailable" in Section V-A-1 below and no procedural workaround exists, thereby blocking a Customer's business operations.

Severity Level High: Customer experiences a severe defect or configuration issue with the use of the Software Services and no procedural workaround exists, thereby causing a high impact to

Customer's business operations (excluding Software Service failures that qualify as Severity Level Urgent).

Severity Level Normal: Customer experiences a problem where the use of the Software Services are partially reduced, thereby causing a low-to-medium impact to Customer's business operations. A procedural workaround exists (excluding Software Service issues that qualify as Severity Level Urgent or High).

Severity Level Low: Routine Software Service support requests relating to issues where the use of the Software Service is negligibly reduced thereby causing a no-to-low impact to a Customer's business operations (excluding Software Service issues that qualify as Severity Level Urgent, High or Normal).

Assignment of Severity Levels: OpenGov will determine the Severity Level assigned to each support issue in its reasonable discretion, but taking into consideration the Severity Level input by Customer.

First Response Time: OpenGov will use commercially reasonable efforts to respond (via OpenGov's Normal Support Channels) to each support issue reported by the City within the applicable response time referenced in the tables above, depending on the applicable severity level and Support Plan contracted by the City. **"Business Days"** are Monday-Friday, excluding holidays. **"Business Hours"** are 4:00 AM PT to 7:00 PM PT Business Day.

7. vii. Process or mechanism for reporting and tracking requests for service.

All support cases are logged into an internal system. Every technical support team member is notified of new cases. Each case is evaluated for severity. If an issue is determined, the Product Development team is made aware and a ticket is created. Both teams work to determine the best solution. The customer is apprised of progress as the case is investigated by our teams.

8. Pricing Page (Appendix A, Section G)

8. Proposer shall itemize the cost to the City for all system components or modules and shall include all required services including configuration, implementation, testing, manuals, training-related expenses. A narrative may be attached to clarify any cost data submitted. Proposer's costs for proposal preparation, and insurance, and handling shall not be included on the Cost Sheets. These costs are the Proposer's responsibility.

See [Pricing and Proposed Payment Schedule](#), below.

9. Supplemental Attachments

9. Proposer shall include the following attachments with the proposal:

9. a. Exceptions - An explanation of exceptions, if any, Proposer takes to the specifications, terms and conditions set forth in this RFP.

See [Appendix B](#), below.

9. b. Additional Information - Proposer may attach any additional information that will assist the City in evaluating the proposal.

The Power of Two Solutions, Combined

As mentioned in the Executive Summary, adding Cartegraph Asset Management will complete the OpenGov Cloud for the City of Scotts Valley.



As a result of OpenGov's acquisition of Cartegraph in July, we are working behind the scenes to enhance the cross-functionality between the suites. We are particularly thrilled to have this opportunity to deliver our solutions to the City of Scotts Valley in order to streamline operations, enable staff with modern, user-friendly tools, and provide better communication and interactions with the public. As such, we would like to take this opportunity to share with the City the ways in which our combined solutions will deliver more long-term value than any other solution available on the market today.

OpenGov is delighted to have the opportunity to more tightly integrate Permitting and Asset Management, and help connect the people, processes, and data in innovative ways. The two business realms are inherently related, though depending on the type or permit, or type of asset,

the ways we streamline business processes may vary greatly. As such, there are a number of integration patterns on the roadmap which we are currently exploring.

The first integration point is focused on workflow coordination between the two areas. For any Public Works permit type, an administrator in Permitting & Licensing can choose to create a workflow step that involves Cartegraph Asset Management. When this workflow step is reached in the application process, a task is automatically created in Asset Management for action. This can be configured for tasks such as identification of the related assetID, perform an inspection, or simply provide operational awareness to avoid schedule conflicts. When the task is complete, Permitting & Licensing receives a notification, and the workflow continues. This approach is highly flexible and can be configured to address diverse permitting needs.

The second area of interest is blending data into operational awareness for users in both areas. On the Asset Management front, supervisors planning work can now see permit information in the map along with their tasks and assets, and choose to shift work based on permit work being done by contractors. On the Permitting & Licensing side, Permit Reviewers can see planned work from Asset Management as they're reviewing permits and scheduling inspections. This simple operational awareness drives efficiencies by reducing schedule conflicts, and helps avoid situations like a utility cut being done on a freshly rehabilitated street.

The longer-term platform vision is to enable users to flow through both systems as needed, leveraging a unified login, common global navigation, and composite rollup reporting of data across functional areas. This maintains the workflow and operational awareness integration patterns, but adds depth in the ability to access more record level detail, related information, and historical perspective. While this vision may take some time to achieve, the collective teams are diving into this initiative and expect to have meaningful value unlocked in 2023.

Customer Stories

Burlingame, CA - By combining the power of Cartegraph and SeeClickFix, the City of Burlingame has successfully bridged the communication gap with their citizens. Operations are smoother than ever, and citizens are thrilled to be in-the-know and more involved in their community.

Improved efficiency: "Before, we were creating duplicate work for staff. Somebody would need to look in SeeClickFix to see what the issue was and then go into Cartegraph to create the task," says Dawdy. "Then, they wanted to update that issue so the public would know about it, and they would go back into SeeClickFix to update the status." Today, the integration eliminates the back and forth and the need to enter duplicate information in multiple systems. In addition to the time savings, staff can work in the solution they're most comfortable in and let the systems do the talking behind the scenes.

Increased understanding: When a citizen attaches photos to their SeeClickFix request, they are included on the Cartegraph maintenance task. Burlingame crews can quickly review the images to get a better understanding of the issue—and the types of materials and equipment they may need—all before arriving on scene.

Improved data quality: With two cohesive systems, the city now knows how long it takes to conquer the task at hand. Through timestamps, teams know exactly when a request is submitted, received, and completed. When talking about how Cartegraph has impacted the city, Dawdy says “We ended up doing the same things we’d always been taking care of, now we just had documentation that we were doing it. It really helps us measure and maintain that level of customer service that we want to provide here in Burlingame.”

Clearer expectations: Through the Cartegraph-SeeClickFix integration, Burlingame has been able to better educate their citizens on the infrastructure maintenance process—and properly manage their expectations. “This has been a perfect opportunity to keep things transparent, but also let citizens know things don’t happen in 24 hours—and to communicate those steps,” says Blackburn. “We pride ourselves on our responsiveness and we try to close requests within 3 business days.”

Well-Deserved Recognition: Burlingame received Cartegraph's Flag Forward Award in 2019 for the smart way they integrate technology to improve customer service. The award recognizes customers who are forward-thinking and innovative. By embracing an open systems philosophy and leveraging data across various platforms, Burlingame is setting the bar for a new era of high-performance government

La Mesa, CA – Cartegraph Asset Management allows field crews to do just that with user-friendly iPad tablets. This setup enables a seamless transition from the legacy system by tying existing data to a location-based platform and bringing the power of ArcGIS and Cartegraph to the field. These were strong selling points to get budget approval from decision makers, says City Manager, Greg Humora.

Part of the training process was making sure field crews felt comfortable with the software. “We brought all the crews in for training so they saw from day one what they were going to be dealing with,” says Humora. “During implementation we could see how quickly people were able to pick up the iPads. The interface is very intuitive. Most of the crew was comfortable using it within 1-2 days.”

La Mesa is migrating nine asset categories to Cartegraph, starting with the building maintenance and wastewater/stormwater groups. The first step was training and implementation. “Our Cartegraph implementation specialist was the key to the whole thing. He understood our vision, helped us implement it, and instilled confidence in our team.”

Laguna Beach, CA - In Laguna Beach, homeowners are responsible for maintaining their private sewer laterals. Through the new Private Sewer Lateral Program (PSLP), the city offers an incentive to encourage homeowners to repair or replace their laterals.

After seeing the City of Santa Barbara's success using Cartegraph to manage their own Sewer Lateral Inspection Program (SLIP), Laguna Beach staff members recognized that a comprehensive system would help them break down data silos and build higher-performing operations. With the help of Cartegraph, the wastewater division now has a single point of truth to manage the progress, status, letters, certificates, and videos associated with their PSLP cases. More specifically:

- A sewer lateral task is created in Cartegraph to track the PSLP case progress
- Letters and certificates are created as reports and easily printed
- The City is tracking activities that have occurred and actions required using child tables related to their parent sewer lateral tasks
- Videos are also linked to sewer lateral tasks and can be accessed through a URL like a Microsoft OneDrive file or YouTube link

10. Response to Detailed Technical and Functional Requirements

10. Proposer will complete the self-rating of its system's functionality in the supplied spreadsheet. The spreadsheet will be submitted also with the basic proposal package and named No changes are to be made by the proposer to the structure of the spreadsheet. The only modifications permitted are the numeric rating and comments. Unauthorized changes to the spreadsheet may result in proposal rejection.

See separate attachment labeled "Technical Specs - OpenGov"

5. Pricing and Proposed Payment Schedule

1. CMMS System Purchase and Implementation - Proposers shall itemize costs for the CMMS system on this in the table below.

Item Description	Cost to City
1) Base System Software per Specifications	\$12,000.00 (refer to annual licensing and support costs in the table below)
2) Additional Software Modules and Costs (add lines as needed)	
i.) Asset Builder	\$1,800.00 (refer to annual licensing and support costs in the table below)
ii.) Signal Domain	\$798.00 (refer to annual licensing and support costs in the table below)
iii.) Stormwater Domain	\$1,596.00 (refer to annual licensing and support costs in the table below)
iv.) Transportation Domain	\$2,394.00 (refer to annual licensing and support costs in the table below)
3) Additional customization (add lines as needed)	Not applicable
4) Data Uploads	Data migration is included in the one-time implementation services costs.
5) System Installation	\$54,000.00
6) System Configuration	This is included in the one-time installation fee.
7) Application programming interface	This is included in the software services costs, above.
i.) Mapping system	This is included in the software services costs, above.

ii.) SCADA system	This is included in the software services costs, above.
8) Training	This is included in the one-time installation fee.
i.) System administrator training	
ii.) End user training	
9) System Documentation	Online user manuals and help articles are included in the annual subscription cost.
10) Other Costs - Please describe. Any costs not listed below will not be paid by City. (Add additional lines as needed.)	Not applicable
TOTAL ONE-TIME COSTS	\$54,000.00

2. Licensing and Support - The City will enter into a separate contract for a period of up to five (5) years, renewable annually, following acquisition and implementation of the CMMS software for licensing, maintenance, and support.

Annual Licensing, and Support Costs

Period	Cost
Year One (1)	\$18,588.00
Year Two (2)	\$19,517.40
Year Three (3)	\$20,493.27
Year Four (4)	\$21,517.93
Year Five (5)	\$22,593.83
TOTAL	\$102,710.43

Please note that the costs in this table do not include the one-time implementation services costs. The totals in this table refer to items 1 & 2 in the CMMS System Purchase and Implementation Table, above. There is a 5% yearly cost increase for the annual licensing and support costs to include, but not limited to, support and maintenance.

3. Proposed Milestone Payment Schedule - The proposer shall submit a Proposed Milestone Payment Schedule, in a format similar to the sample below, based on the implementation plan including the deliverables for each milestone. The proposed schedule is subject to negotiation.

The selected proposer will use the agreed upon schedule for acceptance testing and to submit invoices to the City's Project Manager upon successful completion of all the deliverables as set forth for each milestone.

Milestone/Item	Deliverables	Estimated Completion (Days)	Compensation
25% upon execution of this Agreement	See Scope of Work in Appendices C1 & C2	0	\$10,500.00
25% - 3 months from execution of this Agreement, whichever is sooner	See Scope of Work in Appendices C1 & C2	90	\$10,500.00
25% - 4 months from execution of this Agreement, whichever is sooner	See Scope of Work in Appendices C1 & C2	120	\$10,500.00
25% - 6 months from execution of this Agreement, whichever is sooner	See Scope of Work in Appendices C1 & C2	180	\$10,500.00
TOTAL			\$42,000.00

City of Scotts Valley CITY COUNCIL STAFF REPORT

DATE: 6/28/2023
TO: Honorable Mayor and City Council
FROM: Mali LaGoe, City Manager
APPROVED: Mali LaGoe, City Manager
SUBJECT: **Approval of Transfer Agreement for Modular Building at Brook Knoll Elementary School**

SUMMARY OF ISSUE

Before the COVID 19 pandemic, the City Recreation Division provided before and after school childcare at the Scotts Valley Unified School District Elementary Campuses at Vine Hill and Brook Knoll. During the pandemic, these programs ended and subsequently, childcare was provided briefly by the Boys and Girls Club and is currently provided by a 3rd party vendor, under contract with the School District. On both campuses, these programs occur in City-owned modular buildings. The Vine Hill modular was removed in 2022 and replaced by a leased building for 2 years, funded by the City's general fund, while staff works with the US Department of Housing and Urban Development (HUD) to purchase a new building for the site, utilizing Congressional Earmark funds supported by Congresswoman Anna Eshoo during the 2021 federal earmark process.

The Brook Knoll building is in need of repair or replacement as well. City staff approached the School District regarding applying for congressional earmark funds in 2022 for this site, but ultimately the application was not submitted. Estimated costs to repair the building exceed \$100,000. The cost to dismantle and remove the building is estimated at \$50,000-\$59,000 based on the City's experience removing the Vine Hill modular last summer. In conversations with the Superintendent of the District, as well as the City-School Subcommittee, the District has expressed interest in assuming the building ownership and making repairs in order to operate its own before school and after school program at Brook Knoll Elementary. Further, the District asked the City to consider a financial contribution to assist with the needed repairs to enable the District to continue to offer before and after school care for the families of Scotts Valley. The City is willing to transfer ownership of the building and recognizes it would be required to expend monies to dismantle and remove the modular if the District was uninterested in accepting ownership of the building.

FISCAL IMPACT

The fiscal impact of dismantling and removing the building is estimated at \$50,000 - \$59,000. The cost to repair the building exceeds \$100,000 per the school district's estimate. Any approved cost associated with this Agreement would be funded through the City's General Fund.

STAFF RECOMMENDATION

It is recommended that the City Council authorize the City Manager to sign the Transfer Agreement for the modular building at Brook Knoll Elementary School and determine how much, if any, cost to contribute to the necessary repairs of the building.

TABLE OF CONTENTS

1. SVUSDTransferAgm-BrookKnoll

TRANSFER AGREEMENT

This TRANSFER AGREEMENT ("Agreement") is made and entered into on this 28th day of June, 2023, by and among the Scotts Valley Unified School District ("District") and the City of Scotts Valley ("City"), the owner of that certain modular unit located at the District's Brook Knoll Elementary School site (the "Property") identified in Exhibit A, to transfer ownership of the Modular to the District.

RECITALS

- A. The City owns and operated a modular unit for before and after school care located at the District's Brook Knoll Elementary School site (the "Modular").
- B. In 2020, the City discontinued its before and after school care program.
- C. The City desires to transfer ownership of the Modular to the District so that the District can operate its own before school and after school program.
- D. If the City did not transfer the Modular to the District, it would be required to expend monies to dismantle and remove the Modular from the Brook Knoll Elementary School site.
- E. The City is willing to transfer and the District is will to accept the Modular subject to the terms of this Agreement.

Agreement

- 1. Transfer of the Modular.** City hereby transfers to the District and the District hereby accepts all rights, title and interest in the Modular. The City makes no warranties as to the appropriateness of the use of the Modular for any purpose. District acknowledges and agrees that District is accepting the Modular "as is" without any warranties, representations or guarantees, either expressed or implied, of any kind, nature or type whatsoever from or on behalf of the City. The District hereby assumes all responsibility for determining the appropriateness of the Modular for its intended purpose.
- 2. Release.** As consideration for the transfer of the Modular, the District hereby waives, releases and discharges City, its employees, elected officials, consultants, contractors and agents from all present or future claims, causes of action, or demands that District now has or may hereafter accrue on account of or in any way growing out of any and all known and unknown, or seen and unforeseen bodily and personal injuries or property damage and the consequences thereof resulting, or which may result, from District's acceptance and use of the Modular.

3. Indemnification. District agrees to indemnify, defend, and hold harmless City, its employees, elected officials, consultants, contractors and agents from any and all claims, liabilities, or damages for bodily injury and property damage (collectively "Claims") asserted against City that arise out of the transfer to and use of the Modular by the District.

4. Improvements. The parties hereby acknowledge that the Modular needs improvements prior to any potential use of the Modular. An estimate of the work has determined the cost to be approximately \$100,000.00. In order for the District to be able to use the Modular for before and after school programs for the students at Brook Knoll who are residents of the City, the City shall contribute \$_____ to the District to be used for the sole purpose of improving the Modular. Such payment shall be made upon full execution of this Agreement.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the day and year first above written.

CITY OF SCOTTS VALLEY

SCOTTS VALLEY UNIFIED SCHOOL
DISTRICT

By: _____
Mali LaGoe, City Manager

By: _____
Tanya Krause, Superintendent

Exhibit A

The red box identifies the certain modular building at the Brook Knoll Elementary School

