**City and County of San Francisco**

**Office of Contract Administration**

**Purchasing Division**

**City Hall, Room 430**

**1 Dr. Carlton B. Goodlett Place**

**San Francisco, California 94102-4685**

**Agreement between the City and County of San Francisco and**

**[Insert name of contractor]**

This Agreement is made this [day] day of [month], 20 [year], in the City and County of San Francisco (“City”), State of California, by and between [name and address of Contractor] (“Contractor”) and City.

**Recitals**

WHEREAS, the Mayor’s Office of Housing and Community Development (“Department”) wishes to procure support of the DAHLIA SF Housing Portal web design, development, and maintenance from Contractor; and

WHEREAS, Contractor represents and warrants that it is qualified to perform the Services required by City as set forth under this Agreement; and

Whereas, Contractor was competitively selected pursuant to Sourcing Event ID 0000008580; and

WHEREAS, this is a contract for Services and the Local Business Entity (“LBE”) subcontracting participation requirement for the Services has been waived; and

WHEREAS, approval for the Agreement was obtained on June 7, 2022 from the Civil Service Commission under PSC number 44118 – 21/22 in the amount of $2,400,000 for the period commencing June 6, 2022 and ending June 5, 2022; and

Now, THEREFORE, the parties agree as follows:

1. **Definitions**

Where any word or phrase defined below, or a pronoun used in place thereof, is used in any part of this Agreement, it shall have the meaning herein set forth. Whenever the words “as directed”, “as required”, “as permitted”, or words of like effect are used, it shall be understood as the direction, requirement, or permission of the Mayor’s Office of Housing and Community Development. The words “sufficient”, “necessary”, or “proper”, and the like, mean sufficient, necessary or proper in the judgment of the Mayor’s Office of Housing and Community Development, unless otherwise indicated by the context. “Acceptance Tests” means the procedures and performance standards required for Acceptance by City of the Programs and the System as defined herein. These procedures and performance standards are set forth for each phase of System development, the Acceptance Test Plan. The following definitions apply to this Agreement:

* 1. “Acceptance” means notice from the City to Contractor that the developed software meets the specifications contained in the Documentation. City’s Acceptance of the developed software shall be governed by the procedures set forth in Article 4 (“Services, Software Implementation and Acceptance”).
  2. “Acceptance Window” means the time time period during a Sprint during which Contractor must secure Acceptance of the completed Sprint work from City.
  3. “Agreement” means this contract document, including all attached appendices, and all applicable City Ordinances and Mandatory City Requirements which are specifically incorporated into this Agreement by reference as provided herein, together with any future written and executed amendments.
  4. “Agile” means the set of software development practices that are a collaborative, iterative, incremental, and evolutionary effort among City and Contractor teams involving work done such that deliverables are achieved each Sprint.
  5. “Change Order” means a written instrument signed by the City’s Project Manager that modifies this Agreement through an adjustment to one or more of the following: (i) the Project Schedule, (ii) the Statement of Work, (iii) the Acceptance Criteria, or (iv) other requirements specified in this Agreement.
  6. “City” or “the City” means the City and County of San Francisco, a municipal corporation, acting by and through both its Director of the Office of Contract Administration or the Director’s designated agent, hereinafter referred to as “Purchasing” and Mayor’s Office of Housing and Community Development.
  7. “Confidential Information” means confidential City information including, but not limited to, personally-identifiable information (“PII”), protected health information (“PHI”), or individual financial information (collectively, “Proprietary or Confidential Information”) that is subject to local, state or federal laws restricting the use and disclosure of such information, including, but not limited to, Article 1, Section 1 of the California Constitution; the California Information Practices Act (Civil Code § 1798 et seq.); the California Confidentiality of Medical Information Act (Civil Code § 56 et seq.); the federal Gramm-Leach-Bliley Act (15 U.S.C. §§ 6801(b) and 6805(b)(2)); the privacy and information security aspects of the Administrative Simplification provisions of the federal Health Insurance Portability and Accountability Act (45 CFR Part 160 and Subparts A, C, and E of part 164); and San Francisco Administrative Code Chapter 12M (Chapter 12M).
  8. “CMD” means the Contract Monitoring Division of the City.
  9. “Contractor” or “Consultant” means [name and address of contractor].
  10. “Critical Milestones” means those milestones specified in the Project Schedule as Critical Milestones after which liquidated damages apply for failure to complete performance in accordance with this Agreement.
  11. “Deliverables” means those items described and itemized in Appendix A, which items Contractor commits to provide to City on the dates specified in the Implementation Plan.
  12. “Design Specifications” means the written design specifications to be prepared by Contractor to implement the Functional Specifications. The Design Specifications shall include descriptions of each Program to be developed hereunder together with descriptions of the hardware and software environment in which such Programs may be operated and the files or databases, if any, with which such Programs shall function.
  13. “Documentation” means the technical publications relating to use of the System, such as reference, installation, administrative, maintenance, and programmer manuals, provided by Contractor to City.
  14. “Equipment” means the computer hardware on which the Programs will operate and with which the Programs must be compatible.
  15. “Errors, Defects and Malfunctions” means either a deviation between the function of the developed Programs and the documentation furnished by Contractor for the Programs, or a failure of the Programs which degrades the use of the Programs.
  16. “Fix” means repair or replace source, object or executable code in the Programs to remedy an Error, Defect or Malfunction.
  17. “Functional Specifications” means the written description of City’s requirements prepared by the City and attached hereto as both the Performance Specifications and the Functional Specifications for this Agreement. Such description shall form the basis for the Design Specifications as defined herein.
  18. “Intellectual Property” means (i) copyrights, trademarks, and patents, and substitutions, divisions, continuations, continuations-in-part, reissues, reexaminations and extensions thereof and supplemental protection certificates relating thereto, and all counterparts thereof in any country in the world, (ii) applications for any of the foregoing or (iii) Know-How.
  19. “Mandatory City Requirements” means those City laws set forth in the San Francisco Municipal Code, including the duly authorized rules, regulations, and guidelines implementing such laws, that impose specific duties and obligations upon Contractor.
  20. “Party” or “Parties” means, respectively, the City and Contractor either individually or collectively.
  21. “Patch” means temporary repair or replacement of code in the Programs to remedy an Error, Defect or Malfunction.
  22. “Performance Specifications” means the description of the minimum System characteristics and performance which must be achieved by the Functional Specifications.
  23. “Priority Category” means a priority assigned to an Error, Defect or Malfunction, designating the urgency of correcting an Error, Defect or Malfunction. Assignment of a Priority Category to an Error, Defect or Malfunction is based on City’s determination of the severity of the Error, Defect or Malfunction and Contractor’s reasonable analysis of the priority of the Error, Defect or Malfunction.
  24. “Priority Protocol” means a Priority Protocol that is based on the Priority Category, rules specifying the turnaround time for correcting Errors, Malfunctions and Defects; escalation procedures, and personnel assignment.
  25. “Programs” or “Software” means the software customized by Contractor and delivered to City, in the form of machine-executable instructions, to operate on the Equipment for purposes of accomplishing the functional capabilities set forth in Scope of Work.
  26. “Project Schedule” means the schedule for Contractor’s completion of all phases of Work, and the Critical Milestones associated with such completion as specified in this Agreement.
  27. “Review Period” means the time period during which City shall review the completed Work of each Sprint and give notice to Contractor of its acceptance or rejection of the completed phase.
  28. “Services” means the work performed by Contractor under this Agreement as specifically described in the “Scope of Services” attached as Appendices A-D, including all services, labor, supervision, materials, equipment, actions and other requirements to be performed and furnished by Contractor under this Agreement.
  29. “Sprint” means a short, time-boxed period when the team works to complete a set amount of work as established and agreed-upon by Contractor and City per Agile methodologies.
  30. “Sprint Planning” means an event in the Agile framework where the team determines the items they will work on during that Sprint and discusses their initial plan for completing those items.
  31. “Support Services” means the support service performed at the option of City. Support Services include correcting an Error, Defect or Malfunction; providing telephone and/or online support concerning the installation and use of the Programs; training in the installation and use of the Programs; on-site consulting and application development services; detection, warning and correction of viruses; and disabled/disabling code.
  32. “System” means the Programs prepared by Contractor for City and the Equipment on which those Programs operate, the combination of which shall satisfy the requirements set forth in the Performance Specifications.
  33. “Upgrade” means either an enhancement to the Programs code to add new features or functions to the system or software programming revisions containing corrections to Errors, Defects and Malfunctions that have been reported by users or discovered by the Contractor.
  34. “Version Locking” means a mechanism that restricts access to a computer file by allowing only one user or process access at any specific time.
  35. “Warranty Period” means a period commencing with the installation of the Software product during which reported Errors, Defects and Malfunctions for Software products are corrected without charge in accordance with the provisions below.
  36. “Work” means the implementation, assembly, installation, optimization, and integration as required by this Agreement, whether completed or partially completed, including all labor, materials, and services provided, or to be provided, by Contractor to fulfill its obligations hereunder. The Work, therefore, constitutes all of the requirements for providing the System to the City.
  37. “Workaround” means a change in the procedures followed or end user operation of the software to avoid an Error, Defect or Malfunction without significantly impairing functionality or degrading the use of the Software.

1. **Term of the Agreement**
   1. The term of this Agreement shall commence on [Contractor’s start date] and expire on [expiration date], unless earlier terminated as otherwise provided herein.
   2. The City has three (3) options to renew the Agreement for a period of two years each. The City may extend this Agreement beyond the expiration date by exercising an option at the City’s sole and absolute discretion and by modifying this Agreement as provided in Section 11.5, “Modification of this Agreement.”
   3. The term of the Maintenance Services Option (Section 4.7) if executed by City, shall commence on [commencement date] and expire on [expiration date], unless earlier terminated as otherwise provided herein. The City has three (3) options to renew the Maintenance Services for a period of two years each. The City may extend this Agreement beyond the expiration date by exercising an option at the City’s sole and absolute discretion and by modifying this Agreement as provided in Section 11.5, “Modification of this Agreement.”
2. **Financial Matters**
   1. **Certification of Funds; Budget and Fiscal Provisions****; Termination in the Event of Non-Appropriation**. This Agreement is subject to the budget and fiscal provisions of the City’s Charter. Charges will accrue only after prior written authorization certified by the Controller, and the amount of City’s obligation hereunder shall not at any time exceed the amount certified for the purpose and period stated in such advance authorization. This Agreement will terminate without penalty, liability or expense of any kind to City at the end of any fiscal year if funds are not appropriated for the next succeeding fiscal year. If funds are appropriated for a portion of the fiscal year, this Agreement will terminate, without penalty, liability or expense of any kind at the end of the term for which funds are appropriated. City has no obligation to make appropriations for this Agreement in lieu of appropriations for new or other agreements. City budget decisions are subject to the discretion of the Mayor and the Board of Supervisors. Contractor’s assumption of risk of possible non-appropriation is part of the consideration for this Agreement.

THIS SECTION CONTROLS AGAINST ANY AND ALL OTHER PROVISIONS OF THIS AGREEMENT.

* 1. **Guaranteed Maximum Costs**. The City’s payment obligation to Contractor cannot at any time exceed the amount certified by City’s Controller for the purpose and period stated in such certification. Absent an authorized Emergency per the City Charter or applicable Code, no City representative is authorized to offer or promise, nor is the City required to honor, any offered or promised payments to Contractor under this Agreement in excess of the certified maximum amount without the Controller having first certified the additional promised amount and the Parties having modified this Agreement as provided in Section 11.5, “Modification of this Agreement.”
  2. **Compensation.** 
     1. **Calculation of Charges.** Contractor shall provide an invoice to the City on a monthly basis for goods delivered and/or Services completed in the immediate preceding month, unless a different schedule is set out in Appendix E, “Calculation of Charges.” Compensation shall be made for goods and/or Services identified in the invoice that the City, in his or her sole discretion, concludes has been satisfactorily performed. In no event shall the amount of this Agreement exceed one million six hundred sixty six thousand ninety eight dollars ($1,666,098). The breakdown of charges associated with this Agreement appears in Appendix B, “Calculation of Charges.” In no event shall City be liable for interest or late charges for any late payments. City will not honor minimum service order charges for any services covered by this Agreemens.
     2. **Payment Limited to Satisfactory Services.** Contractor is not entitled to any payments from City until Mayor’s Office of Housing and Community Development approves Services, including any furnished Deliverables, as satisfying all of the requirements of this Agreement. Payments to Contractor by City shall not excuse Contractor from its obligation to replace unsatisfactory Deliverables, including equipment, components, materials, or Services even if the unsatisfactory character of such Deliverables, equipment, components, materials, or Services may not have been apparent or detected at the time such payment was made. Deliverables, equipment, components, materials and Services that do not conform to the requirements of this Agreement may be rejected by City and in such case must be replaced by Contractor without delay at no cost to the City.
     3. **Withhold Payments.** If Contractor fails to provide goods and/or Services in accordance with Contractor’s obligations under this Agreement, the City may withhold any and all payments due Contractor until such failure to perform is cured, and Contractor shall not stop work as a result of City’s withholding of payments as provided herein.
     4. **Invoice Format**. Invoices furnished by Contractor under this Agreement must be in a form acceptable to the Controller and City and include a unique invoice number and a specific invoice date. Payment shall be made by City as specified in Section 3.3.8, or in such alternate manner as the Parties have mutually agreed upon in writing. All invoices must show the PeopleSoft Purchase Order ID Number, PeopleSoft Supplier Name and ID, Item numbers (if applicable), complete description of goods delivered or Services performed, sales/use tax (if applicable), contract payment terms and contract price. Invoices that do not include all required information or contain inaccurate information will not be processed for payment.
     5. **Reserved (LBE Payment and Utilization Tracking System)**.
     6. **Getting paid for goods and/or services from the City.**
        1. All City vendors receiving new contracts, contract renewals, or contract extensions must sign up to receive electronic payments through the City’s Automated Clearing House (ACH) payments service/provider. Electronic payments are processed every business day and are safe and secure. To sign up for electronic payments, visit www.sfgov.org/ach.
        2. The following information is required to sign up: (i) The enroller must be their company’s authorized financial representative, (ii) the company’s legal name, main telephone number and all physical and remittance addresses used by the company, (iii) the company’s U.S. federal employer identification number (EIN) or Social Security number (if they are a sole proprietor), and (iv) the company’s bank account information, including routing and account numbers.
     7. **Reserved (Grant Funded Contracts).**
     8. **Payment Terms.** 
        1. **Payment Due Date**: Unless City notifies the Contractor that a dispute exists, Payment shall be made within 30 calendar days, measured from (1) the delivery of goods and/or the rendering of services or (2) the date of receipt of the invoice, whichever is later. Payment is deemed to be made on the date on which City has issued a check to Contractor or, if Contractor has agreed to electronic payment, the date on which City has posted electronic payment to Contractor.
        2. **Reserved (Payment Discount Terms)**
     9. **Reserved (Retention).**
  3. **Audit and Inspection of Records**. Contractor agrees to maintain and make available to the City, during regular business hours, accurate books and accounting records relating to its Services. Contractor will permit City to audit, examine and make excerpts and transcripts from such books and records, and to make audits of all invoices, materials, payrolls, records or personnel and other data related to all other matters covered by this Agreement, whether funded in whole or in part under this Agreement. Contractor shall maintain such data and records in an accessible location and condition for a period of not less than five years after final payment under this Agreement or until after final audit has been resolved, whichever is later. The State of California or any Federal agency having an interest in the subject matter of this Agreement shall have the same rights as conferred upon City by this Section. Contractor shall include the same audit and inspection rights and record retention requirements in all subcontracts.
  4. **Submitting False Claims**. The full text of San Francisco Administrative Code Chapter 21, Section 21.35, including the enforcement and penalty provisions, is incorporated into this Agreement. Pursuant to San Francisco Administrative Code §21.35, any contractor or subcontractor who submits a false claim shall be liable to the City for the statutory penalties set forth in that section. A contractor or subcontractor will be deemed to have submitted a false claim to the City if the contractor or subcontractor: (a) knowingly presents or causes to be presented to an officer or employee of the City a false claim or request for payment or approval; (b) knowingly makes, uses, or causes to be made or used a false record or statement to get a false claim paid or approved by the City; (c) conspires to defraud the City by getting a false claim allowed or paid by the City; (d) knowingly makes, uses, or causes to be made or used a false record or statement to conceal, avoid, or decrease an obligation to pay or transmit money or property to the City; or (e) is a beneficiary of an inadvertent submission of a false claim to the City, subsequently discovers the falsity of the claim, and fails to disclose the false claim to the City within a reasonable time after discovery of the false claim.
  5. **Reserved. (Payment of Prevailing Wages)**

1. **Services, Software Implementation and Acceptance**
   1. **Services Contractor Agrees to Perform**. Contractor agrees to perform the Services provided for in Appendix A, “Scope of Services.” Officers and employees of the City are not authorized to request, and the City is not required to reimburse the Contractor for, Services beyond the Scope of Services listed in Appendix A, unless Appendix A is modified as provided in Section 11.5, “Modification of this Agreement.”
   2. **Software Implementation.**
      1. **Program Development.** Subject to the terms and conditions of this Agreement, and in consideration for the payments to be made, Contractor agrees to design, develop, and install the Programs in each Sprint.  The Work covered under each Sprint will be determined prior to each Sprint.
      2. **Interpretation of the Specifications.** The City hereby acknowledges that the Functional Specifications will, upon acceptance by the City, provide the basis for the Design Specifications, and that the Design Specifications will, upon acceptance by the City, provide the basis for the coding and installation of the Programs. In the event of a variance between the written proposal Contractor submitted in response to City’s request for the services to be performed under this Agreement (the “Proposal”) and the Functional Specifications, the Functional Specifications shall be determinative. In the event of a variance between the Functional Specifications and the Design Specifications, the Design Specifications shall be determinative.
      3. **Interpretive Differences.** In the event City and Contractor differ in their interpretations of the Proposal, Functional Specifications, Design Specifications, or Acceptance Tests, City’s interpretation, if reasonable, shall be determinative.
      4. **Change Orders.**
         1. **City Proposed Change Order.** The City may at any time, by written order, and without notice to Contractor’s sureties, submit a Change Order to Contractor. Within ten (10) working days of receiving a proposed Change Order, Contractor shall submit to City a written cost estimate, which shall include any adjustments to the Project price, the Project Schedule, the Statement of Work, the Acceptance Criteria or any other obligations of Contractor, as applicable.
         2. **Contractor Proposed Change Order.** Contractor may also propose a Change Order involving either additions, deletions, or revisions to the Work, or any obligations imposed upon the Parties under this Agreement. Contractor’s proposed Change Order shall be in the form of a Request for Change (“RFC”) which shall explain, in writing, Contractor’s basis for requesting the Change Order and the impact of the proposed Change Order on the Project Schedule, the cost of Work, the Agreement documents and Deliverables, and any other interdependent Work, including but not limited to, the Acceptance Criteria, training, documentation, performance, resources, data conversion, users, re-engineering tasks, and all other aspects of the Project, as provided in this Agreement.
         3. Any Change Order requiring a Project price adjustment that results in an overall increase to the not to exceed Project compensation (Section 3.3), shall be agreed to in writing by the Parties and executed in the same manner as this Agreement pursuant to Section 11.5 (“Modification of Agreement”).
         4. All Change Orders must be approved, in writing, by City’s Project Manager. Contractor shall not proceed with any work contemplated in any Change Order until it receives written notification to commence such work from City’s Project Manager.
         5. The City shall have authority to order minor changes in the Work not involving either an adjustment in the total contract sum or an extension of the time for completion of the Work. The City’s Project Manager may waive a variation in the Work if, in his or her opinion, such variation does not materially change the Work or the Program’s performance.
   3. **Acceptance Procedure.**
      1. **Acceptance of Work Within Each Sprint.** Within each Sprint, City shall, within the Review Period, review and give notice to Contractor of City’s acceptance or rejection of the specifications within ten (10) business days of each completed phase of Work.  Should City reject Sprint deliverables, then City is entitled to another Review Period upon receipt from Contractor of the revised deliverable specifications.  In the event that Contractor fails to provide Sprint deliverables which meet the Acceptance Criteria of each story during the Acceptance Window, City may, at its option, assess Liquidated Damages per Section 4.11 of this Agreement and/or terminate this Agreement under Section 8.2, Termination for Default.
      2. **Reserved (Final Acceptance of System).**
      3. **Data Conversion.** Contractor shall be responsible for the timely and accurate conversion of City’s data to the format required by the System, and for providing the test data specified in the Acceptance Test Plan.
      4. **Contractor’s Assistance in Acceptance Tests.** Contractor must furnish all materials, equipment, and technical assistance necessary to conduct the Acceptance Tests. Test Equipment provided by Contractor for performance of the Acceptance Tests shall be currently certified as “calibrated” by the test equipment manufacturer, or its authorized calibration service agent. (*See Section 4.5.7(b)*)
      5. **Failure to Pass Acceptance Tests.**  In the event that City determines that the System fails to meet the standards set forth in the Acceptance Test Plan, City shall promptly report to Contractor each deficiency, and Contractor will correct the reproducible aspects of the problem or failure within one Sprint from date of Contractor’s receipt of notice of the problem or failure.  Problems or failures that do not re-occur or cannot be repeated by Contractor, or by the City in Contractor’s presence, shall not be considered a failure.  In the event that Contractor cannot achieve System Acceptance within oneSprint following the commencement of Acceptance Testing, Contractor shall be in default under this Agreement and, in addition to those remedies set forth in Article 8 entitled “Termination and Default” City is further entitled to a refund of all payments made to Contractor under this Agreement.
      6. **Parallel Processing.** The Parties contemplate that parallel processing will be used until both the System and its backup have completed the Acceptance Tests.
   4. **Documentation Delivery and Training.**
      1. **Documentation Delivery.** Contractor will deliver 1 copy of the completed Documentation for the System upon request by the City.
      2. **City Training.** Upon request by the City, Contractor will provide training to City personnel at its then prevailing rates.
   5. **Project Administration.**
      1. **Project Schedule.** The Project Schedule is set forth in Appendix C and may be amended by mutual agreement between City and Contractor.
         1. **Delays.** If delays are solely caused by Contractor, then to prevent slippage in the completion of the project, Contractor agrees that if such slippage occurs, it will assign additional qualified personnel to the project.
         2. **Time of the Essence.** The Parties agree that time is of the essence, and that the System will be developed and implemented in accordance with the Project Schedule.
         3. **Reserved (Critical Milestones).**
      2. **Progress Reports.** Contractor will provide City with written status reports as requested advising the City of its progress, which reports will be delivered within five (5) business days of the request.
      3. **Project Managers.** Contractor and City shall each designate a Project Manager, who shall be accessible by telephone throughout the duration of the Agreement and shall be available 9 a.m. to 5 p.m. Monday through Friday, excluding City-designated holidays. These hours may be adjusted by mutual agreement of City and Contractor.
         1. The City’s Project Manager will be authorized to make binding decisions for the City regarding this Agreement and will: (1) review all specifications, technical materials and other documents submitted by Contractor, request necessary corrections, and approve such documents; (2) provide requested City information and data and assume responsibility on the adequacy of the same; (3) advise Contractor of City’s requirements; and (4) upon request provide access to City’s staff, facility and hardware. City’s Project Manager shall have the right to manage and direct any aspect of the Project as may be necessary, in his or her opinion, to safeguard the interest of the City. City’s Project Manager shall communicate all of his or her concerns to Contractor’s Project Manager. In the event Contractor believes that any direction being given by City’s Project Manager shall impair the performance of the Project or any phase thereof, Contractor shall immediately inform the City’s Project Manager of its concern. Except as specifically provided under this Agreement, City’s Project Manager’s management of the Project shall not relieve Contractor of any obligations or liabilities set forth in this Agreement and the Appendices or Exhibits thereto.
         2. Throughout the term of this Agreement, whenever the Contractor’s Project Manager is not on site, he or she must be available by phone or e-mail. Whenever the Contractor’s Project Manager will be unavoidably absent or otherwise unavailable by phone or e-mail for more than eight hours, then a substitute Project Manager must be designated to respond to telephone calls and e-mails from the City. Contractor shall use its best efforts to maintain the same Project Manager until Final Acceptance of the Programs.

Contractor’s Project Manager: [name mailing address phone number e-mail address]

City’s Project Manager: Michael Solomon Mayor’s Office of Housing and Community Development 1 South Van Ness Ave, 5th Fl, San Francisco, CA 94103 628-652-5920 michael.solomon@sfgov.org

* + 1. **Changing Project Managers.** The City and Contractor shall use their best efforts to maintain the same Project Manager until Final Acceptance of the System. However, if a Party needs to replace its Project Manager, the Party shall provide the other Party written notice thereof at least forty-five (45) days prior to the date the Project Manager shall be replaced. Such notice shall provide all the required information above. Notwithstanding the foregoing, the Parties have the right to appoint temporary Project Managers in connection with short term unavailability, sick leave or reasonable vacations. Parties shall notify each other in advance of any such temporary appointments. City may require Contractor to replace its Project Manager, by giving Contractor notification thereof and City’s objective reasons therefor.
    2. **Personnel**
       1. **Qualified Personnel/Staffing.** Work under this Agreement shall be performed only by competent personnel appropriately trained in technical skills to perform their duties under the supervision of, and in the employment of, Contractor. Contractor will comply with City’s reasonable requests regarding assignment of personnel, but all personnel, including those assigned at City’s request, must be supervised by Contractor. The personnel of each Party, when on the premises of the other, shall comply with the security and other personnel regulations of the Party on whose premises such individual is located.
       2. **Contractor Vaccination Policy*.***

1. Contractor acknowledges that it has read the requirements of the 38th Supplement to Mayoral Proclamation Declaring the Existence of a Local Emergency (“Emergency Declaration”), dated February 25, 2020, and the Contractor Vaccination Policy for City Contractors issued by the City Administrator (“Contractor Vaccination Policy”), as those documents may be amended from time to time. A copy of the Contractor Vaccination Policy can be found at: [https://sf.gov/confirm-vaccine-status-your-employees-and-subcontractors](https://avanan.url-protection.com/v1/url?o=https%3A//sf.gov/confirm-vaccine-status-your-employees-and-subcontractors&g=OWIxNDc4YWQzMDQxMzg4ZQ==&h=MDRiODZhMWNmMzNiZGU5MzY2ODQ2M2ZjYTY0M2FhNzQ1Mjg0OGNhZGY5NmFmNDYzZDYyYmU1YWIyY2Y5ODczNg==&p=YXAzOnNmZHQyOmE6bzoyNTk3ZTVmZmRiZjY3NTJhOTJiZTVhOGQyMDc4ZmM0Nzp2MTpoOk4=).
2. A Contract subject to the Emergency Declaration is an agreement between the City and any other entity or individual and any subcontract under such agreement, where Covered Employees of the Contractor or Subcontractor work in-person with City employees in connection with the work or services performed under the agreement at a City owned, leased, or controlled facility. Such agreements include, but are not limited to, professional services contracts, general services contracts, public works contracts, and grants. Contract includes such agreements currently in place or entered into during the term of the Emergency Declaration. Contract does not include an agreement with a state or federal governmental entity or agreements that do not involve the City paying or receiving funds.
3. In accordance with the Contractor Vaccination Policy, Contractor agrees that:
   1. Where applicable, Contractor shall ensure it complies with the requirements of the [Contractor Vaccination Policy](https://sf.gov/confirm-vaccine-status-your-employees-and-subcontractors) pertaining to Covered Employees, as they are defined under the Emergency Declaration and the Contractor Vaccination Policy, and insure such Covered Employees are either fully vaccinated for COVID-19 or obtain from Contractor an exemption based on medical or religious grounds; and
   2. If Contractor grants Covered Employees an exemption based on medical or religious grounds, Contractor will promptly notify City by completing and submitting the Covered Employees Granted Exemptions Form (“Exemptions Form”), which can be found a*t* [https://sf.gov/confirm-vaccine-status-your-employees-and-subcontractors](https://avanan.url-protection.com/v1/url?o=https%3A//sf.gov/confirm-vaccine-status-your-employees-and-subcontractors&g=NjExODhhMmE5ZmUyNmI4ZQ==&h=MGFhZTdjMzVlYzBhYTAwODNjMDljYjI3MGExYmM5OTE4YmYwZmFmOTgxZjZmMGU3MTI1NmE3YzUyMDQ0YTczNA==&p=YXAzOnNmZHQyOmE6bzoyNTk3ZTVmZmRiZjY3NTJhOTJiZTVhOGQyMDc4ZmM0Nzp2MTpoOk4=) (navigate to “Exemptions” to download the form).
      1. **Meetings.** From the commencement date of the Project until the Final Acceptance of the Programs, the Project Managers shall communicate at times and locations designated by City to discuss the progress of the Project. Until the Final Acceptance of the Project, the Project Managers shall communicate, as required by the City, to discuss any operational problems or defects that City has encountered. City shall have the right to call a meeting at any time by providing Contractor forty-eight (48) hours written notice thereof. Such notice shall provide the time, place and the purpose of the meeting. Contractor and City’s Project team must be available to meet as often as is necessary to facilitate timely completion of the Project.
      2. **Inspection.** City’s Project Manager shall have the right to inspect and/or test, at any time, all Work, Deliverables and materials to be provided for the Project, and the manufacture, assembly and installation of such Deliverables and materials. City’s Project Manager’s inspection shall be based on compliance with the Agreement. City’s Project Manager’s right to inspect all aspects of the Project shall not relieve Contractor of its obligation to furnish material and workmanship in accordance with this Agreement. City’s Project Manager may reject any portion of the Project, which fails to meet any applicable standard.
         1. **Defects Post-Inspection.**  Notwithstanding any previous inspection, acceptance, or payment by the City for any Work, or Deliverables found to be in non-compliance with the Agreement, or found to be defective before Final Acceptance of the Project, such Work or Deliverables shall be repaired or replaced within a reasonable period of time by Contractor at its own cost and expense.
         2. **Special Testing Tools.** Contractor shall furnish all tools, labor and material which Contractor deems necessary to inspect any Deliverables, Work or material. Unless purchased by the City as part of the Project, Contractor shall provide all test equipment needed to verify Deliverables or Work at its sole cost and expense. The equipment provided by Contractor for performance test shall currently be certified as “calibrated” by the test equipment manufacturer, or its authorized calibration service agent. Unless purchased by the City, all test equipment shall remain the property of Contractor.
      3. **Right to Stop Work.** City’s Project Manager shall have the right to stop any Work on the Project if: (i) City notifies Contractor of a defect in the Work or Deliverables and after such notice, Contractor fails to promptly commence correction of any identified defects in the Work or Deliverables, or (ii) Contractor fails to carry out any portion of the Project in accordance with this Agreement. All stop work orders from the City shall be in writing and signed by City’s Project Manager. City shall specifically state the cause for the order to stop work. Upon receiving a stop work order, Contractor shall immediately cease working on that portion of the Work specified in the order, until the cause for such order has been eliminated. City’s right to stop any work on the Project shall not give rise to a duty on the part of the City to exercise this right for the benefit of Contractor or any other person or entity. In the event City’s Project Manager orders work to be stopped without proper justification, City shall reimburse Contractor for the actual and direct costs incurred by Contractor due to the delay. Furthermore, Contractor will be entitled to a time extension equal to the number of days delay City has caused due to the unjustified work stoppage. In no event will a stop work order extend beyond 30 days.
      4. **City Facilities.** The City will provide the Contractor with Admin level Salesforce accounts on Salesforce servers to be used only by Contractor personnel actively working on the contracted project and only during the term of this Agreement.
   3. **Subcontracting**. Contractor is prohibited from subcontracting this Agreement or any part of it unless such subcontracting is first approved by City in writing. All Subcontracts must incorporate the terms of Article 10 (“Additional Requirements Incorporated by Reference”) of this Agreement, unless inapplicable. Neither party shall, on the basis of this Agreement, contract on behalf of or in the name of the other party. An agreement made in violation of this provision shall confer no rights on any party and shall be null and void.
   4. **Maintenance Services Option.** City, at its sole discretion, reserves the right to obtain maintenance services from Contractor during the Term of this Contract. Contractor will provide maintenance services for the Programs in accordance with the terms and conditions of this Agreement and Appendix C (Maintenance Terms and Conditions). Annual maintenance and support charges shall not increase more than five percent (5 %) of the rate of the year immediately prior to such increase.
   5. **Consulting Services.** Upon request by City, Contractor will provide programming, project management, consulting and other related services. The scope and charges for such services shall be the rate specified in Appendix B “Calculation of Charges.
   6. **Independent Contractor; Payment of Employment Taxes and Other Expenses.**
      1. **Independent Contractor**. For the purposes of this Section 4.9, “Contractor” shall be deemed to include not only Contractor, but also any agent or employee of Contractor. Contractor acknowledges and agrees that at all times, Contractor or any agent or employee of Contractor shall be deemed at all times to be an independent contractor and is wholly responsible for the manner in which it performs the services and work requested by City under this Agreement. Contractor, its agents, and employees will not represent or hold themselves out to be employees of the City at any time. Contractor or any agent or employee of Contractor shall not have employee status with City, nor be entitled to participate in any plans, arrangements, or distributions by City pertaining to or in connection with any retirement, health or other benefits that City may offer its employees. Contractor or any agent or employee of Contractor is liable for the acts and omissions of itself, its employees and its agents. Contractor shall be responsible for all obligations and payments, whether imposed by federal, state or local law, including, but not limited to, FICA, income tax withholdings, unemployment compensation, insurance, and other similar responsibilities related to Contractor’s performing services and work, or any agent or employee of Contractor providing same. Nothing in this Agreement shall be construed as creating an employment or agency relationship between City and Contractor or any agent or employee of Contractor. Any terms in this Agreement referring to direction from City shall be construed as providing for direction as to policy and the result of Contractor’s work only, and not as to the means by which such a result is obtained. City does not retain the right to control the means or the method by which Contractor performs work under this Agreement. Contractor agrees to maintain and make available to City, upon request and during regular business hours, accurate books and accounting records demonstrating Contractor’s compliance with this Section. Should City determine that Contractor, or any agent or employee of Contractor, is not performing in accordance with the requirements of this Agreement, City shall provide Contractor with written notice of such failure. Within five (5) business days of Contractor’s receipt of such notice, and in accordance with Contractor policy and procedure, Contractor shall remedy the deficiency. Notwithstanding, if City believes that an action of Contractor, or any agent or employee of Contractor, warrants immediate remedial action by Contractor, City shall contact Contractor and provide Contractor in writing with the reason for requesting such immediate action.
      2. **Payment of Employment Taxes and Other Expenses**. Should City, in its discretion, or a relevant taxing authority such as the Internal Revenue Service or the State Employment Development Division, or both, determine that Contractor is an employee for purposes of collection of any employment taxes, the amounts payable under this Agreement shall be reduced by amounts equal to both the employee and employer portions of the tax due (and offsetting any credits for amounts already paid by Contractor which can be applied against this liability). City shall then forward those amounts to the relevant taxing authority. Should a relevant taxing authority determine a liability for past services performed by Contractor for City, upon notification of such fact by City, Contractor shall promptly remit such amount due or arrange with City to have the amount due withheld from future payments to Contractor under this Agreement (again, offsetting any amounts already paid by Contractor which can be applied as a credit against such liability). A determination of employment status pursuant to this Section 4.9 shall be solely limited to the purposes of the particular tax in question, and for all other purposes of this Agreement, Contractor shall not be considered an employee of City. Notwithstanding the foregoing, Contractor agrees to indemnify and save harmless City and its officers, agents and employees from, and, if requested, shall defend them against any and all claims, losses, costs, damages, and expenses, including attorneys’ fees, arising from this Section.
   7. **Assignment**. The Services to be performed by Contractor are personal in character. Neither this Agreement, nor any duties or obligations hereunder, may be directly or indirectly assigned, novated, hypothecated, transferred, or delegated by Contractor, or, where the Contractor is a joint venture, a joint venture partner, (collectively referred to as an “Assignment”) unless first approved by City by written instrument executed and approved in the same manner as this Agreement in accordance with the Administrative Code. The City’s approval of any such Assignment is subject to the Contractor demonstrating to City’s reasonable satisfaction that the proposed transferee is: (i) reputable and capable, financially and otherwise, of performing each of Contractor’s obligations under this Agreement and any other documents to be assigned, (ii) not forbidden by applicable law from transacting business or entering into contracts with City; and (iii) subject to the jurisdiction of the courts of the State of California. A change of ownership or control of Contractor or a sale or transfer of substantially all of the assets of Contractor shall be deemed an Assignment for purposes of this Agreement. Contractor shall immediately notify City about any Assignment. Any purported Assignment made in violation of this provision shall be null and void.
   8. **Reserved (Liquidated Damages).**
   9. **Reserved (Bonding Requirements).**
4. **Insurance, Indemnity and Warranties**

* + 1. **Required Coverages.** Without in any way limiting Contractor’s liability pursuant to the “Indemnification” section of this Agreement, Contractor must maintain in force, during the full term of the Agreement, insurance in the following amounts and coverages:
       1. Commercial General Liability Insurance with limits not less than $1,000,000 each occurrence for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations.
       2. Commercial Automobile Liability Insurance with limits not less than $1,000,000 each occurrence, “Combined Single Limit” for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.
       3. Workers’ Compensation, in statutory amounts, with Employers’ Liability Limits not less than **$1,000,000** each accident, injury, or illness.
       4. Reserved (Professional Liability Insurance)
       5. Technology Errors and Omissions Liability coverage, with limits of **$1,000,000** for each claim and each loss. The policy shall at a minimum cover professional misconduct or lack of the requisite skill required for the performance of services defined in the Agreement and shall also provide coverage for the following risks:
          1. Network security liability arising from the unauthorized access to, use of, or tampering with computers or computer systems, including hacker attacks; and
          2. Liability arising from the introduction of any form of malicious software including computer viruses into, or otherwise causing damage to the City’s or third person’s computer, computer system, network, or similar computer related property and the data, software, and programs thereon.
       6. Cyber and Privacy Insurance with limits of not less than **$1,000,000** per claim. Such insurance shall include coverage for liability arising from theft, dissemination, and/or use of confidential information, including but not limited to, bank and credit card account information or personal information, such as name, address, social security numbers, protected health information or other personally identifying information, stored or transmitted in electronic form.
       7. Reserved. (Pollution Liability Insurance)
    2. **Additional Insured Endorsements**
       1. The Commercial General Liability policy must be endorsed to name as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees.
       2. The Commercial Automobile Liability Insurance policy must be endorsed to name as Additional Insured the City and County of San Francisco, its Officers, Agents, and Employees.
       3. Reserved (Pollution Auto Liability Insurance Additional Insured Endorsement).
    3. **Waiver of Subrogation Endorsements**
       1. The Workers’ Compensation policy(ies) shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents and subcontractors.
    4. **Primary Insurance Endorsements**
       1. The Commercial General Liability policy shall provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that the insurance applies separately to each insured against whom claim is made or suit is brought.
       2. The Commercial Automobile Liability Insurance policy shall provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that the insurance applies separately to each insured against whom claim is made or suit is brought.
       3. Reserved. (Pollution Liability Insurance Primary Insurance Endorsement)
    5. **Other Insurance Requirements**
       1. Thirty (30) days’ advance written notice shall be provided to the City of cancellation, intended non-renewal, or reduction in coverages, except for non-payment for which no less than ten (10) days’ notice shall be provided to City. Notices shall be sent to the City address set forth in Section 11.1 entitled “Notices to the Parties.”
       2. Should any of the required insurance be provided under a claims-made form, Contractor shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three years beyond the expiration of this Agreement, to the effect that, should occurrences during the Agreement term give rise to claims made after expiration of the Agreement, such claims shall be covered by such claims-made policies.
       3. Should any of the required insurance be provided under a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs be included in such general annual aggregate limit, such general annual aggregate limit shall be double the occurrence or claims limits specified above.
       4. Should any required insurance lapse during the term of this Agreement, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance.
       5. Before commencing any Services, Contractor shall furnish to City certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Approval of the insurance by City shall not relieve or decrease Contractor’s liability hereunder.

If Contractor will use any subcontractor(s) to provide Services, Contractor shall require the subcontractor(s) to provide all necessary insurance and to name the City and County of San Francisco, its officers, agents and employees and the Contractor as additional insureds.

* 1. **Indemnification**
     1. **General Indemnification.** Contractor shall indemnify and hold harmless City and its officers, agents and employees from, and, if requested, shall defend them from and against any and all claims, demands, losses, damages, costs, expenses, and liability (legal, contractual, or otherwise) arising from or in any way connected with Contractor’s performance of the Agreement, including but not limited to, any: (i) injury to or death of a person, including employees of City or Contractor; (ii) loss of or damage to property; (iii) violation of local, state, or federal common law, statute or regulation, including but not limited to privacy or personally identifiable information, health information, disability and labor laws or regulations; (iv) strict liability imposed by any law or regulation; or (v) losses arising from Contractor’s execution of subcontracts not in accordance with the requirements of this Agreement applicable to subcontractors; so long as it arises directly or indirectly from Contractor’s performance of this Agreement, including, but not limited to, Contractor’s use of facilities or equipment provided by City or others, regardless of the negligence of, and regardless of whether liability without fault is imposed or sought to be imposed on City, except to the extent that such indemnity is void or otherwise unenforceable under applicable law, and except where such loss, damage, injury, liability or claim is the result of the active negligence or willful misconduct of City and is not contributed to by any act of, or by any omission to perform some duty imposed by law or agreement on Contractor, its subcontractors, or either’s agent or employee. The foregoing indemnity shall include, without limitation, reasonable fees of attorneys, consultants and experts and related costs and City’s costs of investigating any claims against the City. In addition to Contractor’s obligation to indemnify City, Contractor specifically acknowledges and agrees that it has an immediate and independent obligation to defend City from any claim which actually or potentially falls within this indemnification provision, even if the allegations are or may be groundless, false or fraudulent, which obligation arises at the time such claim is tendered to Contractor by City and continues at all times thereafter.
     2. **Infringement Indemnification.** If notified promptly in writing of any judicial action brought against City based on an allegation that City’s use of the Programs infringes a patent or copyright, or any rights of a third party, or constitutes misuse or misappropriation of a trade secret or any other right in intellectual property (infringement), Contractor will hold City harmless and defend such action at its expense. Contractor will pay the costs and damages awarded in any such action or the cost of settling such action, provided that Contractor shall have sole control of the defense of any such action and all negotiations or its settlement or compromise. If notified promptly in writing of any informal claim (other than a judicial action) brought against City based on an allegation that City’s use of the Programs constitutes Infringement, Contractor will pay the costs associated with resolving such claim and will pay the settlement amount (if any), provided that Contractor shall have sole control of the resolution of any such claim and all negotiations for its settlement. In the event that a final injunction shall be obtained against City’s use of the Programs by reason of Infringement, or in Contractor’s opinion City’s use of the Programs is likely to become the subject of Infringement, Contractor may at its option and expense (a) procure for City the right to continue to use the Programs as contemplated hereunder, (b) replace the Programs with non-infringing, functionally equivalent substitute Programs, or (c) suitably modify the Programs to make its use hereunder non-infringing while retaining functional equivalency to the unmodified version of the Programs. If none of these options is reasonably available to Contractor, then this Agreement may be terminated at the option of either Party hereto and Contractor shall refund to City all amounts paid under this Agreement for the development and license of the infringing Programs.
  2. **Warranties**
     1. **Warranty of Title.** Contractor warrants that the Programs developed pursuant to this Agreement will, prior to its transfer to City, be the sole and exclusive property of Contractor.
     2. **Warranty of Authority; No Conflict.** Each Party hereby warrants to the other that it is authorized to enter into this Agreement and that its performance thereof will not conflict with any other agreement.
     3. **Warranty of Performance Specifications; Warranty Services.** Contractor hereby warrants that when fully implemented, the developed Programs, configuration, customization and services performed by Contractor pursuant to this Agreement, when fully implemented, including technical and functional system integration that includes planning, fit/gap analysis, design, configuration, enhancements and custom programming, and developed interfaces (collectively “System Integration and Customization”), will perform in accordance with the required functionality defined in Appendix A during a one year period following the issuance of written Acceptance by City. Upon City issuing written notice to Contractor of a warranty breach under this section, Contractor shall correct and repair the configuration and customized code provided by Contractor during the Warranty Period, at no charge to the City, within thirty (30) days following the notice, provided that:
        1. The problem encountered occurs within one year of the acceptance of such provided System Integration and Customization.

The root cause analysis indicates the problem is in the system not meeting the System Integration and Customization requirements where the Contractor has responsibility (e.g., a problem caused by the developed, configured or customized COTS software or hardware component not meeting requirements, a defect in the configuration or code created by the Contractor). Full correction of the system defect is to be completed by Contractor unless otherwise approved by the City, and the corrected code shall be appropriately tested to verify that no regression errors are introduced. Contractor shall warrant against Version Locking due to customization of the system.

1. **Liability of the Parties**
   1. **Liability of City**. CITY’S PAYMENT OBLIGATIONS UNDER THIS AGREEMENT SHALL BE LIMITED TO THE PAYMENT OF THE COMPENSATION PROVIDED FOR IN SECTION 3.3.1, “PAYMENT,” OF THIS AGREEMENT. NOTWITHSTANDING ANY OTHER PROVISION OF THIS AGREEMENT, IN NO EVENT SHALL CITY BE LIABLE, REGARDLESS OF WHETHER ANY CLAIM IS BASED ON CONTRACT OR TORT, FOR ANY SPECIAL, CONSEQUENTIAL, INDIRECT OR INCIDENTAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE SERVICES PERFORMED IN CONNECTION WITH THIS AGREEMENT
   2. **Liability for Use of Equipment**. City shall not be liable for any damage to persons or property as a result of the use, misuse or failure of any equipment used by Contractor, or any of its subcontractors, or by any of their employees, even though such equipment is furnished, rented or loaned by City.
   3. **Liability for Incidental and Consequential Damages**. Contractor shall be responsible for incidental and consequential damages resulting in whole or in part from Contractor’s acts or omissions.
2. **Payment of Taxes**
   1. **Contractor to Pay All Taxes.** Except for any applicable California sales and use taxes charged by Contractor to City, Contractor shall pay all taxes, including possessory interest taxes levied upon or as a result of this Agreement, or the Services delivered pursuant hereto. Contractor shall remit to the State of California any sales or use taxes paid by City to Contractor under this Agreement. Contractor agrees to promptly provide information requested by the City to verify Contractor’s compliance with any State requirements for reporting sales and use tax paid by City under this Agreement.
   2. **Possessory Interest Taxes.** Contractor acknowledges that this Agreement may create a “possessory interest” for property tax purposes. Generally, such a possessory interest is not created unless the Agreement entitles the Contractor to possession, occupancy, or use of City property for private gain. If such a possessory interest is created, then the following shall apply:
      1. Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that Contractor, and any permitted successors and assigns, may be subject to real property tax assessments on the possessory interest.
      2. Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that the creation, extension, renewal, or assignment of this Agreement may result in a “change in ownership” for purposes of real property taxes, and therefore may result in a revaluation of any possessory interest created by this Agreement. Contractor accordingly agrees on behalf of itself and its permitted successors and assigns to report on behalf of the City to the County Assessor the information required by Revenue and Taxation Code Section 480.5, as amended from time to time, and any successor provision.
      3. Contractor, on behalf of itself and any permitted successors and assigns, recognizes and understands that other events also may cause a change of ownership of the possessory interest and result in the revaluation of the possessory interest. (see, e.g., Rev. & Tax. Code Section 64, as amended from time to time). Contractor accordingly agrees on behalf of itself and its permitted successors and assigns to report any change in ownership to the County Assessor, the State Board of Equalization or other public agency as required by law.
      4. Contractor further agrees to provide such other information as may be requested by the City to enable the City to comply with any reporting requirements for possessory interests that are imposed by applicable law.
   3. **Withholding.** Contractor agrees that it is obligated to pay all amounts due to the City under the San Francisco Business and Tax Regulations Code during the term of this Agreement. Pursuant to Section 6.10-2 of the San Francisco Business and Tax Regulations Code, Contractor further acknowledges and agrees that City may withhold any payments due to Contractor under this Agreement if Contractor is delinquent in the payment of any amount required to be paid to the City under the San Francisco Business and Tax Regulations Code. Any payments withheld under this paragraph shall be made to Contractor, without interest, upon Contractor coming back into compliance with its obligations.
3. **Termination and Default**
   1. **Termination for Convenience**
      1. City shall have the option, in its sole discretion, to terminate this Agreement, at any time during the term hereof, for convenience and without cause. City shall exercise this option by giving Contractor written notice of termination. The notice shall specify the date on which termination shall become effective.
      2. Upon receipt of the notice of termination, Contractor shall commence and perform, with diligence, all actions necessary on the part of Contractor to effect the termination of this Agreement on the date specified by City and to minimize the liability of Contractor and City to third parties as a result of termination. All such actions shall be subject to the prior approval of City. Such actions shall include, without limitation:
         1. Halting the performance of all Services under this Agreement on the date(s) and in the manner specified by City.
         2. Terminating all existing orders and subcontracts, and not placing any further orders or subcontracts for materials, Services, equipment or other items.
         3. At City’s direction, assigning to City any or all of Contractor’s right, title, and interest under the orders and subcontracts terminated. Upon such assignment, City shall have the right, in its sole discretion, to settle or pay any or all claims arising out of the termination of such orders and subcontracts.
         4. Subject to City’s approval, settling all outstanding liabilities and all claims arising out of the termination of orders and subcontracts.
         5. Completing performance of any Services that City designates to be completed prior to the date of termination specified by City.
         6. Taking such action as may be necessary, or as the City may direct, for the protection and preservation of any property related to this Agreement which is in the possession of Contractor and in which City has or may acquire an interest.
      3. Within 30 days after the specified termination date, Contractor shall submit to City an invoice, which shall set forth each of the following as a separate line item:
         1. The reasonable cost to Contractor, without profit, for all Services prior to the specified termination date, for which Services City has not already tendered payment. Reasonable costs may include a reasonable allowance for actual overhead, not to exceed a total of 10% of Contractor’s direct costs for Services. Any overhead allowance shall be separately itemized. Contractor may also recover the reasonable cost of preparing the invoice.
         2. A reasonable allowance for profit on the cost of the Services described in the immediately preceding subsection (a), provided that Contractor can establish, to the satisfaction of City, that Contractor would have made a profit had all Services under this Agreement been completed, and provided further, that the profit allowed shall in no event exceed 5% of such cost.
         3. The reasonable cost to Contractor of handling material or equipment returned to the vendor, delivered to the City or otherwise disposed of as directed by the City.
         4. A deduction for the cost of materials to be retained by Contractor, amounts realized from the sale of materials and not otherwise recovered by or credited to City, and any other appropriate credits to City against the cost of the Services or other work.
      4. In no event shall City be liable for costs incurred by Contractor or any of its subcontractors after the termination date specified by City, except for those costs specifically enumerated and described in Section 8.1.3. Such non-recoverable costs include, but are not limited to, anticipated profits on the Services under this Agreement, post-termination employee salaries, post-termination administrative expenses, post-termination overhead or unabsorbed overhead, attorneys’ fees or other costs relating to the prosecution of a claim or lawsuit, prejudgment interest, or any other expense which is not reasonable or authorized under Section 8.1.3.
      5. In arriving at the amount due to Contractor under this Section, City may deduct: (i) all payments previously made by City for Services covered by Contractor’s final invoice; (ii) any claim which City may have against Contractor in connection with this Agreement; (iii) any invoiced costs or expenses excluded pursuant to the immediately preceding subsection 8.1.4; and (iv) in instances in which, in the opinion of the City, the cost of any Service performed under this Agreement is excessively high due to costs incurred to remedy or replace defective or rejected Services, the difference between the invoiced amount and City’s estimate of the reasonable cost of performing the invoiced Services in compliance with the requirements of this Agreement.
      6. City’s payment obligation under this Section shall survive termination of this Agreement.
   2. **Termination for Default; Remedies.**
      1. Each of the following shall constitute an immediate event of default (“Event of Default”) under this Agreement:
         1. Contractor fails or refuses to perform or observe any term, covenant or condition contained in any of the following Sections of this Agreement:

|  |  |  |  |
| --- | --- | --- | --- |
| 3.5 | Submitting False Claims. | 10.10 | Alcohol and Drug-Free Workplace |
| 4.6 | Subcontracting | 10.13 | Working with Minors |
| 4.10 | Assignment | 11.10 | Compliance with Laws |
| Article 5 | Insurance, Indemnity and Warranties | Article 13 | Data and Security |
| Article 7 | Payment of Taxes | 13.1 | Nondisclosure of Private, Proprietary or  Confidential Information |

* + - 1. Contractor fails or refuses to perform or observe any other term, covenant or condition contained in this Agreement, including any obligation imposed by ordinance or statute and incorporated by reference herein, and such default is not cured within ten days after written notice thereof from City to Contractor. If Contractor defaults a second time in the same manner as a prior default cured by Contractor, City may in its sole discretion immediately terminate the Agreement for default or grant an additional period not to exceed five days for Contractor to cure the default.
      2. Contractor (i) is generally not paying its debts as they become due; (ii) files, or consents by answer or otherwise to the filing against it of a petition for relief or reorganization or arrangement or any other petition in bankruptcy or for liquidation or to take advantage of any bankruptcy, insolvency or other debtors’ relief law of any jurisdiction; (iii) makes an assignment for the benefit of its creditors; (iv) consents to the appointment of a custodian, receiver, trustee or other officer with similar powers of Contractor or of any substantial part of Contractor’s property; or (v) takes action for the purpose of any of the foregoing.
      3. A court or government authority enters an order (i) appointing a custodian, receiver, trustee or other officer with similar powers with respect to Contractor or with respect to any substantial part of Contractor’s property, (ii) constituting an order for relief or approving a petition for relief or reorganization or arrangement or any other petition in bankruptcy or for liquidation or to take advantage of any bankruptcy, insolvency or other debtors’ relief law of any jurisdiction or (iii) ordering the dissolution, winding-up or liquidation of Contractor.
    1. On and after any Event of Default, City shall have the right to exercise its legal and equitable remedies, including, without limitation, the right to terminate this Agreement or to seek specific performance of all or any part of this Agreement. In addition, where applicable, City shall have the right (but no obligation) to cure (or cause to be cured) on behalf of Contractor any Event of Default; Contractor shall pay to City on demand all costs and expenses incurred by City in effecting such cure, with interest thereon from the date of incurrence at the maximum rate then permitted by law. City shall have the right to offset from any amounts due to Contractor under this Agreement or any other agreement between City and Contractor: (i) all damages, losses, costs or expenses incurred by City as a result of an Event of Default; and (ii) any liquidated damages levied upon Contractor pursuant to the terms of this Agreement; and (iii), any damages imposed by any ordinance or statute that is incorporated into this Agreement by reference, or into any other agreement with the City. This Section 8.2.2 shall survive termination of this Agreement.
    2. All remedies provided for in this Agreement may be exercised individually or in combination with any other remedy available hereunder or under applicable laws, rules and regulations. The exercise of any remedy shall not preclude or in any way be deemed to waive any other remedy. Nothing in this Agreement shall constitute a waiver or limitation of any rights that City may have under applicable law.
    3. Any notice of default must be sent by registered mail to the address set forth in Article 11.
  1. **Non-Waiver of Rights**. The omission by either Party at any time to enforce any default or right reserved to it, or to require performance of any of the terms, covenants, or provisions hereof by the other Party at the time designated, shall not be a waiver of any such default or right to which the Party is entitled, nor shall it in any way affect the right of the Party to enforce such provisions thereafter.
  2. **Rights and Duties upon Termination or Expiration.**
     1. Upon termination of this Agreement, Contractor will submit an invoice to City for an amount which represents the value of its work or services actually performed prior to the effective date of termination for which Contractor has not previously been compensated, except that with respect to reimbursement for Contractor’s services, in no event will the compensation paid for the month in which termination occurs be greater than the scheduled deliverable fee if the engagement is deliverable based, or the monthly fee multiplied by a fraction, the numerator of which will be the days in the month elapsed prior to the termination and the denominator of which shall be 31. Upon approval and payment of this invoice by City, City shall be under no further obligation to Contractor monetarily or otherwise.
     2. Upon termination or expiration of this Agreement, Contractor shall transfer title to City, and deliver in the manner, at the times, and to the extent, if any, directed by City, any work in progress, completed work, supplies, equipment, and other materials produced as a part of, or acquired in connection with the performance of this Agreement, and any completed or partially completed work which, if this Agreement had been completed, would have been required to be furnished to City.
  3. **Survival.** This Section and the following Sections of this Agreement listed below, shall survive termination or expiration of this Agreement:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 3.3.2 | Payment Limited to Satisfactory Services |  | 8.3 | Non-Waiver of Rights |
| 3.3.7(a) | Grant Funded Contracts - Disallowance |  | Article 9 | Intellectual Property Rights of the Parties |
| 3.4 | Audit and Inspection of Records |  | 11.6 | Dispute Resolution Procedure |
| 3.5 | Submitting False Claims | 11.7 | Agreement Made in California; Venue |
| 4.9 | Independent Contractor; Payment of Taxes and Other Expenses |  | 11.8 | Construction |
| Article 5 | Insurance, Indemnity and Warranties |  | 11.9 | Entire Agreement |
| Article 6 | Liability of the Parties |  | 11.10 | Compliance with Laws |
|  |  |  | 11.11 | Severability |
| Article 7 | Payment of Taxes |  | Article 13 | Data and Security |
| 8.1.6 | Payment Obligation |  | 13.1 | Nondisclosure of Private, Proprietary or Confidential Information |

* + 1. Subject to the survival of the Sections identified in Section 8.5, above, if this Agreement is terminated prior to expiration of the term specified in Article 2, this Agreement shall be of no further force or effect. Contractor shall transfer title to City, and deliver in the manner, at the times, and to the extent, if any, directed by City, any work in progress, completed work, supplies, equipment, and other materials produced as a part of, or acquired in connection with the performance of this Agreement, and any completed or partially completed work which, if this Agreement had been completed, would have been required to be furnished to City.

1. **Intellectual Property Rights of the Parties**
   1. **License of the Programs.** Upon receipt of final payment for all Services rendered by Contractor under this Agreement, Contractor hereby grants to City, in perpetuity, an irrevocable, nonexclusive, right and license to use for internal purposes only a machine readable copy of the Programs and Documentation in connection with the City’s business.
   2. **Sale of the Programs.** Upon receipt of final payment for the System, Contractor will convey to City good and marketable title to the System free and clear of all liens, claims and encumbrances.
   3. **Ownership of Underlying Modules.** The foregoing conveyance of title is subject to Contractor’s retention of ownership of all modules developed by Contractor as a utility routine or generalized interface and not specifically for City.
   4. **City’s Data.** Any data or other materials furnished by the City for use by Contractor under this Agreement shall remain the sole property of the City and will be held in confidence in accordance with Section 5.3 (“Warranties”) of this Agreement. Such materials shall be returned to City upon Acceptance of the Programs. Contractor shall within fifteen (15) calendar days purge or physically destroy all City data it acquired from the City from its servers or files and provide City with written certification within five (5) calendar days that such purge and/or physical destruction has occurred. Secure disposal shall be accomplished by “purging” or “physical destruction,” in accordance with National Institute of Standards and Technology (NIST) Special Publication 800-88 or most current industry standard.
   5. **Ownership of Modifications and Enhancement.** Contractor hereby grants to City an exclusive perpetual license to use for internal purposes only the Programs contained in the modifications and enhancements to the software package licensed hereunder to City.
   6. **Competition.** Nothing in this Agreement shall be construed so as to preclude Contractor from developing, using, or marketing software that is competitive with that prepared for City hereunder, irrespective of whether such software is similar in functionality or design or is otherwise related to the Programs developed by Contractor for City pursuant to this Agreement.
   7. **Reserved (Royalty Payments).**
2. **Additional Requirements Incorporated by Reference**
   1. **Laws Incorporated by Reference**. The full text of the laws listed in this Article 10, including enforcement and penalty provisions, are incorporated by reference into this Agreement. The full text of the San Francisco Municipal Code provisions incorporated by reference in this Article and elsewhere in the Agreement (“Mandatory City Requirements”) are available at http://www.amlegal.com/codes/client/san-francisco\_ca/ .
   2. **Conflict of Interest**. By executing this Agreement, Contractor certifies that it does not know of any fact which constitutes a violation of Section 15.103 of the City’s Charter; Article III, Chapter 2 of City’s Campaign and Governmental Conduct Code; Title 9, Chapter 7 of the California Government Code (Section 87100 *et seq.*), or Title 1, Division 4, Chapter 1, Article 4 of the California Government Code (Section 1090 *et seq.*), and further agrees promptly to notify the City if it becomes aware of any such fact during the term of this Agreement.
   3. **Prohibition on Use of Public Funds for Political Activity.** In performing the Services, Contractor shall comply with San Francisco Administrative Code Chapter 12G, which prohibits funds appropriated by the City for this Agreement from being expended to participate in, support, or attempt to influence any political campaign for a candidate or for a ballot measure. Contractor is subject to the enforcement and penalty provisions in Chapter 12G.
   4. **Consideration of Salary History.** Contractor shall comply with San Francisco Administrative Code Chapter 12K, the Consideration of Salary History Ordinance or “Pay Parity Act.” Contractor is prohibited from considering current or past salary of an applicant in determining whether to hire the applicant or what salary to offer the applicant to the extent that such applicant is applying for employment to be performed on this Agreement or in furtherance of this Agreement, and whose application, in whole or part, will be solicited, received, processed or considered, whether or not through an interview, in the City or on City property. The ordinance also prohibits employers from (1) asking such applicants about their current or past salary or (2) disclosing a current or former employee’s salary history without that employee’s authorization unless the salary history is publicly available. Contractor is subject to the enforcement and penalty provisions in Chapter 12K. Information about and the text of Chapter 12K is available on the web at https://sfgov.org/olse/consideration-salary-history. Contractor is required to comply with all of the applicable provisions of 12K, irrespective of the listing of obligations in this Section.
   5. **Nondiscrimination Requirements**
      1. Nondiscrimination **in Contracts**. Contractor shall comply with the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Contractor shall incorporate by reference in all subcontracts the provisions of Sections 12B.2(a), 12B.2(c)-(k), and 12C.3 of the San Francisco Administrative Code and shall require all subcontractors to comply with such provisions. Contractor is subject to the enforcement and penalty provisions in Chapters 12B and 12C.
      2. **Nondiscrimination in the Provision of Employee Benefits**. San Francisco Administrative Code 12B.2. Contractor does not as of the date of this Agreement, and will not during the term of this Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of employee benefits between employees with domestic partners and employees with spouses and/or between the domestic partners and spouses of such employees, subject to the conditions set forth in San Francisco Administrative Code Section 12B.2.
   6. Local Business Enterprise and Non-Discrimination in Contracting Ordinance. Contractor shall comply with all applicable provisions of Chapter 14B (“LBE Ordinance”). Contractor is subject to the enforcement and penalty provisions in Chapter 14B.
   7. **Minimum Compensation Ordinance**. If Administrative Code Chapter 12P applies to this Agreement, Contractor shall pay covered employees no less than the minimum compensation required by San Francisco Administrative Code Chapter 12P, including a minimum hourly gross compensation, compensated time off, and uncompensated time off. Contractor is subject to the enforcement and penalty provisions in Chapter 12P. Information about and the text of the Chapter 12P is available on the web at http://sfgov.org/olse/mco. Contractor is required to comply with all of the applicable provisions of 12P, irrespective of the listing of obligations in this Section. By signing and executing this Agreement, Contractor certifies that it is in compliance with Chapter 12P.
   8. **Health Care Accountability Ordinance**. If Administrative Code Chapter 12Q applies to this Agreement, Contractor shall comply with the requirements of Chapter 12Q. For each Covered Employee, Contractor shall provide the appropriate health benefit set forth in Section 12Q.3 of the HCAO. If Contractor chooses to offer the health plan option, such health plan shall meet the minimum standards set forth by the San Francisco Health Commission. Information about and the text of the Chapter 12Q, as well as the Health Commission’s minimum standards, is available on the web at http://sfgov.org/olse/hcao. Contractor is subject to the enforcement and penalty provisions in Chapter 12Q. Any Subcontract entered into by Contractor shall require any Subcontractor with 20 or more employees to comply with the requirements of the HCAO and shall contain contractual obligations substantially the same as those set forth in this Section.
   9. **First Source Hiring Program.** Contractor must comply with all of the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code, that apply to this Agreement, and Contractor is subject to the enforcement and penalty provisions in Chapter 83.
   10. **Alcohol and** **Drug-Free Workplace.** City reserves the right to deny access to, or require Contractor to remove from, City facilities personnel of any Contractor or subcontractor who City has reasonable grounds to believe has engaged in alcohol abuse or illegal drug activity which in any way impairs City’s ability to maintain safe work facilities or to protect the health and well-being of City employees and the general public. City shall have the right of final approval for the entry or re-entry of any such person previously denied access to, or removed from, City facilities. Illegal drug activity means possessing, furnishing, selling, offering, purchasing, using or being under the influence of illegal drugs or other controlled substances for which the individual lacks a valid prescription. Alcohol abuse means possessing, furnishing, selling, offering, or using alcoholic beverages, or being under the influence of alcohol.
   11. **Limitations on Contributions.** By executing this Agreement, Contractor acknowledges its obligations under Section 1.126 of the City’s Campaign and Governmental Conduct Code, which prohibits any person who contracts with, or is seeking a contract with, any department of the City for the rendition of personal services, for the furnishing of any material, supplies or equipment, for the sale or lease of any land or building, for a grant, loan or loan guarantee, or for a development agreement, from making any campaign contribution to (i) a City elected official if the contract must be approved by that official, a board on which that official serves, or the board of a state agency on which an appointee of that official serves, (ii) a candidate for that City elective office, or (iii) a committee controlled by such elected official or a candidate for that office, at any time from the submission of a proposal for the contract until the later of either the termination of negotiations for such contract or twelve months after the date the City approves the contract. The prohibition on contributions applies to each prospective party to the contract; each member of Contractor’s board of directors; Contractor’s chairperson, chief executive officer, chief financial officer and chief operating officer; any person with an ownership interest of more than 10% in Contractor; any subcontractor listed in the bid or contract; and any committee that is sponsored or controlled by Contractor. Contractor certifies that it has informed each such person of the limitation on contributions imposed by Section 1.126 by the time it submitted a proposal for the contract, and has provided the names of the persons required to be informed to the City department with whom it is contracting.
   12. **Reserved. (Slavery Era Disclosure)**
   13. **Reserved. (Working with Minors)**
   14. **Consideration of Criminal History in Hiring and Employment Decisions** 
       1. Contractor agrees to comply fully with and be bound by all of the provisions of Chapter 12T, “City Contractor/Subcontractor Consideration of Criminal History in Hiring and Employment Decisions,” of the San Francisco Administrative Code (“Chapter 12T”), including the remedies provided, and implementing regulations, as may be amended from time to time. The provisions of Chapter 12T are incorporated by reference and made a part of this Agreement as though fully set forth herein. The text of the Chapter 12T is available on the web at http://sfgov.org/olse/fco. Contractor is required to comply with all of the applicable provisions of 12T, irrespective of the listing of obligations in this Section. Capitalized terms used in this Section and not defined in this Agreement shall have the meanings assigned to such terms in Chapter 12T.
       2. The requirements of Chapter 12T shall only apply to a Contractor’s or Subcontractor’s operations to the extent those operations are in furtherance of the performance of this Agreement, shall apply only to applicants and employees who would be or are performing work in furtherance of this Agreement, and shall apply when the physical location of the employment or prospective employment of an individual is wholly or substantially within the City of San Francisco. Chapter 12T shall not apply when the application in a particular context would conflict with federal or state law or with a requirement of a government agency implementing federal or state law.
   15. **Reserved (Public Access to Nonprofit Records and Meetings).**
   16. **Food Service Waste Reduction Requirements.** Contractor shall comply with the Food Service Waste Reduction Ordinance, as set forth in San Francisco Environment Code Chapter 16, including but not limited to the remedies for noncompliance provided therein.
   17. **Reserved (Distribution of Beverages and Water).**
3. **General Provisions**
   1. **Notices to the Parties.** Unless otherwise indicated in this Agreement, all written communications sent by the Parties may be by U.S. mail or e-mail, and shall be addressed as follows:

To City: **Michael Solomon, Mayor’s Office of Housing and Community Development, 1 South Van Ness Ave, 5th Fl, San Francisco, CA 94103, michael.solomon@sfgov.org**

To Contractor: **[name of contractor, mailing address, and e-mail address]**

Any notice of default must be sent by registered mail or other trackable overnight mail. Either Party may change the address to which notice is to be sent by giving written notice thereof to the other Party. If email notification is used, the sender must specify a receipt notice.

* 1. **Compliance with Americans with Disabilities Act**. Contractor acknowledges that, pursuant to the Americans with Disabilities Act (ADA), programs, services and other activities provided by a public entity to the public, whether directly or through a contractor, must be accessible to the disabled public. Contractor shall provide the services specified in this Agreement in a manner that complies with the ADA and any and all other applicable federal, state and local disability rights legislation. Contractor agrees not to discriminate against disabled persons in the provision of services, benefits or activities provided under this Agreement and further agrees that any violation of this prohibition on the part of Contractor, its employees, agents or assigns will constitute a material breach of this Agreement. Contractor shall adhere to the requirements of the Americans with Disabilities Act of 1990 (ADA), as amended (42 U.S.C. Sec. 1201 et seq.) and Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. Sec. 794d).
  2. **Incorporation of Recitals.** The matters recited above are hereby incorporated into and made part of this Agreement.
  3. **Sunshine Ordinance.** Contractor acknowledges that this Agreement and all records related to its formation, Contractor’s performance of Services, and City’s payment are subject to the California Public Records Act, (California Government Code §6250 et. seq.), and the San Francisco Sunshine Ordinance, (San Francisco Administrative Code Chapter 67). Such records are subject to public inspection and copying unless exempt from disclosure under federal, state or local law.
  4. **Modification of this Agreement**. This Agreement may not be modified, nor may compliance with any of its terms be waived, except as noted in Section 11.1, “Notices to Parties,” regarding change in personnel or place, except as noted in Section 4.2.4, “Change Orders,” and except by written instrument executed and approved in the same manner as this Agreement. Contractor shall cooperate with Department to submit to the Director of CMD any amendment, modification, supplement or change order that would result in a cumulative increase of the original amount of this Agreement by more than 20% (CMD Contract Modification Form).
  5. **Dispute Resolution Procedure**.
     1. **Negotiation; Alternative Dispute Resolution.** The Parties will attempt in good faith to resolve any dispute or controversy arising out of or relating to the performance of services under this Agreement. If the Parties are unable to resolve the dispute, then, pursuant to San Francisco Administrative Code Section 21.36, Contractor may submit to the Contracting Officer a written request for administrative review and documentation of the Contractor’s claim(s). Upon such request, the Contracting Officer shall promptly issue an administrative decision in writing, stating the reasons for the action taken and informing the Contractor of its right to judicial review. If agreed by both Parties in writing, disputes may be resolved by a mutually agreed-upon alternative dispute resolution process. If the Parties do not mutually agree to an alternative dispute resolution process or such efforts do not resolve the dispute, then either Party may pursue any remedy available under California law. The status of any dispute or controversy notwithstanding, Contractor shall proceed diligently with the performance of its obligations under this Agreement in accordance with the Agreement and the written directions of the City. Neither Party will be entitled to legal fees or costs for matters resolved under this Section.
     2. **Government Code Claim Requirement.** No suit for money or damages may be brought against the City until a written claim therefor has been presented to and rejected by the City in conformity with the provisions of San Francisco Administrative Code Chapter 10 and California Government Code Section 900, et seq. Nothing set forth in this Agreement shall operate to toll, waive or excuse Contractor’s compliance with the California Government Code Claim requirements set forth in San Francisco Administrative Code Chapter 10 and California Government Code Section 900, et seq.
  6. **Agreement Made in California; Venue**. The formation, interpretation and performance of this Agreement shall be governed by the laws of the State of California. Venue for all litigation relative to the formation, interpretation and performance of this Agreement shall be in San Francisco.
  7. **Construction.** All paragraph captions are for reference only and shall not be considered in construing this Agreement.
  8. **Entire Agreement**. This contract sets forth the entire Agreement between the Parties, and supersedes all other oral or written provisions. This Agreement may be modified only as provided in Section 11.5, “Modification of this Agreement.”
  9. **Compliance with Laws**. Contractor shall keep itself fully informed of the City’s Charter, codes, ordinances and duly adopted rules and regulations of the City and of all state, and federal laws in any manner affecting the performance of this Agreement, and must at all times comply with such local codes, ordinances, and regulations and all applicable laws as they may be amended from time to time.
  10. **Severability**. Should the application of any provision of this Agreement to any particular facts or circumstances be found by a court of competent jurisdiction to be invalid or unenforceable, then (a) the validity of other provisions of this Agreement shall not be affected or impaired thereby, and (b) such provision shall be enforced to the maximum extent possible so as to effect the intent of the Parties and shall be reformed without further action by the Parties to the extent necessary to make such provision valid and enforceable.
  11. **Cooperative Drafting**. This Agreement has been drafted through a cooperative effort of City and Contractor, and both Parties have had an opportunity to have the Agreement reviewed and revised by legal counsel. No Party shall be considered the drafter of this Agreement, and no presumption or rule that an ambiguity shall be construed against the Party drafting the clause shall apply to the interpretation or enforcement of this Agreement.
  12. **Order of Precedence.** Contractoragrees to perform the services described below in accordance with the terms and conditions of this Agreement, implementing task orders, the RFP, and Contractor’s proposal dated [Date of Proposal]. The RFP and Contractor’s proposal are incorporated by reference as though fully set forth herein. Should there be a conflict of terms or conditions, this Agreement and any implementing task orders shall control over the RFP and the Contractor’s proposal. If the Appendices to this Agreement include any standard printed terms from the Contractor, Contractor agrees that in the event of discrepancy, inconsistency, gap, ambiguity, or conflicting language between the City’s terms and Contractor’s printed terms attached, the City’s terms shall take precedence, followed by the procurement issued by the department, Contractor’s proposal, and Contractor’s printed terms, respectively.
  13. **Notification of Legal Requests.** Contractor shall immediately notify City upon receipt of any subpoenas, service of process, litigation holds, discovery requests and other legal requests (“Legal Requests”) related to all data given to Contractor by City in the performance of this Agreement (“City Data” or “Data”), or which in any way might reasonably require access to City’s Data, and in no event later than 24 hours after it receives the request. Contractor shall not respond to Legal Requests related to City without first notifying City other than to notify the requestor that the information sought is potentially covered under a non-disclosure agreement. Contractor shall retain and preserve City Data in accordance with the City’s instruction and requests, including, without limitation, any retention schedules and/or litigation hold orders provided by the City to Contractor, independent of where the City Data is stored.
  14. **Services Provided by Attorneys.** Any services to be provided by a law firm or attorney must be reviewed and approved in writing in advance by the City Attorney. No invoices for services provided by law firms or attorneys, including, without limitation, as subcontractors of Contractor, will be paid unless the provider received advance written approval from the City Attorney.

1. **Department Specific Terms**
   1. **Reserved**.
2. **Data and Security** 
   1. **Nondisclosure of Private, Proprietary or Confidential Information.**
      1. **Protection of Private Information.** If this Agreement requires City to disclose “Private Information” to Contractor within the meaning of San Francisco Administrative Code Chapter 12M, Contractor and subcontractor shall use such information only in accordance with the restrictions stated in Chapter 12M and in this Agreement and only as necessary in performing the Services. Contractor is subject to the enforcement and penalty provisions in Chapter 12M.
      2. **Confidential Information.** In the performance of Services, Contractor may have access to City’s proprietary or Confidential Information, the disclosure of which to third parties may damage City. If City discloses proprietary or Confidential Information to Contractor, such information must be held by Contractor in confidence and used only in performing the Agreement. Contractor shall exercise the same standard of care to protect such information as a reasonably prudent contractor would use to protect its own proprietary or Confidential Information.
   2. **Reserved (Payment Card Industry (“PCI”) Requirements).**
   3. **Reserved (Business Associate Agreement).**
   4. **Management of City Confidential Information**
      1. **Use of Confidential Information.** Contractor agrees to hold City’s Data received from, or collected on behalf of, the City, in strictest confidence. Contractor shall not use or disclose City’s Data except as permitted or required by the Agreement or as otherwise authorized in writing by the City. Any work using, or sharing or storage of, City’s Data outside the United States is subject to prior written authorization by the City. Access to City’s Data must be strictly controlled and limited to Contractor’s staff assigned to this project on a need-to-know basis only. Contractor is provided a limited non-exclusive license to use the City Data solely for performing its obligations under the Agreement and not for Contractor’s own purposes or later use. Nothing herein shall be construed to confer any license or right to the City Data or Confidential Information, by implication, estoppel or otherwise, under copyright or other intellectual property rights, to any third-party. Unauthorized use of City Data by Contractor, subcontractors or other third-parties is prohibited. For purpose of this requirement, the phrase “unauthorized use” means the data mining or processing of data, stored or transmitted by the service, for commercial purposes, advertising or advertising-related purposes, or for any purpose other than security or service delivery analysis that is not explicitly authorized.
      2. **Disposition of Confidential Information**. Upon request of City or termination or expiration of this Agreement, and pursuant to any document retention period required by this Agreement, Contractor shall promptly, but in no event later than thirty (30) calendar days, return all data given to or collected by Contractor on City’s behalf, which includes all original media. Once Contractor has received written confirmation from City that City’s Data has been successfully transferred to City, Contractor shall within ten (10) business days clear or purge all City Data from its servers, any hosted environment Contractor has used in performance of this Agreement, including its subcontractors environment(s), work stations that were used to process the data or for production of the data, and any other work files stored by Contractor in whatever medium. Contractor shall provide City with written certification that such purge occurred within five (5) business days of the purge. Secure disposal shall be accomplished by “clearing,” “purging” or “physical destruction,” in accordance with National Institute of Standards and Technology (NIST) Special Publication 800-88 or most current industry standard.
   5. **Ownership of City Data.** The Parties agree that as between them, all rights, including all intellectual property rights, in and to the City Data and any derivative works of the City Data is the exclusive property of the City.
3. **MacBride and Signature**
   1. **MacBride Principles -Northern Ireland**. The provisions of San Francisco Administrative Code §12F are incorporated herein by this reference and made part of this Agreement. By signing this Agreement, Contractor confirms that Contractor has read and understood that the City urges companies doing business in Northern Ireland to resolve employment inequities and to abide by the MacBride Principles, and urges San Francisco companies to do business with corporations that abide by the MacBride Principles.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement on the day first mentioned above.

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| --- | --- |
| **CITY**  Recommended by:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  [Department Head Name or Authorized Designee]]  [Title]  [Department]  Approved as to Form:  David Chiu  City Attorney  By: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  [name of Deputy City Attorney]  Deputy City Attorney  Approved:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Sailaja Kurella  Director of the Office of Contract Administration, and Purchaser | **CONTRACTOR**  **[**company name]  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **[**name of authorized representative]  [title]  [address]  [city, state, ZIP]  City Supplier Number: [Supplier Number] |

**Appendices**

A: Scope of Services

B: Calculation of Charges

C: Maintenance Terms and Conditions

**Appendix A**

**Scope of Services**

1. **Department Overview**

The Mayor’s Office of Housing and Community Development provides financing for the development, rehabilitation and purchase of affordable housing in San Francisco. MOHCD also guides and coordinates the City's housing policy. MOHCD:

* Finances the development of affordable housing by non-profit and for-profit developers.
* Provides financial and educational assistance to first-time homebuyers.
* Finances housing rehabilitation costs for low-income homeowners.
* Monitors and ensures the long-term affordability and physical viability of the City's stock of affordable housing.
* Partners with the community to strengthen the social, physical, and economic infrastructure of San Francisco’s low-income neighborhoods and communities in need

1. **Project Summary**

Over the past few years, we have created the DAHLIA San Francisco Housing Portal for those seeking affordable rental and ownership housing to find resources, view available listings, and apply online via a custom web app that works with Salesforce as the backend database. In addition, we have created and are providing web app tools for our MOHCD partners, such as Leasing Agents, Sales Agents, Lenders, and Developers to interact with the system according to their specific needs regarding administering their programs.

The number of applicants for a single listing can reach over 9,000. We work with just over 400 partners who have accounts in the system.

The City and County of San Francisco’s (“City”) Mayor’s Office of Housing and Community Development (“MOHCD”) is soliciting for qualified firms to use Agile processes to partner with the City’s Digital Services team to support continued design, build, and maintenance of the current web-based services (see housing.sfgov.org) to include even more MOHCD programs, services, and tools. These services need to continue to make it easy to navigate complicated eligibility rules and a wide variety of programs and resources with clear instructional language, easy-to-follow steps, and appropriate follow-up information such as status, next steps, and what to expect via multiple channels (on-screen, email, SMS, etc.).

The system must continue to provide mobile-focused, responsive web-based interfaces and processes that make it simple for users at all levels of computer and web skills to search and apply for all available affordable San Francisco rental and ownership properties, as well as housing assistance programs offered by nonprofits. In addition, the system must continue to provide limited access web-based administrative tools for MOHCD’s partners, including Leasing Agents, Sales Agents, Developers, and Lenders.

Currently, the public site (housing.sfgov.org) includes and is anticipated to include features like:

* presenting a welcoming user-friendly branded interface that provides information about MOHCD and San Francisco housing programs in general
* conveying program details and eligibility information,
* helping users assess property and program eligibility,
* allowing users to optionally create secure accounts to maintain personal and household information, self-service account administration (i.e., password reset),
* filtering search results by desired attributes and eligibility,
* providing information relevant to a user regarding other housing-related programs for which they may be eligible, and
* communicating status and other instructions via multiple channels (on-screen, email, text message, etc.)

In addition, the limited access site includes and is anticipated to include features like:

* application review by listing
* entry of paper application records
* review of duplicate applications which may result in removal from lottery
* lease-up tracking and sales-up tracking

We will follow a frequent, iterative release cycle in accordance with Agile best practices. The vendor will work collaboratively with the City and other vendors, following an Agile methodology. The parties will work in short, regular intervals (“sprints”), each typically two weeks long and will deliver a working product at the end of each sprint. The City and the vendor will use the results of these sprints to decide together the goals of subsequent sprints.

1. **Business Requirements**

MOHCD is seeking a vendor to continue our current work using Agile development processes to partner with City Digital Services staff, which include a product manager, web app engineers, web app ui/ux designer, and Salesforce developer to support the continued design, build, and maintenance of our cloud-hosted web products which enable users to search and apply for all MOHCD affordable housing programs online and addresses all the desired attributes described in the Department Overview and Project Summary sections of this Appendix A. The vendor, in partnership with the City Digital Services team will support continued development, maintenance, and troubleshooting of web applications, with appropriate serving infrastructure, that make use of a Salesforce database accessible via APIs. In addition, the vendor will support the City’s work reimplementing the DAHLIA Affordable Housing site from AngularJS to React with UI/UX modernization improvements along the way.

We are seeking to work with engineers with the following skills and characteristics:

**Desired skills and characteristics**

* Experience with Javascript (React, AngularJS), HTML, CSS
* Experience building server-side applications using frameworks such as Ruby on Rails or Django, and experience creating or extending REST APIs.
* Experience with end to end test automation with Javascript: (Cypress, Selenium, Cucumber)
* Commitment to modern software development practices such as source control, continuous integration/continuous deployment, automated testing, and agile development
* Familiarity with usability, accessibility, and internationalization.
* Ability to quickly learn the code base of a system to work with it and collaborate with partners to help them understand it as well and support their development work. The code for this project is open source, so for reference, you may view it at:
  + https://github.com/SFDigitalServices/sf-dahlia-web
  + https:// github.com/SFDigitalServices/sf-dahlia-lap
* Designing and developing mobile-centric, responsive web applications.

**Nice to have skills**

* Experience maintaining a production application using Heroku, Papertrail, Sentry, New Relic or similar tools
* Experience working with Agile development processes, including daily scrums and iterative development/feedback cycles.
* Ability to communicate technical concepts to technical and non-technical audiences.

**Role and responsibilities**

* Partner with City Digital Services staff on the current code rewrite taking place.
* Take pride of ownership in all projects you touch and leave code better than you found it. Contribute to documentation, tests, style fixes, accessibility, performance, security, etc.
* Deliver well-tested code that is easy to deploy, update, and monitor by ensuring the tooling for this is present early in the project development cycle.
* Participate in code reviews and QA testing of work from other engineers.
* Participate in prototyping, feature prioritization, scrum meetings, and architecture discussions.
* Support integration with a Salesforce database using APIs.
* Help the team troubleshoot bugs in production.
* Support deployment of code to our production site.

1. **Scope of Work**

**Task 1:** **Web Product Requirements Assessment Support**

**Task 1 Deliverables:**

1. Understand research done to date and support additional discovery and business analysis in collaboration with the City.
2. Partner with City to propose streamlined business processes that are enabled by the new technology product.
3. Partner with City to research and draft user stories to define the requirements of the software to be built.

**Task 2:** **Web Product Design Support**

**Task 2 Deliverables:**

1. Collaborate closely in an Agile methodology with developers and City staff, including, to a limited extent, requirements development, daily standups, usability testing, and sprint planning and retrospectives.
2. Support continued design of a modern, user-friendly branded front-end that takes into account: required processes and features, accessibility, mobile-centric responsive design, ease of use and navigation for those with low tech experience, and multilingual needs. For reference, the current public facing system can be viewed at housing.sfgov.org

**Task 3:** **Web Product Development Support**

**Task 3 Deliverables:**

1. Partner with City Digital Services staff to coordinate understanding and navigation of the existing code base.
2. Based on user stories identified iteratively throughout development, use an Agile process to support continuous building, maintenance, and troubleshooting of existing web applications that meet product requirements and agreed-upon user needs.
3. Support integration with a Salesforce database using APIs in partnership with a City staff Salesforce Engineer and/or Salesforce development vendor.
4. Support handoff of new functionality to the City for long-term technical maintenance.
5. Support set up and management of automated testing throughout the development and deployment process.
6. Support set up, transfer, or provision of cloud infrastructure as a service during development, and collaborate in deploying the production system to the City’s internal data center if used.
7. Support continued development of a web application and serving infrastructure that calls out to a separate database through Salesforce APIs.
8. Support deploy of updates to the existing software to the public Iteratively.
9. Support reimplementation of the DAHLIA Affordable Housing site from AngularJS to React with minor UI/UX modernization improvements along the way
10. **Project Success Criteria**

The product shall continue to streamline and simplify the process of searching and applying for affordable housing in the City, making it easier to rent, buy, and stay in San Francisco. It will create a great experience for residents who need housing and housing assistance by providing “one-stop shopping” for all affordable housing resources in the City. It will also continue to provide robust tools to MOHCD partners for administration of Listings, Applications, Lotteries, Lease Ups, etc.

The following criteria shall be met for project success:

**Functionality for affordable housing seekers:**

* View listings of all affordable housing programs and properties funded by the City and County of San Francisco, and view detailed information for each.
* Apply directly for MOHCD-funded properties and programs online, in a streamlined experience that minimizes or eliminates the need to enter duplicate information.
* Assess their own eligibility, and be matched with appropriate units/housing programs and next steps for each (taking into account complex and widely-varying eligibility rules).
* Receive the right information at the right time by providing clear, up-to-date messaging throughout the processes, including after users apply for housing; may include email or SMS based on discovery of user needs.

**Functionality for MOHCD partners (Leasing Agents, Developers, Lenders, etc.):**

* View and process applications for affordable housing lotteries for current listings
* Create and view pricing plans, marketing plans, and listings of all affordable housing properties to be made available to the public
* Administer lease-up of units, including applicant selection and communication based on MOHCD policies and procedures in relation to preference programs, reserved and priority qualifying information, and needed ADA accessibility features
* Provide detailed status updates by application during the lease-up process with the ability to view status history

**Salesforce Integration:**

* The product must continue to be integrated using Salesforce APIs with the City’s associated affordable housing Salesforce database.
* A non-technical user should be able to add, edit and delete the affordable housing resources (programs and properties) listed, as well as their eligibility requirements, using the associated Salesforce platform.

**Design Principles:**

* Use the existing design pattern library to implement a modern, world-class, and timeless look and feel that is not based on current and quickly-outmoded trends. Provides an experience comparable to best-in-class consumer web products, with a beautiful interface and seamless functions.
* Is easy-to-use for people who may have low literacy and tech familiarity. Makes a complicated and confusing process easy to complete.
* Uses friendly, clear language in descriptions, instructions, field names, etc. that can be understood by people reading at a third-grade level, avoiding government and technical lingo.
* Is responsive (mobile-centric), providing a great experience on both desktop and mobile devices, and functional on older versions of common browsers.
* Is accessible: Must meet Gov Sec 508 and WCAG 2.0 guidelines; Incorporates Mayor’s Office on Disability and Mayor’s Disability Council recommendations.
* Is multilingual: Must take into account all pages and forms will be machine or human translated into San Francisco’s official languages: English, Spanish, Chinese, Filipino (human translations will be performed by a separate City vendor; implementation will be part of this project).

**Other functionality:**

* This product includes and may include in the future: search and apply for Below Market Rate ownership and rental housing, view started and submitted housing applications, check lottery status, down payment assistance requests and Lender selection, view started and submitted down payment assistance applications, Certificate of Preference search request, Displaced Tenant Housing Preference application, Neighborhood Housing Preference confirmation, view preference certificate status, homeownership post-purchase programs (i.e., refinance, sell home, loan payoff, etc.), update household contact information, change password and other account administration.
* Include authenticated sign-on for users who wish to return to their saved personal data and past applications.
* Meet HIPAA requirements. All data, including login information, transmitted and inside databases must be secure.
* Include automatic timeout (auto-logout) that can be controlled by a System Administrator.
* Include data architecture that guarantees redundancy and high data availability.
* Provide ability for MOHCD to download all data in an open non-proprietary format (i.e. XLS, SQL backup, CSV, etc.). Data must be usable by MOHCD without dependency on Contractor or other outside proprietary tools or services. For any custom developed databases, a data definition table must be included, specifying the name, size and type/class of each field, as well as any specific relationship to other fields.

**Appendix B**

**Calculation of Charges**

No invoices for Services provided by law firms or attorneys, including, without limitation, as subcontractors of Contractor, will be paid unless the provider received advance written approval from the City Attorney.

The following is the Contractor rate structure for this engagement:

[tbd]

ECI Adjustment to Rates upon renewal

Contractor’s rates will be adjusted on every renewal of the Agreement based on the increase in the U.S. Department of Labor, Bureau of Labor Statistics Employment Cost Index (ECI) for “total compensation: private industry workers: professional and business services” for the most recently published percentage change for the 24-month period preceding the renewal, not to exceed 5%.

**Appendix C**

**Maintenance Terms and Conditions**

* + 1. **Scope of Service Coverage**
       1. Contractor shall provide Support Services during the term of this Maintenance Agreement for the Software.
       2. During the term of this Maintenance Agreement, Contractor will furnish Error, Defect or Malfunction correction in accordance with the Priority Categories listed below, based on the City’s determination of the severity of the Error, Defect or Malfunction and Contractor’s reasonable analysis of the priority of the Error, Defect or Malfunction.
          1. Priority 1: An Error, Defect or Malfunction which renders the Software inoperative; or causes the Software to fail catastrophically.
          2. Priority 2: An Error, Defect or Malfunction which substantially degrades the performance of the Software, but does not prohibit the City’s use of the Software.
          3. Priority 3: An Error, Defect or Malfunction which causes only a minor impact on the use of the Software.
       3. Contractor will furnish Error, Defect or Malfunction correction in accordance with the following protocols:
          1. Priority 1 Protocol: Within two hours, Contractor assigns a product technical specialist(s) to diagnose and correct the Error, Defect or Malfunction; thereafter, Contractor shall provide ongoing communication about the status of the correction; shall proceed to immediately provide a Fix, a Patch or a Workaround; and exercise all commercially reasonable efforts to include a Fix or Patch for the Error, Defect or Malfunction in the next Subsequent Release. Contractor will escalate resolution of the problem to personnel with successively higher levels of technical expertise until the Error, Defect or Malfunction is corrected.
          2. Priority 2 Protocol: Within four hours, Contractor assigns a product technical specialist(s) to diagnose the Error, Defect or Malfunction and to commence correction of the Error, Defect or Malfunction; to immediately provide a Workaround; to provide escalation procedures as reasonably determined by Contractor’s staff; and to exercise all commercially reasonable efforts to include a Fix or Patch for the Error, Defect or Malfunction in the next Software maintenance release.
          3. Priority 3 Protocol: Contractor may include a Fix or Patch in the next Software major release.
    2. **Hotline Support.** Contractor shall provide remote access hotline support to City to help City answer routine questions with respect to the use of the Software.  Contractor also shall provide remote access hotline support to City to initiate resolution of Priority 1 and Priority 2 Errors, Defects and Malfunctions.  Hotline support shall be made available by phone between the hours of 8 a.m. and 6 p.m. Pacific time Monday through Friday, except legal holidays.
    3. **City Responsibilities Related to Support.** City shall use reasonable efforts to make available to Contractor reasonable access to the equipment on which City experienced the Error, Defect or Malfunction, the Software Product and all relevant documentation and records. City shall also provide reasonable assistance to Contractor, including sample output and diagnostic information, in order to assist Contractor in providing Support Services. City shall be responsible for the interface between the Software and other software products installed on City equipment. Unless otherwise agreed in writing between City and Contractor, City is responsible for installing, managing and operating any Software delivered under this Maintenance Agreement.
    4. **Payment Does Not Imply Acceptance of Work.** The granting of any payment by City, or the receipt thereof by Contractor, shall in no way lessen the liability of the Contractor to replace unsatisfactory work, equipment, or materials although the unsatisfactory character of such work, equipment or materials may not have been apparent or detected at the time such payment was made. Materials, equipment, components, or workmanship that did not conform to the requirements of this Maintenance Agreement may be rejected by City and in such case must be replaced by Contractor without delay.
    5. **Qualified Personnel.** Work under this Maintenance Agreement shall be performed only be competent personnel under the supervision of and in the employment of Contractor. Contractor will comply with City’s reasonable requests regarding assignment of personnel, but all personnel, including those assigned at City’s request, must be supervised by Contractor. Contractor shall assign adequate personnel resources to provide the level of service within the response times specified in this Maintenance Agreement.