



SERVICE AGREEMENT NO. 2990

Ivanti-Service Manager

THIS **Ivanti Service Manager Agreement** ("Agreement") is entered into by and between the City of Corpus Christi, a Texas home-rule municipal corporation ("City") and Flycast Partners, Inc. ("Contractor"), effective upon execution by the City Manager or the City Manager's designee ("City Manager").

WHEREAS, Contractor has bid to provide Ivanti Service Manager in response to Request for Bid/Proposal No. DIR-TSO-4288 ("RFB/RFP"), which RFB/RFP includes the required scope of work and all specifications and which RFB/RFP and the Contractor's bid or proposal response, as applicable, are incorporated by reference in this Agreement as Exhibits 1 and 2, respectively, as if each were fully set out here in its entirety.

NOW, THEREFORE, City and Contractor agree as follows:

- 1. Scope.** Contractor will provide Ivanti Service Manager ("Services") in accordance with the attached Scope of Work, as shown in Attachment A, the content of which is incorporated by reference into this Agreement as if fully set out here in its entirety, and in accordance with Exhibit 2.
- 2. Term.** This Agreement is for three years, with performance commencing upon the date of issuance of a notice to proceed from the Contract Administrator or the Contracts and Procurement Department. The parties may mutually extend the term of this Agreement for up to zero additional zero-year periods ("Option Period(s)"), provided, the parties do so by written amendment prior to the expiration of the original term or the then-current Option Period. The City's extension authorization must be executed by the City Manager or designee.
- 3. Compensation and Payment.** This Agreement is for an amount not to exceed \$218,188.54, subject to approved extensions and changes. Payment will be made for Services completed and accepted by the City within 30 days of acceptance, subject to receipt of an acceptable invoice. Contractor shall invoice no more frequently than once per month. All pricing must be in accordance with the attached Bid/Pricing Schedule, as shown in Attachment B, the content of which is incorporated by reference into this Agreement as if fully set out here in its entirety. Any amount not expended during the initial term or any option period may, at the City's discretion, be allocated for use in the next option period.

Invoices will be mailed to the following address with a copy provided to the Contract Administrator:

City of Corpus Christi
Attn: Accounts Payable
P.O. Box 9277
Corpus Christi, Texas 78469-9277

4. **Contract Administrator.** The Contract Administrator designated by the City is responsible for approval of all phases of performance and operations under this Agreement, including deductions for non-performance and authorizations for payment. The City's Contract Administrator for this Agreement is as follows:

Gabriel Cuellar
Information Technology
361-826-3835
GabrielC@cctexas.com

5. **Insurance; Bonds.**

(A) Before performance can begin under this Agreement, the Contractor must deliver a certificate of insurance ("COI"), as proof of the required insurance coverages, to the City's Risk Manager and the Contract Administrator. Additionally, the COI must state that the City will be given at least 30 days' advance written notice of cancellation, material change in coverage, or intent not to renew any of the policies. The City must be named as an additional insured. The City Attorney must be given copies of all insurance policies within 10 days of the City Manager's written request. Insurance requirements are as stated in Attachment C, the content of which is incorporated by reference into this Agreement as if fully set out here in its entirety.

(B) In the event that a payment bond, a performance bond, or both, are required of the Contractor to be provided to the City under this Agreement before performance can commence, the terms, conditions, and amounts required in the bonds and appropriate surety information are as included in the RFB/RFP or as may be added to Attachment C, and such content is incorporated here in this Agreement by reference as if each bond's terms, conditions, and amounts were fully set out here in its entirety.

6. **Purchase Release Order.** For multiple-release purchases of Services to be provided by the Contractor over a period of time, the City will exercise its right to specify time, place and quantity of Services to be delivered in the following manner: any City department or division may send to Contractor a purchase release order signed by an authorized agent of the department or division. The purchase release order must refer to this Agreement, and Services will not be rendered until the Contractor receives the signed purchase release order.

7. **Inspection and Acceptance.** City may inspect all Services and products supplied before acceptance. Any Services or products that are provided but not accepted by the City must be corrected or re-worked immediately at no charge to the City. If immediate correction or re-working at no charge cannot be made by the Contractor, a replacement service may be procured by the City on the open market and any costs incurred, including additional costs over the item's bid/proposal price, must be paid by the Contractor within 30 days of receipt of City's invoice.

8. **Warranty.**

(A) The Contractor warrants that all products supplied under this Agreement are new, quality items that are free from defects, fit for their intended purpose, and of good material and workmanship. The Contractor warrants that it has clear title to the products and that the products are free of liens or encumbrances.

(B) In addition, the products purchased under this Agreement shall be warranted by the Contractor or, if indicated in Attachment D by the manufacturer, for the period stated in Attachment D. Attachment D is attached to this Agreement and is incorporated by reference into this Agreement as if fully set out here in its entirety.

(C) Contractor warrants that all Services will be performed in accordance with the standard of care used by similarly situated contractors performing similar services.

9. **Quality/Quantity Adjustments.** Any Service quantities indicated on the Bid/Pricing Schedule are estimates only and do not obligate the City to order or accept more than the City's actual requirements nor do the estimates restrict the City from ordering less than its actual needs during the term of the Agreement and including any Option Period. Substitutions and deviations from the City's product requirements or specifications are prohibited without the prior written approval of the Contract Administrator.

10. **Non-Appropriation.** The continuation of this Agreement after the close of any fiscal year of the City, which fiscal year ends on September 30th annually, is subject to appropriations and budget approval specifically covering this Agreement as an expenditure in said budget, and it is within the sole discretion of the City's City Council to determine whether or not to fund this Agreement. The City does not represent that this budget item will be adopted, as said determination is within the City Council's sole discretion when adopting each budget.

11. **Independent Contractor.** Contractor will perform the work required by this Agreement as an independent contractor and will furnish such Services in its own manner and method, and under no circumstances or conditions will any agent, servant or employee of the Contractor be considered an employee of the City.

- 12. Subcontractors.** Contractor may use subcontractors in connection with the work performed under this Agreement. When using subcontractors, however, the Contractor must obtain prior written approval from the Contract Administrator unless the subcontractors were named in the bid or proposal or in an Attachment to this Agreement, as applicable. In using subcontractors, the Contractor is responsible for all their acts and omissions to the same extent as if the subcontractor and its employees were employees of the Contractor. All requirements set forth as part of this Agreement, including the necessity of providing a COI in advance to the City, are applicable to all subcontractors and their employees to the same extent as if the Contractor and its employees had performed the work. The City may, at the City's sole discretion, choose not to accept Services performed by a subcontractor that was not approved in accordance with this paragraph.
- 13. Amendments.** This Agreement may be amended or modified only in writing executed by authorized representatives of both parties.
- 14. Waiver.** No waiver by either party of any breach of any term or condition of this Agreement waives any subsequent breach of the same.
- 15. Taxes.** The Contractor covenants to pay payroll taxes, Medicare taxes, FICA taxes, unemployment taxes and all other applicable taxes. Upon request, the City Manager shall be provided proof of payment of these taxes within 15 days of such request.
- 16. Notice.** Any notice required under this Agreement must be given by fax, hand delivery, or certified mail, postage prepaid, and is deemed received on the day faxed or hand-delivered or on the third day after postmark if sent by certified mail. Notice must be sent as follows:

IF TO CITY:

City of Corpus Christi
Attn: Gabriel Cuellar
IT Asset Analyst II
1201 Leopard St., Corpus Christi, TX 78401
Phone: 361-826-3835
Fax: 361-826-3048

IF TO CONTRACTOR:

Flycast Partners, Inc.
Attn: Brenda Puff
Account Manager
3637 4th Street N, Ste 490, St. Petersburg, FL 33704
Phone: 727-300-0216
Fax: n/a

17. **CONTRACTOR SHALL FULLY INDEMNIFY, HOLD HARMLESS AND DEFEND THE CITY OF CORPUS CHRISTI AND ITS OFFICERS, EMPLOYEES AND AGENTS (“INDEMNITEES”) FROM AND AGAINST ANY AND ALL LIABILITY, LOSS, CLAIMS, DEMANDS, SUITS, AND CAUSES OF ACTION OF WHATEVER NATURE, CHARACTER, OR DESCRIPTION ON ACCOUNT OF PERSONAL INJURIES, PROPERTY LOSS, OR DAMAGE, OR ANY OTHER KIND OF INJURY, LOSS, OR DAMAGE, INCLUDING ALL EXPENSES OF LITIGATION, COURT COSTS, ATTORNEYS’ FEES AND EXPERT WITNESS FEES, WHICH ARISE OR ARE CLAIMED TO ARISE OUT OF OR IN CONNECTION WITH A BREACH OF THIS AGREEMENT OR THE PERFORMANCE OF THIS AGREEMENT BY THE CONTRACTOR OR RESULTS FROM THE NEGLIGENT ACT, OMISSION, MISCONDUCT, OR FAULT OF THE CONTRACTOR OR ITS EMPLOYEES OR AGENTS. CONTRACTOR MUST, AT ITS OWN EXPENSE, INVESTIGATE ALL CLAIMS AND DEMANDS, ATTEND TO THEIR SETTLEMENT OR OTHER DISPOSITION, DEFEND ALL ACTIONS BASED THEREON WITH COUNSEL SATISFACTORY TO THE CITY ATTORNEY, AND PAY ALL CHARGES OF ATTORNEYS AND ALL OTHER COSTS AND EXPENSES OF ANY KIND ARISING OR RESULTING FROM ANY SAID LIABILITY, DAMAGE, LOSS, CLAIMS, DEMANDS, SUITS, OR ACTIONS. THE INDEMNIFICATION OBLIGATIONS OF CONTRACTOR UNDER THIS SECTION SHALL SURVIVE THE EXPIRATION OR EARLIER TERMINATION OF THIS AGREEMENT.**

18. **Termination.**

(A) The City Manager may terminate this Agreement for Contractor’s failure to comply with any of the terms of this Agreement. The Contract Administrator must give the Contractor written notice of the breach and set out a reasonable opportunity to cure. If the Contractor has not cured within the cure period, the City Manager may terminate this Agreement immediately thereafter.

(B) Alternatively, the City Manager may terminate this Agreement for convenience upon 30 days advance written notice to the Contractor. The City Manager may also terminate this Agreement upon 24 hours written notice to the Contractor for failure to pay or provide proof of payment of taxes as set out in this Agreement.

19. **Owner’s Manual and Preventative Maintenance.** Contractor agrees to provide a copy of the owner’s manual and/or preventative maintenance guidelines or instructions if available for any equipment purchased by the City pursuant to this Agreement. Contractor must provide such documentation upon delivery of such equipment and prior to receipt of the final payment by the City.

- 20. Assignment.** No assignment of this Agreement by the Contractor, or of any right or interest contained herein, is effective unless the City Manager first gives written consent to such assignment. The performance of this Agreement by the Contractor is of the essence of this Agreement, and the City Manager's right to withhold consent to such assignment is within the sole discretion of the City Manager on any ground whatsoever.
- 21. Severability.** Each provision of this Agreement is considered to be severable and, if, for any reason, any provision or part of this Agreement is determined to be invalid and contrary to applicable law, such invalidity shall not impair the operation of nor affect those portions of this Agreement that are valid, but this Agreement shall be construed and enforced in all respects as if the invalid or unenforceable provision or part had been omitted.
- 22. Order of Precedence.** In the event of any conflicts or inconsistencies between this Agreement, its attachments, and exhibits, such conflicts and inconsistencies will be resolved by reference to the documents in the following order of priority:
- A. this Agreement (excluding attachments and exhibits);
 - B. its attachments;
 - C. the bid solicitation document including any addenda (Exhibit 1); then,
 - D. the Contractor's bid response (Exhibit 2).
- 23. Certificate of Interested Parties.** Contractor agrees to comply with Texas Government Code Section 2252.908, as it may be amended, and to complete Form 1295 "Certificate of Interested Parties" as part of this Agreement if required by said statute.
- 24. Governing Law.** Contractor agrees to comply with all federal, Texas, and City laws in the performance of this Agreement. The applicable law for any legal disputes arising out of this Agreement is the law of the State of Texas, and such form and venue for such disputes is the appropriate district, county, or justice court in and for Nueces County, Texas.
- 25. Public Information Act Requirements.** This paragraph applies only to agreements that have a stated expenditure of at least \$1,000,000 or that result in the expenditure of at least \$1,000,000 by the City. The requirements of Subchapter J, Chapter 552, Government Code, may apply to this contract and the Contractor agrees that the contract can be terminated if the Contractor knowingly or intentionally fails to comply with a requirement of that subchapter.
- 26. Entire Agreement.** This Agreement constitutes the entire agreement between the parties concerning the subject matter of this Agreement and supersedes all prior negotiations, arrangements, agreements and understandings, either oral or written, between the parties.

CONTRACTOR

Signature: Kim Gagnon

Printed Name: Kim Gagnon

Title: Director of Operations

Date: Mar 26, 2020

CITY OF CORPUS CHRISTI

Kim Baker
Director of Contracts and Procurement

Date: _____

Attached and Incorporated by Reference:

- Attachment A: Scope of Work
- Attachment B: Bid/Pricing Schedule
- Attachment C: Insurance and Bond Requirements
- Attachment D: Warranty Requirements

Incorporated by Reference Only:

- Exhibit 1: RFB/RFP No. DIR-TSO-4288
- Exhibit 2: Contractor's Bid/Proposal Response

Attachment A: Scope of Work

The Contractor shall provide the following:

1. Ivanti Service Manager – Service Management licenses for 40 concurrent analyst licenses.
2. A single license subscription for one year to the global academy for training.
3. Provide software as a Service Business Intelligence reporting server cloud subscription.
4. Install and configure three environments (Dev., UAT, Production).
5. Configure Group & user Configuration for one user profile import (single flat file or Directory Services integration).
6. Create and populate seven support teams.
7. Configure user roles: example End User, Service Desk Analyst & Service Desk Manager each providing different privileges and access levels.
8. Install and configure one self-service portal site.
9. Install and configure one Knowledge Management process.
10. Create/Modify one ISM Dashboard.
11. Create/Modify one ISM saved search.
12. SSRS setup validation.
13. Configure one Incident Management process with up to two levels of categorization.
14. Configure one e-mail domain and one e-mail listener.
15. Incident Management setup four priority levels configured (example: P1, P2, P3, P4).
16. Incident Management setup three Incident templates.
17. Problem Management setup one Problem Management process set up with link to incident.
18. Service Catalog (request management) setup one medium level request Queue (10 fields, 1 approval, up to 2 tasks).
19. Asset Manager setup up to four dashboards.
20. Asset Manager setup tracking for up to four types of hardware assets from up to four different sources.

21. Asset Manager setup tracking for software vendors from up to four different sources.
22. Asset Manager setup tracking for consumables.
23. Asset Manager setup one Product catalog with up to two items per asset type (8 total).
24. Asset Manager Configure one Discovery Connector (e.g. SCCM, EPM, DCD, etc.)
25. Knowledge Transfer Session for up to four (hours).

Attachment B: Bid/Pricing Schedule

PROPOSAL



Remit to:

Flycast Partners

3637 4th Street N, Ste 490 St Petersburg FL 33704

City of Corpus Christi
 Frank De Los Santos
 1201 Leopard St
 Corpus Christi, TX 78401
 USA
 Phone: (361) 826-3047
 Email: frankd@cctexas.com

PROPOSAL #	FCPQ3723
DATE	1/9/2020

ACCOUNT MANAGER	TERMS	P.O. NUMBER	EXPIRATION DATE
Brenda Puff	Net 30		3/27/2020

QTY	DESCRIPTION	LIST PRICE	UNIT PRICE	TOTAL PRICE
40	Ivanti Service Manager - Service Management Concurrent Cloud Analyst with Asset Manager Subscription 1 Year Part Number - SM-SMAMCU-C1 List Price Per License - 1,920.00 DIR-TSO-4288 46% Flycast Partners DIR Customer Discount	\$1,920.00	\$1,039.05	\$41,562.00
1	Ivanti Service Manager - SaaS BI Reporting Server Cloud Subscription, Powered by HEAT Part Number - SM-BI-C List Price Per License - 12,412.42 DIR-TSO-4288 40% Flycast Partners DIR Customer Discount	\$12,412.42	\$7,463.61	\$7,463.61
1	GLOBAL ACADEMY SUBSCRIPTION - SINGLE USER Part Number - TRNG-IGA-1 List Price Per License - 3,995.00 DIR-TSO-4288 6% Flycast Partners DIR Customer Discount	\$3,995.00	\$3,762.60	\$3,762.60

To accept this quotation, sign here and return: _____

Thank you for this opportunity to submit our quotation for your review. By signing this Quote or issuing a PO referencing this Quote, Customer acknowledges and represents that Flycast Partners has a complete and final binding order(s) with Customer for the products listed on this quote. Payment will be due within thirty days of receipt of an invoice unless otherwise indicated.



We won't let this happen to you.

1	SERVICE MANAGER PROFESSIONAL -IMPLEMENTATION SUCCESS PACKAGE - Estimated 14.5 Days Part Number - SVCS-UWM-CSTM-5 List Price Per License - 45,000.00 DIR-TSO-4288 6% Flycast Partners DIR Customer Discount	\$45,000.00	\$42,382.27	\$42,382.27
1	IT ASSET MANAGEMENT - CUSTOM SERVICES PACKAGE - Estimated 10 Days Part Number - SVCS-UWM-CSTM-5 List Price Per License - 26,650.00 DIR-TSO-4288 6% Flycast Partners DIR Customer Discount	\$26,650.00	\$24,966.84	\$24,966.84
40	Ivanti Service Manager - Service Management Concurrent Cloud Analyst with Asset Manager Subscription 1 Year Part Number - SM-SMAMCU-C1 List Price Per License - 1,920.00 DIR-TSO-4288 46% Flycast Partners DIR Customer Discount	\$1,920.00	\$1,039.05	\$41,562.00
1	Ivanti Service Manager - SaaS BI Reporting Server Cloud Subscription, Powered by HEAT Part Number - SM-BI-C List Price Per License - 12,412.42 DIR-TSO-4288 40% Flycast Partners DIR Customer Discount	\$12,412.42	\$7,463.61	\$7,463.61
40	Ivanti Service Manager - Service Management Concurrent Cloud Analyst with Asset Manager Subscription 1 Year Part Number - SM-SMAMCU-C1 List Price Per License - 1,920.00 DIR-TSO-4288 46% Flycast Partners DIR Customer Discount	\$1,920.00	\$1,039.05	\$41,562.00

To accept this quotation, sign here and return: _____

Thank you for this opportunity to submit our quotation for your review. By signing this Quote or issuing a PO referencing this Quote, Customer acknowledges and represents that Flycast Partners has a complete and final binding order(s) with Customer for the products listed on this quote. Payment will be due within thirty days of receipt of an invoice unless otherwise indicated.



We won't let this happen to you.

1	Ivanti Service Manager - SaaS BI Reporting Server Cloud Subscription, Powered by HEAT Part Number - SM-BI-C List Price Per License - 12,412.42 DIR-TSO-4288 40% Flycast Partners DIR Customer Discount	\$12,412.42	\$7,463.61	\$7,463.61
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*Quote in US Funds. Taxes and expenses not included and billed separately unless specified in description, quote subject to management approval.

TOTAL	\$218,188.54
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To accept this quotation, sign here and return: _____

Thank you for this opportunity to submit our quotation for your review. By signing this Quote or issuing a PO referencing this Quote, Customer acknowledges and represents that Flycast Partners has a complete and final binding order(s) with Customer for the products listed on this quote. Payment will be due within thirty days of receipt of an invoice unless otherwise indicated.



We won't let this happen to you.

Attachment C: Insurance and Bond Requirements

A. CONTRACTOR'S LIABILITY INSURANCE

1. Contractor must not commence work under this contract until all insurance required has been obtained and such insurance has been approved by the City. Contractor must not allow any subcontractor, to commence work until all similar insurance required of any subcontractor has been obtained.
2. Contractor must furnish to the City's Risk Manager and Contract Administer one (1) copy of Certificates of Insurance with applicable policy endorsements showing the following minimum coverage by an insurance company(s) acceptable to the City's Risk Manager. The City must be listed as an additional insured on the General liability and Auto Liability policies **by endorsement**, and a waiver of subrogation **endorsement** is required on all applicable policies. **Endorsements** must be provided with Certificate of Insurance. Project name and/or number must be listed in Description Box of Certificate of Insurance.

TYPE OF INSURANCE	MINIMUM INSURANCE COVERAGE
30-day advance written notice of cancellation, non-renewal, material change or termination required on all certificates and policies.	Bodily Injury and Property Damage Per occurrence - aggregate
ERRORS & OMISSIONS	\$1,000,000 Per Occurrence \$1,000,000 Aggregate
CYBER LIABILITY	\$1,000,000 Per Occurrence \$1,000,000 Aggregate

3. In the event of accidents of any kind related to this contract, Contractor must furnish the Risk Manager with copies of all reports of any accidents within 10 days of the accident.

B. ADDITIONAL REQUIREMENTS

1. Applicable for paid employees, Contractor must obtain workers' compensation coverage through a licensed insurance company. The coverage must be written on a policy and endorsements approved by the Texas Department of Insurance. The workers' compensation coverage provided must be in statutory amounts according to the Texas Department of Insurance, Division of Workers' Compensation. An All States Endorsement shall be required if Contractor is not domiciled in the State of Texas.

2. Contractor shall obtain and maintain in full force and effect for the duration of this Contract, and any extension hereof, at Contractor's sole expense, insurance coverage written on an occurrence basis by companies authorized and admitted to do business in the State of Texas and with an A.M. Best's rating of no less than A-VII.
3. Contractor shall be required to submit renewal certificates of insurance throughout the term of this contract and any extensions within 10 days of the policy expiration dates. All notices under this Exhibit shall be given to City at the following address:

City of Corpus Christi
Attn: Risk Manager
P.O. Box 9277
Corpus Christi, TX 78469-9277

4. **Contractor agrees that, with respect to the above required insurance, all insurance policies are to contain or be endorsed to contain the following required provisions:**
 - List the City and its officers, officials, employees, and volunteers, as additional insureds by endorsement with regard to operations, completed operations, and activities of or on behalf of the named insured performed under contract with the City, with the exception of the workers' compensation policy;
 - Provide for an endorsement that the "other insurance" clause shall not apply to the City of Corpus Christi where the City is an additional insured shown on the policy;
 - Workers' compensation and employers' liability policies will provide a waiver of subrogation in favor of the City; and
 - Provide thirty (30) calendar days advance written notice directly to City of any, cancellation, non-renewal, material change or termination in coverage and not less than ten (10) calendar days advance written notice for nonpayment of premium.
5. Within five (5) calendar days of a cancellation, non-renewal, material change or termination of coverage, Contractor shall provide a replacement Certificate of Insurance and applicable endorsements to City. City shall have the option to suspend Contractor's performance should there be a lapse in coverage at any time during this contract. Failure to provide and to maintain the required insurance shall constitute a material breach of this contract.
6. In addition to any other remedies the City may have upon Contractor's failure to provide and maintain any insurance or policy endorsements to the extent and within the time herein required, the City shall have the right to order Contractor to stop work hereunder, and/or withhold any payment(s) which become due to Contractor hereunder until Contractor demonstrates compliance with the requirements hereof.

7. Nothing herein contained shall be construed as limiting in any way the extent to which Contractor may be held responsible for payments of damages to persons or property resulting from Contractor's or its subcontractor's performance of the work covered under this contract.
8. It is agreed that Contractor's insurance shall be deemed primary and non-contributory with respect to any insurance or self insurance carried by the City of Corpus Christi for liability arising out of operations under this contract.
9. It is understood and agreed that the insurance required is in addition to and separate from any other obligation contained in this contract.

2019 Insurance Requirements

Ins. Req. Exhibit **7-B**

IT Contracts - Software Support, Configuration, Implementation and Maintenance

04/26/2019 Risk Management – Legal Dept.

No bond is required for this service agreement; therefore, Section 5 Insurance; Bonds, subsection 5 (B) is null and void.

Attachment D: Warranty Requirements

No warranty is required for this service agreement; therefore, Section 8, Warranty, subsection 8 (A), and 8 (B) are null and void.