

PROCUREMENT CONTRACT

This Procurement Contract (“**Contract**”) is by and between the Grand Rapids Public Utilities Commission, located at 500 SE 4th St, Grand Rapids, MN 55744 (“**GRPUC**”), and CB TECHNOLOGY SOLUTIONS, INC., a corporation in Minnesota, located at 2720 Carver Ave E, Maplewood, Minnesota 55119 (“**Contractor**”). GRPUC and Contractor may be referred to jointly as the “**Parties**” or individually as a “**Party**.”

Recitals

A. GRPUC has solicited and received a quotation from a contractor for professional services to analyze, design, build, support migration of content, training and rollout assistance for a new Microsoft 365 Intranet SharePoint site. (“**Solicitation**”);

B. Contractor provided a response to the Solicitation indicating its interest in and ability to provide the goods or services requested in the Solicitation; and

C. Subsequent to an evaluation in accordance with the terms of the Solicitation and negotiation, the Parties desire to enter into a contract.

Accordingly, the Parties agree as follows:

Contract

1. **Term.** The effective date of this Contract is January 14, 2022. The Contractor must not begin work under this Contract until this Contract is fully executed and the Contractor has been notified by GRPUC’s Authorized Representative to begin the work. This Contract will terminate upon the first of the following to occur:

1.1 July 1, 2022.

1.2 All of Contractor’s obligations have been satisfactorily fulfilled.

1.3 GRPUC may cancel this Contract at any time, with or without cause, upon ten (10) days’ written notice to the Contractor.

1.4 GRPUC may terminate this Contract immediately in the event of a breach by Contractor.

1.5 The Parties may terminate this Contract at any time by mutual written agreement.

Upon receipt of any notice of termination Contractor shall immediately stop performance to the extent specified in such notice. In no event shall GRPUC be liable for any loss of revenue or profit incurred by Contractor as a result of any termination. Upon termination of this Contract, or earlier upon GRPUC’s request, Contractor shall deliver to GRPUC all items requested by GRPUC containing any confidential information or work product information or make such other disposition thereof as GRPUC may direct in writing.

2. Contractor's Duties

2.1 The Contractor shall provide the following software services to develop a new Intranet in Microsoft 365 as the home for corporate communication and internal documentation such as policies, SOPs, and forms. The new SharePoint intranet will be key to GRPUC's future communication strategy.

- Analysis and Design
- Teams Assessment, Best Practices and Integrations
- Complete build out of site structure
- Site Branding
- Rollout and Adoption Planning
- Training Development and Delivery
- SharePoint and Teams Governance
- Content Migration
- Project Management

Analysis and Design phase of the project is to fully understand the solution requirements and build out a detailed specifications plan that captures those requirements, the technical design of the solution, and define a detailed rollout plan that includes components for training, communication, change management, and successful adoption of the new intranet solution. During the Build phase of the project, we will execute the build out of the new information architecture of the site and support the migration of organization-level content into the new solution. Training support and rollout assistance will also be provided.

(The services (if any) to be provided by Contractor to GRPUC are referred to as the “**Services.**” The goods (if any) to be provided by Contractor to GRPUC are referred to as the “**Goods.**”). Contractor's precise duties, specifications, deliverables, and completion dates related to the Goods and Services are more specifically described in **Exhibit B**.

2.2 GRPUC may make changes to the general scope of Goods and Services by written or oral notice to Contractor. If such changes affect the cost of or the time required to provide the Goods and Services, an equitable adjustment in the schedule and compensation under this Contract shall be made. GRPUC and Contractor may agree to additional Services or Goods by written amendment to this Contract.

2.3 Contractor agrees that all Goods and Services shall be provided, and all of Contractor's obligations performed, in accordance with all applicable laws and other legal requirements without extra charge or expense. Contractor will be responsible for a violation of any such legal requirements and will indemnify, defend, and hold harmless GRPUC from and against any expense or cost incurred by reason of any such violation by Contractor.

2.4 Contractor warrants and represents that the Goods and Services will be provided in a manner that is consistent with the level of care and skill exercised by members of Contractor's profession currently working under similar conditions. All Goods and Services not conforming to this standard will be considered defective and Contractor shall, at no cost to GRPUC, promptly and satisfactorily correct all such defective Goods and Services. Payment shall be

withheld for Goods or Services found by GRPUC to be unsatisfactory or in violation of legal requirements.

2.5 Contractor shall be responsible for all its employees, agents, subcontractors, and invitees and their health and safety. Contractor shall ensure that all persons who perform the Services or produce or deliver the Goods are professionally competent and properly qualified and will remove any person GRPUC deems incompetent, careless, or otherwise objectionable.

2.6 Contractor is solely responsible and assumes full and exclusive liability for the payment of all contributions or taxes to be paid on or to persons employed by Contractor, and for payment of all sales, use, or other taxes of whatever nature levied or assessed against GRPUC arising out of the furnishing of the Services or production or delivery of the Goods, and will indemnify, defend, and hold harmless GRPUC from any such liability.

3. **Consideration and Payment**

3.1 Consideration. GRPUC will pay for performance by the Contractor under this Contract as follows:

3.1.1 Compensation. The Contractor will be paid not to exceed Twenty-Three Thousand One Hundred Dollars and no cents. (not to exceed \$23,100.00) in accordance with **Exhibit C**.

3.1.2 Total obligation. The total obligation and liability of GRPUC under this Contract will not exceed Twenty-Three Thousand One Hundred Dollars and no cents (not to exceed \$23,100.00).

3.2 Payment.

3.2.1 Invoices. GRPUC will pay the Contractor within thirty (30) days following receipt of an undisputed invoice that complies with **Exhibit C**. GRPUC may pay the Contractor in advance in its sole discretion. Payment will only be made for Goods received or Services actually performed that have been accepted by GRPUC.

3.2.2 Retainage. No more than ninety percent (90%) of the amount due under this Contract may be paid until Contractor has performed all of its obligations under this Contract to GRPUC's satisfaction.

4. **Authorized Representative**

GRPUC's Authorized Representative is Julie A. Kennedy, General Manager at the following business address: 500 SE 4th Street, Grand Rapids, MN, 55744 and the following telephone number: 218-326-7687 or his/her successor or delegate, and has the responsibility to monitor the Contractor's performance.

Contractor's Authorized Representative is Connie Wiegel, President at the following business

address: 2720 Carver Ave E, Maplewood, Minnesota 55119 and the following telephone number: 651.329.3776, or his/her successor. If the Contractor's Authorized Representative changes at any time during this Contract, the Contractor must immediately notify GRPUC.

5. **Indemnification.** Contractor will indemnify, defend, and hold harmless GRPUC, its agents, and employees, in relation to any expenses, damages, claims or causes of action, including reasonable attorney's fees, to the extent caused by any negligent or wrongful act, error or omission, breach of contract, or infringement of any intellectual property right by Contractor, any third party that Contractor has a business relationship with, or any of Contractor's agents or employees.

6. **Subcontracting.** Contractor may not subcontract all or any portion of this Contract without GRPUC's prior written consent, which GRPUC may grant or withhold in its sole discretion. If an approved subcontractor is determined to be performing unsatisfactorily by GRPUC, Contractor will ensure that the subcontractor is no longer used for this Contract. The provisions of the Contract shall apply with equal force and effect to all approved subcontractors and no subcontract will terminate the primary responsibility of Contractor hereunder. Contractor will pay all subcontractors in accordance with applicable law and the agreement between Contractor and the subcontractor.

7. **Ownership.** Contractor agrees that all legal right, title, and interest to intellectual property, data, documents, photographs, drawings, analyses, graphs, reports, physical property or other subject matter ("**GRPUC Property**") prepared, delivered, procured, or produced in relation to Contractor's obligations under this Contract shall vest in GRPUC. Contractor will perform all acts necessary to ensure that all GRPUC Property is the sole property of GRPUC, and that neither Contractor nor its employees, agents, or subcontractors retain any interest in and to the GRPUC Property.

8. **GRPUC Audits.** The Contractor's books, records, documents, and accounting procedures and practices relevant to this Contract are subject to examination by GRPUC for six (6) years from the expiration or termination of this Contract. After reasonable notice, Contractor shall make such books, records, documents, and accounting procedures and practices available to GRPUC for its examination and audit.

9. **Miscellaneous.**

9.1 **General.** No provision of this Contract may be modified, waived or discharged unless such waiver, modification or discharge is agreed to in writing and signed by all the Parties. No waiver by a Party shall be deemed a waiver of similar or dissimilar provisions or conditions at the same or at any prior or subsequent time. No agreement or representations, oral or otherwise, express or implied, with respect to the subject matter hereof have been made by any Party which are not expressly set forth in this Contract. The validity, interpretation, construction and performance of this Contract shall be governed by the internal laws of Minnesota. If any provision of this Contract shall be held or made invalid by a court decision, statute, rule or otherwise, the remainder of this Contract shall not be affected thereby. This Contract shall be binding on, and shall inure to the benefit of the Parties hereto and their respective successors and permitted assigns. Contractor may not assign Contractor's rights or obligations hereunder

without the prior written consent of GRPUC. This Contract may be executed in any number of counterparts, each of which shall for all purposes be deemed to be an original and all of which shall together constitute one and the same instrument. Delivery of an executed counterpart of a signature page of this Contract in Portable Document Format (PDF) or by facsimile transmission shall be as effective as delivery of a manually executed original counterpart of this Contract. In the event a Party institutes any legal proceeding against another Party regarding this Contract, the prevailing Party is entitled to receive the costs incurred by such Party, including reasonable attorneys' fees. In performing its obligations under this Contract, Contractor and its employees and agents shall act in the capacity of independent contractors and not as an employee, partner, joint venturer, or agent of GRPUC. When Contractor's employees are working on the premises of GRPUC, wherever located, they shall observe the working rules, policies, and procedures of GRPUC, including, but not limited to, its respectful workplace policy. The Parties must comply with the Minnesota Government Data Practices Act in relation to this Contract. Contractor certifies that neither it nor its principals are presently debarred or suspended by any federal, state, or local government or agency or political subdivision thereof. Neither Party will publicize anything in relation to this Contract without the other Party's prior written consent. Contractor shall not use or disclose any confidential information it receives from GRPUC except as is necessary to perform under this Contract. The obligations of Contractor hereunder shall survive the expiration or earlier termination of this Contract. Each of the Parties shall take such further actions as may be reasonably required to carry out the provisions of this Contract.

9.2 Notices. Any notice or other communication to any Party in connection with this Contract shall be in writing and shall be sent by hand-delivery, email, fax, overnight courier, or United States mail (postage prepaid) addressed to the address set forth below. All periods of notice shall be measured from the date of delivery thereof if hand-delivered, from the date of sending thereof if sent by email or fax (effective upon confirmation of receipt), from the first day after the date of sending if sent by overnight courier, or from three (3) business days after the date of mailing if mailed. Any Party may change such Party's address for notices by notice given not less than ten (10) calendar days prior to the effective date of the change.

GRPUC
Address:
500 SE 4th Street
Grand Rapids, MN 55744
Attn: Julie A. Kennedy
Email: jakennedy@grpuc.org

CB TECHNOLOGY SOLUTIONS,
INC.
Address:
2720 Carver Ave E
Maplewood, MN 55119
Attn: Connie Wiegel
Email: connie@cbtechsolutions.com

10. Exhibits

The following Exhibits are attached and incorporated into this Contract. In the event of a conflict between the terms of this Contract and its Exhibits (including any supplements), or between

Exhibits (including any supplements), the order of precedence is first the Contract, and then in the following order:

Exhibit A: Insurance Requirements

Exhibit B: Specifications, Duties, and Scope of Work

Exhibit C: Price and Payment Schedule

IN WITNESS WHEREOF, the parties hereto by their duly authorized representatives have executed this Contract effective as of the effective date set forth above.

CB TECHNOLOGY SOLUTIONS, INC.

Grand Rapids Public Utilities Commission

By: Connie O. Wiegel

By: Julie A Kennedy 01/22/2022

Print Name: Connie Wiegel

Print Name: Julie A. Kennedy

Title: President

Title: General Manager

Exhibit A: Insurance Requirements

- 1 **Notice to Contractor and Insurer.** Contractor shall not commence work under the Contract until it has obtained all the insurance described below and GRPUC has approved such insurance. Contractor shall maintain such insurance throughout the term of this Contract. GRPUC reserves the right to immediately terminate this Contract if the Contractor is not in compliance with the insurance requirements. All insurance policies must be open to inspection by GRPUC, and copies of policies must be submitted to GRPUC's Authorized Representative upon written request. The Contractor's insurance companies waive the right to assert the immunity of GRPUC as a defense to any claims made under said insurance.

- 2 **Additional Insurance Conditions.** The following apply to the Contractor and Contractor's subcontractor: Contractor's policy(ies) shall be primary insurance to any other valid and collectible insurance available to GRPUC. Contractor agrees to notify GRPUC within five (5) business days of receipt of any insurance cancellation notice. Contractor is responsible for payment of Contract-related insurance premiums and deductibles. Contractor's policy(ies) shall include legal defense fees in addition to its policy limits with the exception of professional liability. Contractor's insurance companies must either (1) have an AM Best rating of A- (minus) and a Financial Size Category of VII or better, and be authorized to do business in Minnesota, or (2) be domiciled in Minnesota and have a Certificate of Authority/Compliance from the Minnesota Department of Commerce if they are not rated by AM Best. An Umbrella or Excess Liability insurance policy may be used to supplement the Contractor's policy limits to satisfy the full policy limits required by the Contract.

- 3 **Coverages.** Contractor is required to maintain and furnish satisfactory evidence of the following insurance policies:
 - 3.1 **Commercial General Liability Insurance** coverage that would be maintained by a reasonable contractor in Contractor's profession performing a similar contract, with the following minimum limits: [GRPUC does not generally allow limits lower than \$1.5 M. Contractor can use umbrella coverage to get to the minimum limit amount of \$1.5M]
 - \$1,500,000 – per occurrence
 - \$1,500,000 – annual aggregate
 - \$1,500,000 – annual aggregate – applying to Products/Completed Operations

 - 3.2 **Commercial Automobile Liability Insurance** coverage that would be maintained by a reasonable contractor in Contractor's profession performing a similar contract, with the following minimum limits:
 - \$1,500,000 – per occurrence Combined Single limit for Bodily Injury and Property DamageThe following coverages should be included: Owned, Hired, and Non-owned Automobile.

3.3 Workers' Compensation Insurance. Contractor shall obtain and maintain for the duration of the Contract, statutory workers' compensation insurance and employer's liability insurance as required under the laws of the State of Minnesota.

3.4 Professional Liability, Errors, and Omissions. This policy will provide coverage for all claims the Contractor may become legally obligated to pay resulting from any actual or alleged negligent act, error, or omission related to Contractor's professional services required under the Contract. Insurance minimum limits are as follows:

\$2,000,000 - per claim or event
\$2,000,000 - annual aggregate

Any deductible will be the sole responsibility of the Contractor and may not exceed \$50,000 without the written approval of GRPUC.

3.5 Network Security and Privacy Liability Insurance (or equivalent) coverage that would be maintained by a reasonable contractor in Contractor's profession performing a similar contract, with the following minimum limits

\$2,000,000 - per occurrence
\$2,000,000 - annual aggregate

Exhibit B: Specifications, Duties, and Scope of Work



**Software Services Proposal for:
Grand Rapids Public Utilities Commission**

Grand Rapids Public Utilities Commission Microsoft 365 Intranet

Delivered by: Connie Wiegel and Betsy Sween

Project Summary

Grand Rapids Public Utilities Commission (GRPUC) would like to develop a new Intranet in Microsoft 365 as the home for corporate communication and internal documentation such as policies, SOPs, and forms. The new SharePoint intranet will be key to GRPUC's future communication strategy and will provide the following benefits:

- Easy self-serve access to important information and documents
- Simple intuitive navigation from within Teams (using integrated SharePoint features)
- Powerful search functionality

CB Technology Solutions, along with the GRPUC strategy team have recently begun to engage in conversations to analyze GRPUC's requirements. The goal of this "Analysis and Design" phase of the project is to fully understand the solution requirements and build out a detailed specifications plan that captures those requirements, the technical design of the solution, and define a detailed rollout plan that includes components for training, communication, change management, and successful adoption of the new intranet solution.

During the "Build" phase of the project, we will execute the build out of the new information architecture of the site and support the migration of organization-level content into the new solution. Training support and rollout assistance will also be provided.

The project is structured in the following way:

Analysis and Design

- Headed up by experienced SharePoint Business Analyst and Developer/Architect
- Set up the project team with an executive sponsor who will serve as the SharePoint strategic team going forward. This team may include representatives from groups such as IT, HR, Executive leadership, and Administration.
- Discuss the requirements for the new portal based on interviews, feedback, and observation. The cycle would look like this:
 - Work with the project team to understand the organization's business needs and requirements. What work processes do they follow? What are the current challenges? How well do current solutions meet their needs? We do not talk technology at this time but rather focus on business needs.
 - Digest our findings and mockup wireframes or starter/POC (proof-of-concept) solutions. Some POC development can be done side-by-side with internal resources for training purposes.
 - Meet with project stakeholders again to show wireframes and starter solutions to get detailed feedback and further develop the design



**Software Services Proposal for:
Grand Rapids Public Utilities Commission**

- Present some targeted demos of Office 365 functionality and tools to give team members an idea of the technical possibilities and what some solutions might look like. Provide some informal training to prepare the team for adoption of the new platform.
- Present findings and planned next steps during a presentation to the project team, including a summary slide-deck. This becomes the road map for the Build phase.

Solution Build Out

- Focus on core features that have the highest value to the business and end-users
- Include at least 2 or 3 mission-critical “killer features” that will drive users into the new portal daily
- Build out site structure and get content managers trained and engaged in content migration and creation
- Create and apply a simple brand that helps end users identify with the solution
- Deploy to production and rollout to end users

Scope of Work and Hours Estimates

The following specific tasks will be performed during the project. Effort estimates are included for each task. Core tasks are the minimum that will be required to build and deploy the core site. Killer features are listed in a separate proposal as some of these could be deferred to a later phase of the project if desired.

Task	Description / Comments	Hours
Analysis and Design	<ul style="list-style-type: none"> • Conduct discovery and brainstorming sessions with one or more teams of key stakeholders and/or team leads in the organization • Discuss and understand at a high level how teams in the company work together today in terms of communication, collaboration, sharing and working on documents, etc., looking for places where SharePoint and the related O365 tools could provide significant improvements. • Create a design document for the final solution that includes a site map with information architecture planning and other key design aspects to provide a roadmap for the build phase of the project. • Note that some development ideas may surface during this process that will not fit into the phase one development budget. In that case all ideas will be captured to a backlog feature list for future consideration and prioritization. 	24

**Software Services Proposal for:
Grand Rapids Public Utilities Commission**



<p>Teams Assessment, Best Practices, and Integrations</p>	<ul style="list-style-type: none"> • Work with GRPUC strategy team - and other Teams users as desired – to assess current Teams usage and make recommendations related to use of teams, channels, apps, and integrations. Potential integrations may include: <ul style="list-style-type: none"> ○ Planner ○ Forms ○ OneNote ○ SharePoint ○ Stream ○ List - Issue Tracker ○ Teams approvals app • Provide end user Teams training (see Training section) • Work with strategy team to develop a Teams and SharePoint governance plan (see SharePoint and Teams Governance section) 	<p>4-8</p>
<p>Complete build out of site structure</p>	<ul style="list-style-type: none"> • Create navigation structures and all communication sites. Configure hub site and spoke site connections. This may include areas for: <ul style="list-style-type: none"> ○ News ○ Safety ○ HR ○ Electric Department ○ Water/Wastewater Department • Create and configure all lists, libraries, and core site pages including primary landing pages (but not all content pages such as news articles). • Develop any needed content types and associated site columns and metadata. 	<p>30</p>
<p>Site Branding</p>	<ul style="list-style-type: none"> • Create, test, and deploy a modern site theme to all communication sites. • Assist and provide guidance to GRPUC regarding the branding of news articles and landing page content. 	<p>4</p>
<p>Rollout and Adoption Planning</p>	<ul style="list-style-type: none"> • Put together the structure of a rollout plan that includes a communication plan, training plan, and adoption strategy that focuses on high user adoption and ROI. • Discuss strategies for ongoing development and support of the platform. 	<p>4-8</p>

**Software Services Proposal for:
Grand Rapids Public Utilities Commission**



	<ul style="list-style-type: none"> Conduct session with project team to review and discuss recommendations around each component. Note: After this session, the client will determine how/if they would like additional assistance from CB Technology Solutions in developing and implementing any of the above-referenced plans. If they choose to complete these items using internal resources, it will greatly decrease project time for this item. 	
<p>Training Development and Delivery</p>	<p>Work with the project team to develop a training plan and session agendas, to include the following components:</p> <ul style="list-style-type: none"> SharePoint Content Manager Training (1.5 hours) <ul style="list-style-type: none"> Audience: SharePoint content owners (pages, documents) Covers site and content management with the new modern SharePoint tools and templates, including creating news and site pages, managing events, quick links, and working with documents. Teams Training (1.5 hours) <ul style="list-style-type: none"> Audience: Beginner to Intermediate Teams users Intro to Microsoft Teams including Chat, Calls, Teams, Channels, Tabs, Search, Files, and more SharePoint Site Administration Training (1.5 hours) <ul style="list-style-type: none"> Audience: IT SharePoint support staff Covers site collection administration topics such as creating lists and libraries, working with metadata, setting permissions, Hub site settings and working with navigation elements SharePoint and Teams Service Administration Training (1.5 hours) <ul style="list-style-type: none"> Audience: IT SharePoint/Teams support staff Covers SharePoint and Teams Admin centers; settings and policies related to permissions, apps, and more; usage and monitoring Delve Profile Updates (.5 hours) <ul style="list-style-type: none"> Audience: IT support staff Covers how to modify others' MS 365 profiles including uploading their photos 	<p>20</p>