

**AGREEMENT FOR SERVICES BY AND BETWEEN THE TOWN OF LOS GATOS AND
THE LOS GATOS CHAMBER OF COMMERCE FISCAL YEAR
2025/2026**

THIS AGREEMENT is made and entered into on June 3, 2025, by and between TOWN OF LOS GATOS, a California municipal corporation, (“Town”) and LOS GATOS CHAMBER OF COMMERCE, (“Chamber”), whose address is 10 Station Way, Los Gatos, California. This Agreement is made with reference to the following facts.

WHEREAS, Town appropriated funds in its Fiscal Year 2025/2026 Budget for this agreement for service, and;

WHEREAS, Town desires to engage Chamber to provide services as identified in this agreement, and Town has appropriated funds for this purpose, to be utilized during the time period between July 1, 2025, and June 30, 2026, and;

WHEREAS, Chamber represents and warrants the truth of all statements contained in “Scope of Services” attached as Exhibit A and incorporated herein by reference.

WHEREAS, Town and Chamber have executed an Agreement since Fiscal Year 2001, and;

WHEREAS, Town desires to engage the Chamber to manage the Town’s Visit Los Gatos Destination Marketing Platform and provide Town Visitors Information Center services on behalf of the Town of Los Gatos to attract visitors and encourage economic vitality in Los Gatos.

WHEREAS, the Chamber represents and affirms that it is willing to perform the desired work pursuant to this Agreement.

WHEREAS, the Chamber warrants it possesses the distinct professional skills, qualifications, experience, and resources necessary to timely perform the services described in this Agreement and acknowledges Town has relied upon these warranties to retain Chamber.

NOW. THEREFORE, the parties agree as follows:

1. Scope of Services. Chamber shall provide services as described in Exhibit A Chamber of Commerce Scope of Services, which is hereby incorporated by reference and attached as Exhibit A.
2. Term and Time of Performance. This contract will remain in effect from July 1, 2025, to June 30, 2026. Chamber shall perform the services described in Exhibit A – Scope of Services to manage the Town’s Visit Los Gatos Destination Marketing Platform and provide Town Visitors Information Center services on behalf of the Town of Los Gatos to attract visitors and encourage economic vitality in Los Gatos.

3. Compliance with Laws. The Chamber shall comply with all applicable laws, codes, ordinances, and regulations of governing federal, state and local laws. Chamber represents and warrants to Town that it has all licenses, permits, qualifications and approvals of whatsoever nature which are legally required for Chamber to practice its profession. Chamber shall maintain a Town of Los Gatos business license pursuant to Chapter 14 of the Code of the Town of Los Gatos.
4. Sole Responsibility. Chamber shall be responsible for employing or engaging all persons necessary to perform the services under this Agreement.
5. Information/Report Handling. All documents furnished to Chamber by the Town and all reports and supportive data prepared by the Chamber under this Agreement are the Town's property and shall be delivered to the Town upon the completion of Chamber's services or at the Town's written request. All reports, information, data, and exhibits prepared or assembled by Chamber in connection with the performance of its services pursuant to this Agreement are confidential until released by the Town to the public, and the Chamber shall not make any of these documents or information available to any individual or organization not employed by the Chamber or the Town without the written consent of the Town before such release.
6. Compensation. Compensation for Chamber's professional services **shall not exceed \$88,000** for the management of the Visit Los Gatos, the Town's Destination Marketing Platform and the Town's Visitors Information Center, inclusive of all costs.
7. Billing. Billing shall be monthly by invoice within thirty (30) days of the rendering of the service and shall be accompanied by a detailed explanation of the work performed as described in Exhibit A.

Payment shall be net thirty (30) days. All invoices and statements to the Town shall be addressed as follows:

Invoices:

Email to: AP@losgatosca.gov

Or, Mail to: Town of Los Gatos

Attn: Accounts Payable

P.O. Box 655

Los Gatos, CA 95031-0655

8. Availability of Records. Chamber shall maintain the records supporting this billing for not less than three years following completion of the work under this Agreement. Chamber shall make these records available to authorized personnel of the Town at the Chamber's offices during business hours upon written request of the Town.
9. Annual Report. Chamber shall provide an annual report to the Economic Vitality Manager no later than May 1, 2026, that contains metrics accounting for data that supports the work of this agreement at no less than three time points in time, at least three months apart (i.e. September, December, March) supporting the work throughout the agreement period and accounting for the services rendered by the Chamber for Destination Marketing and

Visitors Information Center services; and, including direct expenditures for any products purchased, allocation of staff hours, documentation of any approved subcontractors or third party vendors used to provide services under this contract including agreements, invoices and proof of payment, and other related documentation, and analytics and data reflective of in person, online, social media, and other efforts to support the services outlined in Exhibit A- Scope of Services.

10. Use of Town of Los Gatos Branding and Logo. The Town has provided branding for the Visit Los Gatos Website, including a logo and color palette. This shall continue to be used for the maintenance of the website and social media platforms displaying the Visit Los Gatos name and brand. The provided branding is the property of the Town and shall only be used by the Chamber for the business of and marketing collateral that is executed as a part of the Visitors Information Center or Visit Los Gatos Destination Marketing efforts. Use of the logo in social media, print, email, or other form that is not directly related to the Visitors Information Center or Visit Los Gatos website requires explicit written permission from the Town.
11. Assignability and Subcontracting. The services to be performed under this Agreement are unique and specific to the Chamber. Any portion of these services that the Chamber elects to assign or subcontract to another vendor/consultant requires the written consent of the Town, and copies of all related agreements, invoices, and other documentation must be included in the bi-annual reports as noted in this Agreement.
12. Independent Contractor. It is understood that the Chamber, in the performance of the work and services agreed to be performed, shall act as and be an independent contractor and not an agent or employee of the Town. As an independent contractor, the Chamber shall not obtain any rights to retirement benefits or other benefits which accrue to Town employee(s). With prior written consent, the Chamber may perform some obligations under this Agreement by subcontracting, but may not delegate ultimate responsibility for performance or assign or transfer interests under this Agreement. Chamber agrees to testify in any litigation brought regarding the subject of the work to be performed under this Agreement. Chamber shall be compensated for its costs and expenses in preparing for, traveling to, and testifying in such matters at its then current hourly rates of compensation, unless such litigation is brought by Chamber or is based on allegations of Chamber's negligent performance or wrongdoing.
13. Conflict of Interest. Chamber understands that the professional responsibilities of the Town Information Center are solely to the Town. The Chamber has and shall not obtain any holding or interest within the Town of Los Gatos. Chamber has no business holdings or agreements with any individual member of the staff or management of the Town or its representatives nor shall it enter into any such holdings or agreements. In addition, Chamber warrants that it does not presently and shall not acquire any direct or indirect interest adverse to those of the Town in the subject of this Agreement, and it shall immediately disassociate itself from such an interest, should it discover it has done so and shall, at the Town's sole discretion, divest itself of such interest. Chamber shall not knowingly and shall take reasonable steps to ensure that it does not employ a person having such an interest in this performance of this Agreement. If after the employment of a person, Chamber discovers it has employed a person with a direct or indirect interest that would conflict with its performance of this Agreement, Chamber shall promptly notify Town of

this employment relationship, and shall, at the Town's sole discretion, sever any such employment relationship.

14. Use of Funds. The Chamber shall not use any monies received under this agreement for the endorsement, opposition, or participation in any political lobbying activity involved in the support or opposition to any candidate for public office, proposed ballot measure or item pending Town Council action.
15. Equal Employment Opportunity. Chamber warrants that it is an equal opportunity employer and shall comply with applicable regulations governing equal employment opportunity. Neither Chamber nor its subcontractors shall discriminate against persons employed or seeking employment with them on the basis of age, sex, color, race, marital status, sexual orientation, ancestry, physical or mental disability, national origin, religion, or medical condition, unless based upon a bona fide occupational qualification pursuant to the California Fair Employment & Housing Act.
16. Minimum Scope of Insurance:
 - i. Chamber agrees to have and maintain, for the duration of the contract, General Liability insurance policies insuring him/her and his/her firm to an amount not less than: two million dollars (\$2,000,000) combined single limit per occurrence for bodily injury, personal injury and property damage.
 - ii. Chamber agrees to have and maintain for the duration of the contract, an Automobile Liability insurance policy ensuring him/her and his/her staff to an amount not less than two million dollars (\$2,000,000) combined single limit per accident for bodily injury and property damage.
 - iii. Chamber shall provide to the Town all certificates of insurance, with original endorsements effecting coverage. Chamber agrees that all certificates and endorsements are to be received and approved by the Town before work commences.
 - iv. Chamber agrees to have and maintain, for the duration of the contract, professional liability insurance in amounts not less than \$2,000,000 which is sufficient to insure Chamber for professional errors or omissions in the performance of the particular scope of work under this agreement.

General Liability:

- i. The Town, its officers, officials, employees and volunteers are to be covered as insured as respects: liability arising out of activities performed by or on behalf of the Chamber; products and completed operations of Chamber, premises owned or used by the Chamber. This requirement does not apply to the professional liability insurance required for professional errors and omissions.
- ii. The Chamber's insurance coverage shall be primary insurance as respects the Town, its officers, officials, employees and volunteers. Any insurance

- or self-insurances maintained by the Town, its officers, officials, employees or volunteers shall be excess of the Chamber's insurance and shall not contribute with it.
- iii. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the Town, its officers, officials, employees or volunteers.
 - iv. The Chamber's insurance shall apply separately to each insured against whom a claim is made or suit is brought, except with respect to the limits of the insurer's liability.
17. All Coverages. Each insurance policy required in this item shall be endorsed to state that coverage shall not be suspended, voided, cancelled, reduced in coverage or in limits except after thirty (30) days' prior written notice by certified mail, return receipt requested, has been given to the Town. Current certification of such insurance shall be kept on file at all times during the term of this agreement with the Town Clerk.
18. Workers' Compensation. In addition to these policies, Chamber shall have and maintain Workers' Compensation insurance as required by California law and shall provide evidence of such policy to the Town before beginning services under this Agreement. Further, Chamber shall ensure that all subcontractors employed by Chamber provide the required Workers' Compensation insurance for their respective employees.
19. Indemnification. The Chamber shall save, keep, hold harmless and indemnify and defend the Town its officers, agent, employees and volunteers from all damages, liabilities, penalties, costs, or expenses in law or equity that may at any time arise or be set up because of damages to property or personal injury received by reason of, or in the course of performing work which may be occasioned by a willful or negligent act or omissions of the Chamber, or any of the Chamber's officers, employees, or agents or any subconsultant.
20. Waiver. No failure on the part of either party to exercise any right or remedy hereunder shall operate as a waiver of any other right or remedy that party may have hereunder, nor does waiver of a breach or default under this Agreement constitute a continuing waiver of a subsequent breach of the same or any other provision of this Agreement.
21. Governing Law. This Agreement, regardless of where executed, shall be governed by and construed to the laws of the State of California. Venue for any action regarding this Agreement shall be in the Superior Court of the County of Santa Clara.
22. Termination of Agreement. The Town and the Chamber shall have the right to terminate this agreement with or without cause by giving not less than fifteen days (15) written notice of termination. In the event of termination, the Chamber shall deliver to the Town all plans, files, documents, reports, performed to date by the Chamber. In the event of such termination, Town shall pay Chamber an amount that bears the same ratio to the maximum contract price as the work delivered to the Town bears to completed services contemplated under this Agreement, unless such termination is made for cause, in which event, compensation, if any, shall be adjusted in light of the particular facts and circumstances involved in such termination.

23. Amendment. No modification, waiver, mutual termination, or amendment of this Agreement is effective unless made in writing and signed by the Town and the Chamber.
24. Disputes. In any dispute over any aspect of this Agreement, the prevailing party shall be entitled to reasonable attorney's fees, including costs of appeal.
25. Notices. Any notice required to be given shall be deemed to be duly and properly given if mailed postage prepaid, and addressed to:

Town of Los Gatos
Attn: Town Clerk
110 E. Main Street
Los Gatos, CA 95030

LOS GATOS CHAMBER OF
COMMERCE
Attn: Jennifer Lin, Chief Executive Officer
10 Station Way
Los Gatos, CA 95030

or personally delivered to Chamber to such address or such other address as Chamber designates in writing to Town.

26. Order of Precedence. In the event of any conflict, contradiction, or ambiguity between the terms and conditions of this Agreement in respect of the Products or Services and any attachments to this Agreement, then the terms and conditions of this Agreement shall prevail over attachments or other writings.
27. Entire Agreement. This Agreement, including all Exhibits, constitutes the complete and exclusive statement of the Agreement between the Town and Chamber. No terms, conditions, understandings or agreements purporting to modify or vary this Agreement, unless hereafter made in writing and signed by the party to be bound, shall be binding on either party.

IN WITNESS WHEREOF, the Town and Chamber have executed this Agreement.

Recommended by:

Los Gatos Chamber of Commerce by:

Monica Renn, Economic Vitality Manager

Chief Executive Officer, Signature

Town of Los Gatos by:

Chief Executive Officer, Printed Name

Chris Constantin, Town Manager

Approved as to Form:

Attest:

Gabrielle Whelan, Town Attorney

Wendy Wood, Town Clerk

EXHIBIT A - SCOPE OF SERVICES
AGREEMENT FOR SERVICES WITH THE CHAMBER OF COMMERCE
2025/2026

**LOS GATOS VISITOR INFORMATION CENTER, VISIT LOS GATOS WEBSITE,
SOCIAL MEDIA AND DESTINATION MARKETING SERVICES FOR \$88,000**

All services rendered as a part of this scope of services under the function of the Los Gatos Visitor Information Center shall be to the benefit and promotion of Town-wide stakeholders including businesses, residents, and visitors.

The following services and information will be coordinated and provided by the Chamber of Commerce as a part of the operations of the Los Gatos Visitor Information Center, Visit Los Gatos Website, and Visit Los Gatos Social Media and Destination Marketing Services:

1. Provide services to manage and maintain Visit Los Gatos as follows:
 - a. Maintain branded website, <https://visitlosgatosca.com>, that is easily accessible, simple to navigate, and appears within the top online keyword searches; and
 - b. Ensure the services, promotions, content, etc. under the umbrella of Visit Los Gatos is open to and inclusive of all Los Gatos businesses regardless of their membership status at the Los Gatos Chamber of Commerce; and
 - c. Ensure the branding and messaging of content related to Visit Los Gatos is reflective of the Town's goals and objectives; and
 - d. Include language on the website that clearly reflects the partnership of the Town of Los Gatos and Chamber of Commerce as partners/sponsors of the website (the Town continues to provide a direct link from its website to Visit Los Gatos); and
 - e. Provide marketing such as digital and printed materials to visitors at the hotels, restaurants, shops, Chamber of Commerce Office, Town Hall, Library, etc. that identifies and promotes the Visit Los Gatos website, social media, and related activities; and
 - f. Maintain and update the information on the website in a timely manner to ensure the information provided is accurate and up to date, with a minimum of once monthly updates; and
 - g. Provide dedicated staffing to support the social media and destination marketing efforts of Visit Los Gatos, including Visit Los Gatos focused posts published regularly across social media and similar platforms.
 - h. When feasible, engage with cross-promotional opportunities, mobile applications/widgets, social media tags, or influencer engagement to increase the visibility of the Visit Los Gatos brand and destination marketing efforts on a variety of platforms.
2. Continue to support the Town's business outreach efforts for events, meetings, and programs through social media, email, etc.
 - a. Promote Town events in Chamber of Commerce marketing materials including email notifications and newsletters. Content will be provided by Town staff for distribution.

3. Offer in-person Los Gatos Visitor Information Center services at the Chamber of Commerce offices.
 - a. Respond to walk-in and call-in inquiries, and encourage engagement with the Visit Los Gatos website and social media platforms; and
 - b. Allow Town meetings with the business community to be conducted at the Chamber of Commerce offices during mutually agreed upon times and days.
4. Provide Annual Written Reports and Monthly Invoicing.
 - a. The annual written reports shall be provided to the Economic Vitality Manager of the Town no later than May 1, 2026 by the Chamber of Commerce that quantifies services rendered and accounts for all funds expended to meet this Scope of Services, and the attached Agreement. The report shall include data points for three different time periods, at least three months apart and within the time frame of the attached agreement that quantifies the services provided and specifies the various marketing collateral, applications, social media channels, staffing, and any other channels utilized to provided destination marketing and Visitor Information Center services; and
 - b. Invoice the Town for payment of services monthly, as described in the attached Agreement.