

San Diego Unified Port District

Document No. **70359**Filed **SEP 11 2019**

Office of the District Clerk

(5)

**AMENDMENT NO. 1 TO AGREEMENT BETWEEN
SAN DIEGO UNIFIED PORT DISTRICT
and
DELOITTE CONSULTING, LLP
For
SALESFORCE.COM CUSTOMER RELATIONSHIP MANAGEMENT
IMPLEMENTATION SERVICES**

The parties to this Amendment No. 1 to Agreement are the SAN DIEGO UNIFIED PORT DISTRICT, a public corporation (District) and DELOITTE CONSULTING, LLP, a Limited Liability Partnership (Service Provider).

Recitals:

District and Service Provider are parties to an Agreement for Salesforce.com Customer Relationship Management Implementation Services. The agreement is on file in the Office of the District Clerk as Document No. 69977 dated May 29, 2019. It is now proposed to increase the agreement amount by \$255,000 from a total of \$1,500,000 to \$1,755,000 and to amend Attachment A, Scope of Services and Attachment B, Compensation & Invoicing.

The Parties Agree:

1. **TERM OF AGREEMENT**, Section 2 shall be replaced with the following:

"This Agreement shall commence on or after June 3, 2019 and shall terminate on February 28, 2020, subject to earlier termination as provided below."

2. **MAXIMUM EXPENDITURE**, Section 3.a shall be replaced by the following:

"The maximum expenditure under this Agreement shall not exceed \$1,755,000. Said expenditure shall include without limitation all sums, charges, reimbursements, costs and expenses provided for herein. Service Provider shall not be required to perform further services after compensation has been expended. In the event that the Service Provider anticipates the need for services in excess of the maximum Agreement amount, the District shall be promptly

notified in writing. District and Service Provider must approve an amendment to this Agreement before additional fees and costs are incurred."

3. **ATTACHMENT A, SCOPE OF SERVICES, Figure 4.C** for Systems Customizations Scope shall be replaced by the following:

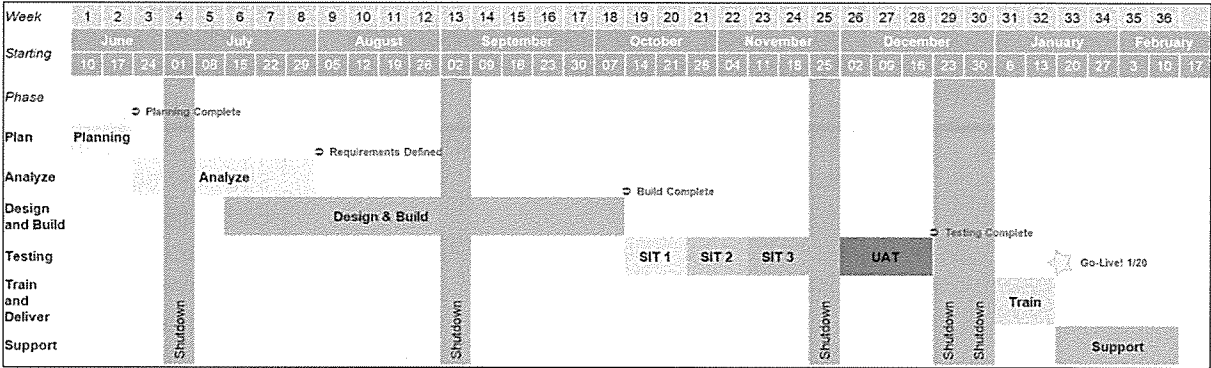
Customization Type	Description	Max Limit
Email Templates	Email templates are customized communications templates used for internal and external email notifications, confirmations, reminders, or receipts	30
Visual Force Pages	VisualForce pages are custom Salesforce.com pages which can be developed for internal or external facing data display, web-based entry forms, workflow pages, etc.	70
Customer Applications	Custom applications can be developed to support requirements or processes not supported by native Salesforce.com Service Cloud functionality	5
Conga Documents	Dynamic document generation for event permits (events, film, fireworks, etc.), environmental permits, and payment receipts	9

4. **ATTACHMENT A, SCOPE OF SERVICES, Figure5.A** for Integration Systems shall be replaced by the following:

System	Application Details	Integration Details
SharePoint	Share Point serves as the District's primary content management system going forward. It will store documents and images generated or saved as part of the processes in-scope for Phase	Bidirectional API-based interface. Salesforce.com will store and retrieve files saved in SharePoint.
ESRI	ESRI is the primary source for the District's geolocation-based data, managed by the District's GIS team	Unidirectional API-based interface. Salesforce.com will send location information to pull geospatial data from existing District GIS layers using existing geo- processing services. This service will not support the updating of GIS layers from Salesforce.com. Google Maps will be used to display case

		data on District webpage.
Active Directory (SSO)	To support single sign-on (SSO), the District's existing SSO will be integrated .so that user Active Directory data is used for user identification and authentication purposes;	Unidirectional API-based interface. AD data will be passed into Salesforce.com to support single sign-on
Authorize.Net	Authorize.net serves as the District's current credit card payment processor. Salesforce.com will pass permit payment data into Authorize.net's turn-key PCI compliant payment gateway to support online payments.	Bidirectional API-based interface. Salesforce.com will pass a unique payment identifier and the payment amount into the payment gateway. The payment gateway will send Salesforce.com a payment success or failure notification to complete the payment transaction for the end user.
SAP EAM	SAP EAM serves as the District's primary asset management solution and will be integrated to support complaint-driven work order generation processes.	Bidirectional API-based interface. Salesforce.com will pass complaint data generated from the online self-service Portal or manually by District users into SAP EAM to create notifications. Once a work order has been manually created and completed by General Services, a notification will be sent back to Salesforce.com to update the case status.
Docusign	Docusign was identified during the Analyze Phase to support Parks and Special Events permitting and In-Water Boat Cleaning permitting process	Bi-directional API based integration on public portal and AppExchange based integration for internal users to DocuSign service to generate and e-sign documents.

Updated project timeline:




5. **ATTACHMENT B, COMPENSATION AND INVOICING**, Figure 13.A:

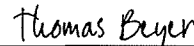
Deliverables and Payments Schedule shall be replaced with the following:

Milestone Deliverable Name	Phase	Amount
Project Scope Document	Initiate (Plan)	\$75,000
Project Management Plan	Initiate (Plan)	\$75,000
Testing Strategy	Initiate (Analyze)	\$75,000
User Story and Acceptance Criteria Document	Planning (Analyze)	\$75,000
Training Approach Document	Planning (Analyze)	\$75,000
Conversion & Integration Approach Document	Planning (Analyze)	\$75,000
Completion of Build and the Solution Design Documents	Execution (Design & Build)	\$288,750
Functional Unit Testing Sign-Off	Execution (Design & Build)	\$288,750
Integration Testing & Sign-Off	Execution (Test)	\$288,750
Final Solution User Acceptance Testing and Sign-Off	Execution (Test)	\$288,750
Deployment Checklist, Sign Off & First User Live	Execution (Test)	\$75,000
Support Period	Close Out (Deliver)	\$75,000
Total:		\$1,755,000


6. All other terms, covenants, and conditions in the original Agreement shall remain in full force and effect and shall be applicable to this Amendment.

SAN DIEGO UNIFIED PORT DISTRICT**DELOITTE CONSULTING, LLP.**


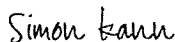
Keith Coffey
Chief Technology Officer



Thomas Beyer
Principal

 Kurtis Smith

Approved as to form and legality:
GENERAL COUNSEL



By: Assistant/Deputy

A manually signed copy of this Amendment transmitted by email or any other means of electronic transmission shall be deemed to have the same legal effect as delivery of an original signed copy of this Amendment.

Certificate of Completion

Envelope Id: 9857A4BB978B41CE80679533E60912EF

Status: Completed

Subject: Please DocuSign: Amendment to Deloitte Agreement

Source Envelope:

Document Pages: 5

Signatures: 3

Envelope Originator:

Certificate Pages: 5

Initials: 1

Natalia Jimenez

AutoNav: Enabled

3165 Pacific Highway

Enveloped Stamping: Enabled

San Diego, CA 92101

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

njimenez@portofsandiego.org

IP Address: 207.215.153.162

Record Tracking

Status: Original

Holder: Natalia Jimenez

Location: DocuSign

9/4/2019 8:05:39 AM

njimenez@portofsandiego.org

Security Appliance Status: Connected

Pool: StateLocal

Storage Appliance Status: Connected

Pool: San Diego Unified Port District

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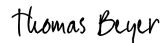
Signer Events

Signature

Timestamp

Thomas Beyer

thbeyer@deloitte.com

Security Level: Email, Account Authentication
(None)


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Electronic Record and Signature Disclosure:

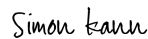
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Simon Kann

skann@portofsandiego.org

Deputy General Counsel

Security Level: Email, Account Authentication
(None)


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ID: c9410cac-bc86-4baf-a3c9-50f4a123e55e

Kurtis Smith

ksmith@portofsandiego.org

IT BP Manager

Security Level: Email, Account Authentication
(None)


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Signature Adoption: Drawn on Device

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Signed using mobile

Electronic Record and Signature Disclosure:

Accepted: 3/28/2019 7:13:41 AM

ID: f01df480-88f7-4ecf-9a4d-adc5db46a331

Keith Coffey

kcoffey@portofsandiego.org

CTO

Port of San Diego

Security Level: Email, Account Authentication
(None)


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Signature Adoption: Uploaded Signature Image

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Signed using mobile

Electronic Record and Signature Disclosure:

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In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Andy Roch C-aroch@portofsandiego.org PM Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Accepted: 8/5/2019 9:11:41 AM ID: e19421db-ba47-48ec-8e5a-02dcf1664634	COPIED	Sent: 9/9/2019 12:31:21 PM
Vay Shire c-vshire@portofsandiego.org Security Level: Email, Account Authentication (None) Electronic Record and Signature Disclosure: Not Offered via DocuSign	COPIED	Sent: 9/9/2019 12:31:22 PM
Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
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Completed	Security Checked	9/9/2019 12:31:22 PM
Payment Events	Status	Timestamps
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You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: rsanagus@portofsandiego.org

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To let us know of a change in your e-mail address where we should send notices and disclosures electronically to you, you must send an email message to us at rsanagus@portofsandiego.org and in the body of such request you must state: your previous e-mail address, your new e-mail address. We do not require any other information from you to change your email address..

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Required hardware and software

Operating Systems:	Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X
Browsers:	Final release versions of Internet Explorer® 6.0 or above (Windows only); Mozilla Firefox 2.0 or above (Windows and Mac); Safari™ 3.0 or above (Mac only)
PDF Reader:	Acrobat® or similar software may be required to view and print PDF files
Screen Resolution:	800 x 600 minimum

Enabled Security Settings:	Allow per session cookies
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