Master City of San José Consultant Agreement **Approved Service Order**

(Non-Capital Projects)

Cover Page

1a.	Intentionally Omitted		1b.	AC Contract No.: OC-	001744-000			
2.	Approved Service Order No. 2							
3.	Consultant's Name: Berry, Dunn, McNeil & Park, LLC ("Consultant")							
4.	Project Name: Vehicle Bligh	t ("Project")						
5.	Project Location: within the	City of San José						
6.	The Consultant and the City will implement this Approved Service Order in accordance with the Master Agreement, this cover page and Attachments "A" (Tasks), "B" (Terms and Conditions), and "C" (Compensation Table), which are incorporated herein by references.							
7.	Budget/Fiscal:							
	a. Current unencumbered a	amount in Master Agreen	nent:		\$ 35	51,190		
	b. Maximum Service Order	Compensation for this	Approv	ed Service Order:	\$ 4	14,430		
	c. New unencumbered balar	nce in Master Agreement	(7.a – 7	.b):	\$ 30	06,760		
	d. Appropriation Certification : I certify that an unexpended appropriation in the amount of the Maximum Service Order 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: 0432	RC: 0	00436 Amou	nt: \$44,430			
	Fund:	Appn:	RC: _	Amou	nt: \$			
	Fund:	Ap Devika 1	D0:	Amou	nt: \$			
		Devika T	Cand	an				
		Email: chau.le@sanjoseca.gov Date: 10/19/2022 GMT						
	Authorized Signature:				Date:			
8.	Division Analyst Approval:	Jessica	Lou	vry				
		Email: jessica.lowry@sanjoseca.g Date: 10/19/2022 GMT	ov					
		Seth He	-1.+-					
9.	Consultant Approval:	Email: shedstrom@berrydunn.com		om				
		Date: 10/18/2022 GMT	'					
10.	Approval as to Form (City	Attorney):						
		proved by the Office of the opensation is \$100,000 or less	•	•	form are not altered	.)		
	Approved as to Form:							
11.	City Director Approval:	Email: sarah.zarate@sanjoseca.go Date: 10/19/2022 GMT		ite				

Form Name: Master Consultant Agreement (Non-Capital Projects)
Service Order - Cover Page
Form/File No.: 1349220_3/T-32026

City Attorney Approval Date: September 2022

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City Attorney Approval Date: September, 2015

Service Order No.: 2

Attachment A: Tasks

The Consultant shall provide the services and deliverables set forth in this **Attachment A**. The Consultant shall provide all services and deliverables required by this **Attachment A** to the satisfaction of the City's contract manager.

General Description of Project for which Consultant will Provide Services: Lead persona definition, stakeholder interviews and process flow design using human-centered design methodologies for a cross-departmental business system to address Vehicle Blight (VB).

The VB program will allow a city-wide coordinated effort, from multiple departments to deliver a good experience to Residents and Staff on VB service requests. With this program, Residents will be able to report complaints about abandoned vehicles on city streets so the City can remove or otherwise abate them. The Consultant will identify efficiencies so that this program serves the public well.

Tasks below are across multiple City departments and offices with various City services and degrees of interaction with residents and businesses. Consultants may structure their approach according to these Tasks, or they may propose a different approach based on their knowledge and experience to accomplish the scope of work outlined.

Task No. 1: Persona Definition & Stakeholder Interviews

- **A.** <u>Services</u>: Establish the exhaustive list of user personas of the Vehicle Blight new service and determine each persona's specific needs and requirements.
- B. Deliverable: The Consultant will provide the following to the City's Contract Manager:
 - The list of personas, and interview outcome of at least 5 people per persona, included but not limited to:
 - a) SJ Residents- Home Owners and Renters
 - b) SJ Business owners
 - c) People who live, work, or play in SJ with no/ low English proficiency.
 - d) SJ City Council members and their staff
 - e) SJ City staff
 - f) SJ Residents- Living in Vehicles
 - g) Persons with limited mobility struggling to find parking close to their homes, work, or play.
 - 2) Customer Journey Identified barriers and pain points from each persona.

C.		npletion Time: The Consultant must complete the services and deliverables for this task in ordance with whichever one of the following time is marked:					
	\boxtimes	On or before the following date:November 30, 2022					
		On or before Business Days from					

Form Name: Master Consultant Agreement (Non-Capital Projects)

Service Order - Attachment A: Tasks

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Task No. 2: Process Flow Design

A. Services: Design the entire user process flow, from intake of Vehicle Blight service requests, to determine how requests are routed to the right department(s), to closing the loop for the initial requester.

B. Deliverables:

- 1. The Consultant will provide the following to the City's Contract Manager: A robust design, documented in a process flow, with the entire list of Vehicle Blight-related services, triage rules for how each service type request is routed to which department(s), what data needs to be captured for each service request, and when in process to close the loop for each service type.
- 2. Documentation that demonstrates completion of the following phases:
 - a. Empathy
 - b. Define
 - c. Ideation
 - d. Prototype
 - e. Test

C.	<u>Completion Time</u> : The Consultant must complete the services and deliverables for this task in accordance with whichever one of the following times is marked:					
	\boxtimes	On or before the following date: December 31, 2022				
		On or before Business Days from				

Form Name: Master Consultant Agreement (Non-Capital Projects) Service Order - Attachment A: Tasks

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Attachment B: Terms and Conditions

1. <u>City's Contract Manager</u>: The City's contract manager for this Approved Service Order is:

Name: German Sedano	Phone No.: (510)676-7545
Department: Information Technology	Email: German.Sedano@sanjoseca.gov
Address: 200 E Santa Clara St, San Jose, CA 95113	

2. Consultant's Contract Manager and Other Staffing: Identified below are the following: (a) the Consultant's contract manager for this Approved Service Order, and (b) the Consultant(s) and/or employee(s) of the Consultant who will be principally responsible for providing the services and deliverables. If an individual identified below does not have a current Form 700 on file with the City Clerk for a separate agreement with the City, and is required to file a Form 700, the Consultant must comply with the requirements of Subsection 17.2 of the Master Agreement, entitled "Filing Form 700."

			Required to File Form 700?		700?
Consultant's Contract Manager			Yes Already Filed (Date Filed)	Yes Need to File	No
Name: Kevin Price	Phone No.: 207-541-2379				X
Address: 2211 Congress Street	Email: kprice@berrydunn.com				
Portland, ME 04102					
Other Staffing					
<u>Name</u> :	Assignment:	Email:			
1. Fred Turnier	Project Manager	fturnier@berrydunn.com			Х
2. Michelle Kennedy	Senior Analyst	mkennedy@berrydunn.com			X

Form Name: Master Consultant Agreement (Non-Capital Projects)
Service Order - Attachment B: Terms and Conditions

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Master Agreement AC No.: OC-001744-000 Consultant: Berry, Dunn, McNeil & Park, LLC Service Order No.: 2

3. Austin Nichols	Analyst	austin.nichols@berrydunn.com		х
4. Charline Kirongozi	Analyst	ckirongozi@berrydunn.com		Х

3.	Subcon	<u>Subconsultants</u> : Whichever of the following is marked applies to this Approved Service Order:						
	\boxtimes							
		☐ The Consultant can use the following subconsultants to assist in providing the required services and deliverables:						
		Subconsultant's Name	Area of Work					
		1.						
		2.						
		3.						
4.	Service didentified	rsable Expenses: If the Compensation Table set for Order states that the City will reimburse the Consultad in Subsection 10.5.3 of the Master Agreement are Follows is marked and additional reimbursable expense	nt for expenses, then only the ex Reimbursable Expenses unless t	xpenses				
	In addition to the expenses identified in Subsection 10.5.3 of the Master Agreement, the following expenses are Reimbursable Expenses:							
		Additional Reimbursable Expense(s)	<u>Mark-up</u>					
		1						
		2						

Notwithstanding the foregoing, any additional reimbursable expense(s) set forth in the above table will be disregarded if the Compensation Table states that the City will not reimburse the Consultant for any expenses.

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Attachment C: Compensation Table

The City will compensate the Consultant for providing the services and deliverables set forth in **Attachment A** in accordance this Compensation Table. This Compensation Table is subject to the terms and conditions set forth in the Master Agreement, including without limitation Section 10 of the Master Agreement.

Part 1 – Compensation for Services and Deliverables							
Column 1	Column 1 Column 2		Column 3			Column 4	
Task Nos. from Attachment A	Basis of Compensation		Invoice Period			Compensation	
1	☐ Time & Materials	X Fixed Fee	X Monthly	☐ Completion of Task(s)	☐ Completion of Work	\$26,270	
2	☐ Time & Materials	X Fixed Fee	X Monthly	☐ Completion of Task(s)	☐ Completion of Work	\$18,160	
Part 2 – Reimbursable Expenses							
X No expenses are separately reimbursable. The amount(s) in Column 4 of Part 1 include(s) payment for all expenses.			☐ Expenses	s are separately reimbursable in	the maximum amount of:	\$	
Part 3 – Subconsultant Costs							
Subconsultant costs are <i>not</i> separately compensable. The amount(s) in Column 4 of Part 1 include(s) subconsultant costs.			Subconsultant costs are separately compensable in the maximum amount of:			\$	
Maximum Service Order Compensation (sum of Parts 1 through 3):					\$44,430		

Form Name: Master Consultant Agreement (Non-Capital Projects)
Service Order - Attachment C: Compensation Table

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