

**SECOND AMENDMENT TO COUNTY OF MENDOCINO
PURCHASING AGENT AGREEMENT NO. PA# 21-132**

This Amendment to Agreement No. PA# 21-132 is entered into this 7th day of December, 2021, by and between the COUNTY OF MENDOCINO, a political subdivision of the State of California, hereinafter referred to as "COUNTY" and CLIENTFIRST CONSULTING GROUP, LLC, DBA CLIENTFIRST TECHNOLOGY CONSULTING, hereinafter referred to as "CONTRACTOR".

WHEREAS, Agreement No. PA# 21-132 was entered into on February 22, 2021; and

WHEREAS, Agreement No. PA# 21-132 was amended for the first time on September 14, 2021 with Agreement No. BOS #21-166; and

WHEREAS, upon execution of this document by the Chair of the Mendocino County Board of Supervisors and CONTRACTOR, this document will become part of the aforementioned contract and shall be incorporated therein; and

WHEREAS, it is the desire of CONTRACTOR and COUNTY to increase the total contract amount set out in the original Agreement No. PA #21-132 by \$47,320 for the continued need and addition of services defined and attached to this amendment as Exhibit A-2, for a new total contract amount of \$208,780.

NOW, THEREFORE, we agree as follows:

1. Exhibit A set out in Agreement No. PA #21-132 will be hereby amended to include the services defined and attached to this amendment as Exhibit A-2.
2. The total contract amount set out in Agreement No. PA# 21-132 will be increased by \$47,320 for a new total contract amount of \$208,780.

All other terms and conditions of Agreement No. PA# 21-132 shall remain in full force and effect.

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

DEPARTMENT FISCAL REVIEW:

DEPARTMENT HEAD _____ DATE **11/17/2021**

Budgeted: ☒ Yes ☐ No

Budget Unit: 0717

Line Item: 862239-IT038

Grant: ☐ Yes ☒ No

Grant No.: N/A

CONTRACTOR/COMPANY NAME:

By: _____

NAME AND ADDRESS OF CONTRACTOR:

ClientFirst Consulting Group, LLC

980 Montecito Drive, Suite 209

Corina, CA 92879

By signing above, signatory warrants and represents that he/she executed this Agreement in his/her authorized capacity and that by his/her signature on this Agreement, he/she or the entity upon behalf of which he/she acted, executed this Agreement

COUNTY OF MENDOCINO

By: _____

DAN GJERDE, Chair
BOARD OF SUPERVISORS

12/08/2021

ATTEST:

CARMEL J. ANGELO, Clerk of said Board

By: _____

Deputy

12/08/2021

I hereby certify that according to the provisions of Government Code section 25103, delivery of this document has been made.

CARMEL J. ANGELO, Clerk of said Board

By: _____

Deputy

12/08/2021

INSURANCE REVIEW:

By: _____

Risk Management

11/17/2021

COUNTY COUNSEL REVIEW:

APPROVED AS TO FORM:

CHRISTIAN M. CURTIS,
County Counsel

By: _____

Matthew Kiedrowski

Deputy

EXECUTIVE OFFICE/FISCAL REVIEW:

APPROVAL RECOMMENDED

By: _____

Deputy CEO

11/17/2021

Signatory Authority: \$0-25,000 Department; \$25,001-50,000 Purchasing Agent; \$50,001+ Board of Supervisors

Exception to Bid Process Required/Completed ☐

Mendocino County Business License: Valid ☐

Exempt Pursuant to MCC Section: _____

EXHIBIT A-2

DEFINITION OF SERVICES

PROJECT BACKGROUND

CONTRACTOR has been assisting the COUNTY with the implementation of the Aumentum software solution since March 2019. The Aumentum system went live on February 15, 2021. Continued assistance between Aumentum application vendor and key County stakeholders with post-Go-Live implementation tasks and coordination are critical during this first year after Go-Live as the COUNTY works through data conversion issues and as the departments define their new processes within Aumentum as they process the 2021 secured tax roll.

In addition, several items have been deferred beyond Go Live, requiring continued coordination to ensure full-system implementation. Coordination needs are expected to continue through April 2022.

SCOPE OF WORK

CONTRACTOR will provide the following services as a part of project management mentoring and oversight. These tasks include periodic meeting attendance:

Aumentum Prioritization Calls

- Conduct periodic meetings with Aumentum Support and Leads
 - ♦ Advocate for improvements in Aumentum services and obtain cost reductions
 - ♦ Highlight areas of concern, discuss potential resolutions, and communicate County intentions to Aumentum management
 - ♦ Clarify COUNTY needs and review materials

Periodic Internal County Status Meetings

- Work with and mentor County Project Manager and:
 - ♦ Assist in preparation of status meeting agenda
 - ♦ Ensure tasks assigned to participants have been achieved
 - ♦ Assist in resolving any issues or new items
 - ♦ Work with County Project Manager to escalate delayed tasks as appropriate
 - ♦ Review and monitor tasks and issues
 - ♦ Assist in reducing project risk and moving items forward

Project Management Mentoring

- Conduct debriefs with County Project Manager to synchronize upcoming activities
- Discuss options for risk mitigation and any items that might affect the potential success of the project

Aumentum Project Management Meetings – Tax Sales Module and 2022 Roll Project Management Assistance

- Work with project team to implement the Tax Sales Module and prepare for 2022 Roll

- Participate in periodic project team meetings related to Tax Sales Module
- Document necessary areas of preparation for the 2022 Roll
 - ♦ Follow up on open items related to the 2022 Roll

One Time Project Activities

The following remaining project tasks are considered “one-time” tasks and will be invoiced on a Time and Materials basis up to the total contract amount.

<i>One Time Project Activities - Upcoming major activities requiring Senior project management involvement.</i>	<i>Activity Description</i>
Tax Sale Module Issue Management	As project manager, resolve any issues arising from the implementation of the Tax Sale Module
Unsecured Bills Process Discussions	Continue working with staff on definition of unsecured bill related processes
Case Management Module – Lead will be County PM	No CONTRACTOR time anticipated
Distributions Issue Management	Work to escalate and resolve issues with tax revenue distributions. Aumentum processes are completely different than current COUNTY methodology.
Letter of Agreement (LOA) Management	Reconcile, identify, and resolve issues related to time reporting and invoicing. Work with County staff and Aumentum management to achieve monthly signoff for time spent assisting the COUNTY.
LOA Renewal	Assist in estimating and preparation of an additional LOA to provide additional support through the remainder of Year 1 of Go Live
Final Acceptance Sign Off Activities	Work with County staff to negotiate agreement on acceptance of the Final Acceptance list. Per the contract, all 26 items must be completed by February. We expect some items may not be completed to COUNTY satisfaction, requiring additional negotiation

Contingency

CONTRACTOR have included contingency potential assistance with items that have not yet been identified. These hours used only if requested by IS or the Department Heads. Our efforts will be billed on a time and materials basis.

FEE SUMMARY

CONTRACTOR professional fees are based on the scope and approach outlined in this proposal, plus expenses. CONTRACTOR standard billing rates for these types of services reflect the levels and skill sets of the consultant(s) assigned to specific aspects of the project.

- Partner - \$205/per hour
- Project Manager/Consultant – \$160/per hour

The following Work Plan outlines time spent on each major category of tasks.

Step	ERP Implementation Project Management Assistance Services	Tatjana Tom	
	<i>Recurring Project Oversight Activities</i>	<i>Weekly Average</i>	
1	Aumentum Prioritization Calls - Participate in Aumentum's periodic prioritization meetings as an advocate for the COUNTY	0.5	
	Ask questions to clarify and make recommendations as necessary		
	Advocate for the COUNTY to improve Aumentum services and reduce costs		
	Highlight points of interest or concern from meeting discussion/outcomes. Communicate concerns, negotiating strategies to COUNTY as necessary		
2	Periodic Internal County Status Meetings - Provide oversight and guidance for periodic Internal County status meetings to include:	1	0.25
	Status Meeting Agenda Preparation - Assist in preparation of the Status Meeting Agenda		
	Internal County Project Status Meeting - Work with County Project manager to conduct the periodic status meeting with Functional/Module Leads		
	Ensure the tasks/next steps assigned to both Aumentum and the County have been achieved		

Step	ERP Implementation Project Management Assistance Tatjana Tom		
	Services		
	Discuss any issues or items that have occurred or have been experienced since the previous Status Meeting		
	Present upcoming tasks and deliverables, including any control points/milestones that require acceptance/sign-off by the COUNTY		
	Review and monitor relevant risks, concerns and other observations that may affect the timeline and budget or impact the potential success the project		
3	Project Management Mentoring - Conduct debrief sessions with County Project Management to synchronize project status, upcoming tasks, activities, and responsibilities. Discuss options for risk mitigation and issues resolution	0.5	
4	Aumentum Project Management Status Meetings - Participate in project status meetings as an advocate for the COUNTY for the Tax Sale Module and 2022 Roll efforts, and:	1	0.25
	Work with project team to implement Tax Sales Module and prepare for 2022 Roll		
	Participate in periodic project team meetings related to the Tax Sales Module		
	Document necessary areas of preparation for the 2022 Roll; Follow up on open items.		
Number of Weeks:20			
One Time Project Activities - Upcoming major activities requiring Senior projectmanagement involvement.		One-Time CostEstimate	
5	Tax Sale Module Issue Management	20	2
6	Unsecured Bills Process Discussions	16	
7	Case Management Module - Jon to be PM	0	0
8	Distributions Issue Management	12	2
9	Letter of Agreement (LOA) Management	20	4
10	LOA Renewal	16	8
11	Final Acceptance Sign Off Activities	40	20
Total One Time Hours		124	36

Average Weekly Hours Estimate	Total Hours	Tom	Tatjana
Hours	2	0.50	3

Hourly Rates		\$ 205	\$ 160
Average Estimated Weekly Fees	\$ 582.50		
Average Estimated Monthly Fees	\$ 2,523		
Estimated Recurring Activities Cost	\$ 11,650		
One-Time Cost Estimates	Total Hours	Tom	Tatjana
Hours	160	36	124
Hourly Rates		\$ 205	\$ 160
Estimated Costs	\$ 27,220		

Estimated Total	\$ 38,870
Estimated Contingency	\$ 8,450
Estimated Grand Total	\$ 47,320

MAXIMUM COST

This project will logistically span many months. The consulting fees payable based on this agreement shall not exceed \$47,320 without COUNTY approval and written authorization.

SCOPE CHANGES AND MANAGEMENT

Alternative scope changes and fee adjustments are possible and are dependent on specific ~~per~~ needs and staff resources and capabilities. Minor changes to the scope and methodology stated above will not result in a change in CONTRACTOR fees.

If the nature or scope of CONTRACTOR work should change significantly during the project, we will discuss such matters and their effect on CONTRACTOR fees and obtain written approval before proceeding.