

Master City of San José Consultant Agreement

(Non-Capital Projects)

Amendment to Approved Service Order - Cover Page

1a. Intentionally Omitted. 1b. Master Agreement AC No.: OC-000060

2. First Second Third Amendment to Approved Service Order No. 4

3. Consultant's Name: The Center for Advancing Leadership and Human Potential

4. The above-referenced Approved Service Order is amended as follows:

4a. **Budget/Fiscal:** The original Budget/Fiscal information in Section 7 of the Approved Service Order First Revised Budget/Fiscal Attachment Second Revised Budget/Fiscal Attachment is amended to read as set forth in the attached First Second Third Revised Budget/Fiscal Attachment.

4b. **Tasks - Attachment A:** The original First Revised Second Revised Attachment A is amended to read as set forth in the attached First Second Third Revised Attachment A.

4c. **Compensation Table - Attachment C:** The original First Revised Second Revised Attachment C is amended to read as set forth in the attached First Second Third Revised Attachment C.

5. Each of the attachments to this amendment is incorporated herein by reference.

6. Consultant Approval: *Danielle Harlan* Date: _____
{{__signer1}}

7. Approval as to Form (City Attorney):

Form Approved by the Office of the City Attorney

(The Maximum Service Order Compensation of the Approved Service Order, as amended, is \$100,000 or less, and the provisions of the form are not altered.)

Approved as to Form: Date: _____

(Sr.) Deputy City Attorney:

8. City Director Approval: *Jennifer Schembri* Date: _____
{{__signer4}}

First **Second** **Third** **Revised Budget/Fiscal Attachment**

1. This Revised Budget/Fiscal Attachment is attached to the First Second Third amendment to Approved Service Order No. 4 issued pursuant to the Master Agreement.
2. The Maximum Service Order Compensation set forth on Line 7.b. of Section 7 of the Approved Service Order cover page is:

Decreased from \$ _____ to \$ _____.

Increased from \$ 55,000 to \$ 85,000 and

Appropriation Certification: I certify that an unexpended appropriation in the amount of the increased compensation is available in the following fund(s) and that such fund(s) will be encumbered to pay for this Approved Service Order.

Fund: 001__	Appn: 48__	RC: 400120	Amount: \$30,000
Fund: _____	Appn: _____	RC: _____	Amount: \$ _____
Fund: _____	Appn: _____	RC: _____	Amount: \$ _____
Fund: _____	Appn: _____	RC: _____	Amount: \$ _____

Authorized Signature: _____ Date: _____

3. If the Maximum Service Order Compensation is being increased, the unencumbered amount in the Master Agreement is sufficient as follows:

a. Current unencumbered amount in Master Agreement:	\$	218,500
b. Increase in the Maximum Service Order Compensation:	\$	30,000
c. New unencumbered balance in Master Agreement	\$	188,500

First **Second** **Third** **Revised Attachment A: Tasks**

This Revised Attachment A is attached to the First Second Third amendment to Approved Service Order No. 4 issued pursuant to the Master Agreement.

Task No. 1 of 4: Project Planning & Pre-Work \$250 per hour not to exceed 40 hours (\$10,000)

A. Services: The consultant will support the City with an Employee Retention Through Stay Interviews Initiative Learning Program and provide an evaluation of the program to identify areas for improvement.

B. Deliverable: The consultant will:

- Conduct a Kickoff Meeting (Program Sponsors, Exec Sponsors, Key Personnel) to confirm objectives, deliverables, learning outcomes, and timeline.
- Prepare a draft project plan for the work.
- Identify best practices from the field for conducting Stay Interviews (including a list of supporting leadership competencies)
- Provide recommendations to the City for further implementation

C. Completion Time: The Consultant must complete the services and deliverables for this task in accordance with whichever one of the following time is marked:

On or before the following date: _____ June 30, 2022_____.

On or before ____ Business Days from _____.
[Fill in the second box if completion time for the task is contingent on completion of the prior task or an event.]

Task No. 2 of 4: Program Design \$250 per hour not to exceed 60 hours (\$15,000 total)

A. Services: The consultant will support the City in designing an Employee Retention Through Stay
B. and provide an evaluation of the program to identify areas for improvement.

B. Deliverable: The consultant will:

- Conduct up to 3 focus groups and / or stakeholder interviews
- Design a customized Stay Interview protocol for the City
- Design and develop a DRAFT pilot Learning and Development program (slides with facilitator notes, list of materials) for conducting effective Stay Interviews
- Develop a DEI-aligned organizational communication plan (including communication/follow-up templates) for conducting Stay Interviews

C. Completion Time: The Consultant must complete the services and deliverables for this task in accordance with whichever one of the following time is marked:

On or before the following date: _____ June 30, 2022_____.

On or before ____ Business Days from _____.
[Fill in the second box if completion time for the task is contingent on completion of the prior task or an event.]

Task No. 3 of 4: Assessment Administration \$250 per hour not to exceed 24 hours (\$6,000)

A. Services: The consultant will support the City in conducting an organizational survey (OurCoach™) to identify contextual factors relevant to employee retention and the Employee Retention Through Stay Interviews Initiative Learning Program

B. Deliverable: The consultant will:

- Field an organizational survey to detect factors influencing employee retention at the City of San José.
- Collect data from the organizational survey and report survey results, including strategic recommendations, to the City.

C. Completion Time: The Consultant must complete the services and deliverables for this task in accordance with whichever one of the following time is marked:

On or before the following date: _____ June 30, 2022 _____.

On or before ____ Business Days from _____.
[Fill in the second box if completion time for the task is contingent on completion of the prior task or an event.]

The tasks set forth in the original Attachment A, or in any previous amendment to the original Attachment A, are amended as set forth herein. All other tasks shall remain unchanged.

Task No. 4, entitled, Facilitate Stay Interview Learning and Development and Program Evaluation Plan at \$250 per hour not to exceed 216 hours (\$54,000), is amended as follows:

A. Services: The consultant will support the Influencing Employee Retention Through Stay Interviews Initiative Learning Program and provide an evaluation of the program to identify areas for improvement.

B. Deliverable: The consultant will:

- Deliver up to **16 Stay Interview sessions**. Length recommendation is up to 120 minutes each per session. Each session can accommodate up to 25 staff, (8 groups x 2 sessions each).
- Implement Program Evaluation Plan (collect/analyze post-session survey data, summarize results, and present findings to LD Team)

C. Completion Time: The Consultant must complete the services and deliverables for this task in accordance with whichever one of the following time is marked:

On or before the following date: _____ June 30, 2022 _____.

Master Agreement AC No.: OC-000060
Consultant: The Center for Advancing Leadership and Human Potential
Service Order No.: 4

On or before ____ Business Days from _____.
[Fill in the second box if completion time for the task is contingent on completion of the prior task
or an event.]

First **Second** **Third** **Revised Attachment C: Compensation Table**

This Revised Attachment C is an attachment to the First Second Third amendment to Approved Service Order No. 4 issued pursuant to the Master Agreement.

Part 1 – Compensation for Services			
Column 1	Column 2	Column 3	Column 4
Task Nos.	Basis of Compensation	Invoice Period	Compensation
1	<input checked="" type="checkbox"/> Time & Materials <input type="checkbox"/> Fixed Fee	<input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Completion of Task(s) <input type="checkbox"/> Completion of Work	\$10,000
2	<input checked="" type="checkbox"/> Time & Materials <input type="checkbox"/> Fixed Fee	<input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Completion of Task(s) <input type="checkbox"/> Completion of Work	\$15,000
3	<input checked="" type="checkbox"/> Time & Materials <input type="checkbox"/> Fixed Fee	<input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Completion of Task(s) <input type="checkbox"/> Completion of Work	\$6,000
4	<input checked="" type="checkbox"/> Time & Materials <input type="checkbox"/> Fixed Fee	<input type="checkbox"/> Monthly <input checked="" type="checkbox"/> Completion of Task(s) <input type="checkbox"/> Completion of Work	\$54,000
Part 2 – Reimbursable Expenses			
<input checked="" type="checkbox"/> No expenses are separately reimbursable. The amount(s) in Column 4 of Part 1 include(s) payment for all expenses.		<input type="checkbox"/> Expenses are separately reimbursable in the maximum amount of:	\$0
Part 3 – Subconsultant Costs			
<input checked="" type="checkbox"/> Subconsultant costs are not separately compensable. The amount(s) in Column 4 of Part 1 include(s) sub-consultant costs.		<input type="checkbox"/> Subconsultant costs are separately compensable in the maximum amount of:	\$0
Maximum Service Order Compensation (sum of Parts 1 through 3):			\$85,000

Form Name: Master Consultant Agreement
 Amendment to Approved Service Order No. 4

Jennifer Schembri

Form/File No.: 1349235/T-32026

City Attorney Approval Date: September 2016

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