

AMENDMENT NO. 2
to
PROFESSIONAL SERVICES AGREEMENT NO. W2676
between
WEST BASIN MUNICIPAL WATER DISTRICT
and
SOUTH BAY CITIES COUNCIL OF GOVERNMENTS
for
WATER EFFICIENCY PROGRAMS PARTNERSHIP

As of August 28, 2017, the West Basin Municipal Water District, herein "DISTRICT", and the South Bay Cities Council of Governments herein "CONSULTANT", agree as follows:

SECTION 1 - PURPOSE

The DISTRICT retained CONSULTANT to furnish consulting services under Agreement W2676 dated September 1, 2011, hereinafter called "Original Agreement". The parties desire to modify the Original Agreement to reflect additional costs, amended services, and an extension of term.

SECTION 2 - CONTINUED SERVICES OF CONSULTANT

Section 22 is added to the Original Agreement to read:

"SECTION 22 - CONTINUED SERVICES OF CONSULTANT

The CONSULTANT shall perform the additional consulting services for the Water Efficiency Programs as requested by the DISTRICT and as further defined in the attached Scope of Work (Exhibit "C"). The DISTRICT shall pay the CONSULTANT not to exceed \$199,684.00 for the added services authorized under this Section. Fees shall be paid in accordance with the fee schedule contained in Exhibit "C". Total payments to CONSULTANT under the Original Agreement, subsequent amendments, and this Amendment shall not exceed \$379,184.00.

SECTION 3 - AMENDED TERM

Section 3 of the Original Agreement shall be replaced in its entirety with the following:

SECTION 3 - TERM

The term of this Agreement shall be for a period of two (2) years commencing September 1, 2016 and concluding August 31, 2018.”

SECTION 4 - OTHER

Except as provided herein, the Original Agreement is affirmed.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed as of the date of the latest signature below.

APPROVED:

West Basin Municipal Water District

By: _____ Date _____

David L. Shull, Procurement Officer

APPROVED AS TO FORM

By: _____ Date _____

Olivier Lemieux O'Neill, LLP
District Counsel

APPROVED

CONSULTANT

By: _____ Date _____

Name & Title: _____

(please print)



**Water-Efficiency Program Partnership between
West Basin Municipal Water District and the
South Bay Cities Council of Governments**

“SCOPE OF WORK”

September 1, 2017 – August 31, 2018

This “Scope of Work” (SOW) covers the programs and activities that the South Bay Environmental Services Center (SBESC), a program of the South Bay Cities Council of Governments (SBCCOG), will conduct in support of West Basin Municipal Water District’s (West Basin) programs for a 12-month period, commencing on September 1, 2017 through August 31, 2018. The total Agreement amount will not exceed **\$199,684**.

The SOW tasks include education, coordination, and implementation of West Basin’s programs as shown below. With West Basin’s prior approval, this agreement can allow for the addition, removal, or substitution of programs in the event that the timing or budgetary process for a specific task makes its implementation infeasible during the duration of this agreement. If programs are added or substituted, the total amounts will not exceed the Board approved contractual amount of this agreement.

This SOW includes activities for the following categories:

1. Educational Outreach Support	\$72,504 (\$6,042/month)
a. Exhibit events	
b. Kiosk	
c. Media/Web/E-mail	
d. On-Going outreach	
e. Water Reliability Support Cards Collection	
2. Support for Workshops & Events	\$42,260
a. Promote Educational Classes	
b. Assist with Rain Barrel Distribution Events	
c. Assist with Greywater Classes	
d. Assist with Water Harvest Event	
3. Water Reliability (WR) Outreach	\$ 3,120
a. Secure presentations	
4. Administer Cash for Kitchens Program	\$ 35,700
5. Provide Outreach for Disadvantaged Communities (DAC) Clothes-Washer Program	\$ 39,000
6. Provide Translation Services	\$ 2,600
7. Green Building Program	\$ 4,500
Total	\$199,684

Billing Instructions for SOW

The tasks for the Educational Outreach Support category will be billed on a pro-rated monthly basis (\$6,042 per month) and all invoices will include the following: a summary of activities (by Director Division), copies of receipts, a year-to-date tracking of budgets and labor hours, copies of articles or press releases, sign-in sheets, photos, and any other back-up documentation that supports the deliverables on the invoice. Also, the SBESC will include in its monthly reports the number of people reached at each event and the total estimated number reached. The tasks associated with categories 2-6 above will be billed monthly based on a time and materials basis as work is completed. Task 7 Green Building Program amount will be billed as a one-time amount (\$4,500) on the September 2017 invoice.

1. Educational Outreach Support of West Basin's WR Programs

The SBESC will help communicate West Basin's WR Program to the public through its outreach efforts and existing communication channels. **The goal is to conduct program activities equally in each of West Basin's five electoral divisions in the South Bay.** SBESC will track all activities utilizing an Excel spreadsheet that is separated by each Director's Division.

Activities

- A. Exhibit Events** – SBESC will inform the community about West Basin's WR Programs over a 12-month period at the various exhibit events it attends.
- SBESC will provide outreach for West Basin at a minimum of 100 exhibit events. The SBCCOG staff and volunteers will take digital photos at the events and provide them to West Basin. These photos will provide visual examples of the work conducted by the SBESC.
- B. Kiosk** - SBESC will be responsible for promoting West Basin's WR Program at the two current Kiosks; one located at the Promenade on the Peninsula and the other at the California Small Business Development Center (hosted by El Camino College). SBESC will provide photos and a list of items that are contained in the Kiosk and will coordinate with West Basin to keep the materials updated. SBESC will also research other locations that may have Kiosks and provide additional promotional opportunities.
- C. Media/Web/E-mail** – SBESC will disseminate WR Program information through its existing communication channels, including but not limited to its web site, e-mail blasts, Facebook, twitter, and other social media. SBESC communications, such as its monthly newsletter, will also be utilized. The SBESC will conduct the following number of activities:
- Communicate WR Program at a minimum of one article per SBESC e-Newsletter and also promote via 30 e-mail blasts.

D. On-Going Activities

- SBCCOG staff will provide the SBCCOG Board of Directors, City Managers, and others at the SBCCOG Committee meetings with regular updates on West Basin's water-efficiency programs and WR efforts. (SBESC will track and document these efforts in the monthly invoicing and reporting);
- Cities - SBESC will communicate WR to its cities through its contacts and committees;
- Chambers of Commerce – SBESC will provide West Basin's WR Program information, as it relates to businesses, to the South Bay Association of Chambers of Commerce and all other chambers located within West Basin's service area, including the L.A. County unincorporated areas covered by the SBCCOG service area;
- Education Center – SBESC will keep West Basin's display up-to-date at its office/education center, with current and relevant West Basin information;
- Train 100% of the SBCCOG volunteers on West Basin's WR & water-efficiency programs, and also invite West Basin staff to attend and participate; and
- SBESC will provide West Basin with a schedule of its outreach events on a weekly basis, or as updates occur. This communication will assist West Basin staff with scheduling loads and avoid event conflicts.

E. Obtain Water Reliability Support Cards

- SBESC will strive to obtain 300 WR support cards from all outreach events for the contract year.

WEST BASIN TASKS (TASK A – E)

West Basin will:

- Provide the SBESC with green colored support cards. This coding will help West Basin identify the cards obtained by the SBESC;
- Continue to coordinate with SBESC to ensure they have adequate supplies of West Basin's most updated WR Program information and literature;
- Provide input on newsletter topics;
- Provide SBESC with a schedule of its outreach events, at the very least, on a monthly basis, or as updates occur. This communication will keep the SBCCOG staff informed and updated on West Basin's conservation and outreach events

SBESC TASKS

- The SBESC will develop a regular and agreed upon schedule with West Basin for ordering supplies. The SBESC will coordinate with West Basin's Conservation and Public Information Departments.

2. Support of Workshops and Events (Tasks A - E)

All informational documents related to events/activities that SBESC is responsible for supporting (such as flyers) will be reviewed by SBESC prior to distribution to help ensure details are correct and that there is consistency in deployment between the organizations.

A. Educational Classes: California Friendly Landscape Training Classes (CFLT), Turf Removal (TR), Ocean Friendly Garden and Hands-on-Workshops (HOW's)

The SBESC will assist in promoting a minimum of twelve (12) and maximum of twenty-four (24) CFLT landscape classes, Turf Removal (TR), Ocean Friendly Garden (OFG) and/or HOWs to cities throughout the South Bay and L.A. County unincorporated areas.

The CFLT and TR classes are being funded by the Metropolitan Water District (MWD) and the Ocean Friendly Garden Classes and Hands-on-Workshops are being funded by West Basin. West Basin will work with MWD to schedule classes and secure a trainer for each class. In order to hold a class, MWD's minimum class size requirement is 20 people; however, SBESC cannot guarantee or be held responsible for the minimum class size. Also, MWD has developed a Spanish and Chinese CFLT class. If opportunities present themselves, West Basin will work with the SBESC to implement a few of these classes, but stay within the 12-24 total number of classes and HOWs. West Basin will schedule and coordinate the Ocean Friendly Garden Classes and HOW workshops. The tasks are shown below.

SBESC TASKS

- Promote every CFLT, TR Class, OFG Class, and HOW via all SBESC communication channels;
- Reach out to city contacts, libraries, etc., and request that they promote the classes on their web site, social media, advertisement boards, announcements, newsletters and that they e-blast to their listserv;
- The SBESC will track and document the various marketing activities conducted by its staff and, to the best of its ability, conducted by the local cities and organizations with which it coordinates and provide the information as part of the monthly billing / reporting;
- Strive for an attendance of 20-50 participants per class and take class reservations by phone and online reservation system;
- Provide residents with reminder emails (2) and also request residents confirm their attendance to classes, workshops and rain barrel events;
- Attend each CFLT, TR, OFG, and HOW in the SBCCOG's geographical area and provide/coordinate the following:
 - Healthy snacks for each class.
 - In order to comply with the green and sustainable practices of each city, SBCCOG staff will try to use "green" and recyclable products and try to eliminate the use of packaging, styrofoam, and non-recyclable plastics at the events.
- Conduct sign-in registration on day of each CFLT class and HOW and provide West Basin with a copy of the sign-in sheet for events within the South Bay territory;
- Database the registrants and provide West Basin with the digital spreadsheet; and
- Promote all West Basin programs at classes and HOWs.

Note: For the areas outside of the SBCCOG service area, but within West Basin (such as Culver City, West Hollywood, Malibu, and Topanga), SBESC will provide the following services: take RSVPs, provide energy outreach materials to West Basin, send out class reminder e-mails, develop a RSVP electronic database and assist with ordering the refreshments (but not pay for food). No day of or on-site services will be provided.

WEST BASIN TASKS

- Work with the Board to select cities and locations to hold the classes;
- Secure locations and coordinate with site contacts;
- Work with local water purveyors and cities to send flyers to water users and invite them to the class;
- Provide instructor for classes and training materials;
- Provide SBESC with event flyer no later than one month prior to event; and
- Develop a flyer and door hanger advertisements to promote the classes.

B. Assist with Rain Barrel Distribution Events

The SBESC will assist West Basin with coordinating five (5) Rain Barrel Distribution Events and will provide a minimum of one SBCCOG staff person at the event to handle the participation forms. West Basin will provide non-profit groups and volunteers at each event. The SBESC will instruct and direct several of the volunteers to assist with the registration forms. West Basin/SBCCOG staff will direct and assign the volunteers with traffic control and loading duties. The SBESC will conduct the following in coordination with West Basin:

SBESC TASKS

- Take RSVPs prior to the event and send out reminder notices;
- Attend the event and handle the registration process;
- Work with West Basin's non-profit Community-Based Organization (CBO) volunteers;
- Coordinate with the various partners and vendors;
- Have each volunteer sign a West Basin Hold Harmless waiver form;
- Hold a safety meeting and provide each volunteer with a safety vest;
- Assign roles and train the volunteers on the various duties at the event;
- Provide healthy snacks and refreshments for volunteers at the events; and
- Sign guests in and develop a sign-in list and database to provide to West Basin.

WEST BASIN TASKS

- Work closely with the SBESC to coordinate distribution events;
- Provide the non-profit CBO volunteers for each event;
- Provide the SBESC with the Hold Harmless waiver form;
- Schedule the event dates and secure the event locations; and
- Procure the rain barrels and have them delivered to the event site.

C. Coordinate Greywater Workshops

The SBESC will assist in promoting, registering / data basing, tabling, and providing refreshments at West Basin's fifteen (15) Greywater Workshops throughout West Basin's service area in the South Bay and L.A. County unincorporated areas.

In 2017, West Basin was awarded a funding grant from the United States Bureau of Reclamation (Reclamation) to increase the number of workshops to 15 and to add a voucher component. The goal of this task is to conduct 5 large Rainwater / Greywater Symposiums and to invite interested residents to one of the 10 Greywater “Hands-on-Workshops” that focus on greywater system installations. Qualifying participants (that are in West Basin’s service area) will be able to receive a \$100 voucher to assist with the purchase of the greywater system components.

West Basin will work with SBESC to schedule the workshops and West Basin will secure a trainer for each class.

SBESC TASKS

- Promote every Greywater Workshop via all SBESC communication channels;
- Strive for an attendance of up to 50 participants for the 5 larger Rainwater / Grey Symposiums and 25 participants per class for the 10 Greywater “Hands-on-Workshops”; take class reservations by phone and online reservation system;
- The SBESC will attend each Greywater Workshop in the SBCCOG’s geographical area and provide/coordinate the following:
 - Healthy snacks for each class.
 - In order to comply with the green and sustainable practices of each city, SBCCOG staff will try to use “green” and recyclable products and try to eliminate the use of packaging, styrofoam, and non-recyclable plastics at the events.
- Conduct sign-in registration on day of each class and provide West Basin with a copy of the sign-in sheet;
- Database the registrants and provide West Basin with the digital spreadsheet; and
- Promote all West Basin programs at classes.

Note: For the areas outside of the SBCCOG service area, but within West Basin (such as Culver City, West Hollywood, Malibu and Topanga), the SBESC will provide the following services: take RSVPs, provide energy outreach materials to West Basin, send out class reminder e-mails, develop a RSVP electronic database and assist with ordering the refreshments (but not pay for food). No day of or on-site services will be provided.

WEST BASIN TASKS

- Work with the Board to select cities and locations to hold the classes;
- Secure locations and coordinate with site contacts;
- Work with local water purveyors and cities to send flyers to high residential water users and invite them to the class;
- Provide instructor for classes and training materials;
- Develop a flyer to promote the Greywater classes; and
- Provide SBESC with event/workshop flyer no later than one month prior to event.

D. Assist with Water Harvest

The SBESC will assist West Basin with its Annual Water Harvest Event. The SBESC will promote the event through all the SBESC’s channels of communication, including a

minimum of three (3) e-blasts per month for the two months prior to the Water Harvest Event.

SBESC TASKS

- Provide one SBCCOG employee and 12-20 volunteers to work the event from 8:00 A.M. to 3:00 P.M. (this includes set-up and break-down time);
- Coordinate an orientation meeting with all the volunteers prior to the Water Harvest Event; the date/time of the orientation will depend on the availability of the volunteers;
- Manage all volunteer assignments, schedules and responsibilities;
- Develop a check-in / check-out procedure to verify hours worked for all volunteers;
- West Basin will provide the SBESC with a "Volunteer Booth." A SBCCOG employee will staff the booth and manage all volunteer assignments during the hours of the event;
- Schedule a weekly check-in meeting with Water Harvest lead one month prior to Water Harvest Event; and
- Assist and receive instruction from West Basin's Water Harvest Lead.

WEST BASIN TASKS

- West Basin will lead and direct the SBESC Water Harvest staff member.

3. Water Reliability Outreach

The goal of this Activity is to garner broad public support for West Basin's Water Reliability Program, and component programs, by the following actions:

SBESC TASKS

A. Secure Presentations

- The SBESC will schedule up to 6 Water Reliability related presentations to various organizations or groups, that may include the SBCCOG Legislative Committee, Infrastructure Working Group and SBCCOG Board meetings, dependent on the availability of West Basin staff. Presentations should have a goal of a minimum of 20 minutes with 15 attendees; (West Basin will provide the SBESC with the target groups to contact)
- SBESC will share prospects list and provide brief rationale for West Basin review prior to scheduling presentations;
- SBESC will notify West Basin as far ahead as possible, but with a minimum of one-week, prior to each presentation date. This will assist West Basin with determining West Basin staff availability and attendance and whether West Basin will conduct the presentation;
- SBESC will complete the scheduling form for booked presentations, noting any necessary equipment or important information, such as expected attendees (names and titles);
- SBESC will also provide a status email the day before or day of the presentation with a final list of attendees, noting any VIPs or agenda updates, if not already in the scheduling form; and
- SBESC will follow-up with a request for signed support cards and/or letters of support from the presentation; and provide status updates in its reporting.

WEST BASIN TASKS

- West Basin will communicate current outreach goals monthly so that SBESC, West Basin and other West Basin consultants are in alignment; and
- West Basin will review potential organizations or individuals and aim to provide a response within 3 business days.

4. Administer Cash for Kitchens Program

In 2017, West Basin was awarded a new funding grant from the Department of Water Resources (DWR). Beginning on September 1, 2017 the role of the SBESC for this task will change to the following:

SBESC TASKS

Coordinate and Perform Audits

SBESC will now specifically target 75 institutional public facilities with food service and /or kitchen operations on-site, including hospitals, schools, community centers, government buildings, and others that would benefit from increasing the efficiency of their existing equipment and also from the financial assistance offered through West Basin's new direct installation of devices and education provided through the program.

SBESC will conduct the following tasks:

A. Administer Program:

- Outreach and Marketing Activities
 - Coordinate with local entities such as cities, school boards, hospitals, Board of Supervisors, Chambers of Commerce and other utilities. The new target group are institutional public facilities, such as schools, hospitals, community centers, government buildings, etc. (Please check with West Basin regarding qualifying sites);
 - Distribute materials through a variety of channels such as targeted emails, newsletters, and in-person marketing; and
 - Contact institutions with kitchen facilities through various methods to explain the program components and benefits.
- Scheduling Site Surveys
 - Set an appointment for 75 site surveys and follow-up with a phone call prior to the survey;
 - Share survey schedule via email/online database with West Basin Project Manager, SoCalGas and/or SoCal Edison supervisors; and
 - Add survey information to Program Database, and update customer tracking sheet.
- Site Survey: Water-Use Audit

- Gather the site’s water, gas, and electric device & appliance information using the West Basin-provided Survey Checklist, including information about the following:
 - Water
 - Auditor will test & inspect faucets, valves, and water-using appliances to determine flow rates, observe leaks, and assess operating conditions.
 - Identify, document and photograph any ice-machines on the premises.
 - Gas
 - Gas Company Technician (if available) will check all gas equipment for operating conditions, recommend rebate-eligible devices, if appropriate, and offer any additional assistance possible.
 - Electric
 - Edison Technician (if available) will gather electrical equipment information for recommending rebates and/or device replacements.
- Site Survey: Report Presentation to Management
 - Compile all audit information into a report using the West Basin tablet
 - Either print a copy of the report on-site (using “mobile office”), or email a copy and meet with the facility manager or owner to go over report findings (10 – 15 minutes):
 - Point out any leaks encountered
 - Discuss rebate availability for kitchen equipment at the facility; provide materials or web address for rebate applications from MWD, Gas Company, or Edison
 - Provide recommendations for small equipment retrofits (flow restrictors, pre-rinse spray valves, faucet aerators)
 - Distribute educational materials (“Every Drop Counts” poster)
 - Notify manager / owner of their eligibility for free installations of Air-Cooled Ice Machines, Pre-Rinse Spray Valves, and/or Faucet Flow Restrictor Valves
 -
- Administrative Tasks Following Visit
 - Update the Program Tracking Sheet, identifying the following:
 - Date and location of visit
 - Facility contact information (Name, position, phone number, email)
 - Existing devices eligible for MWD, SoCalGas, or Edison rebates (type & quantity)
 - Send ice machine photos to West Basin Program Manager

WEST BASIN TASKS

Collateral Materials and Devices

- West Basin will provide a revised Audit form; and
- West Basin will provide a flyer that discusses West Basin’s direct install grant program.

5. Disadvantaged Community (DAC) Water-Energy Initiative Program (Clothes-Washer)

In 2017, West Basin was awarded a funding grant from the Department of Water Resources (DWR) to provide outreach to the DAC areas within West Basin's service area and provide free installation of high-efficiency (H-E) showerheads, sink aerators and H-E Clothes Washers. With the assistance of the SBESC, West Basin will implement a 2-step process to enroll the resident.

The goal of this task is to help develop legitimacy and a public comfort level surrounding this project and for the SBESC to conduct the following support actions:

SBESC TASKS

- The SBESC will utilize all of its local community groups, neighborhood clubs and leaders to promote the program and to conduct group presentations;
- The SBESC will provide outreach to qualifying residents and assist them with registering for a free survey and to explain the project. The SBESC will coordinate with West Basin's survey and installation vendor to schedule the surveys;
- If a resident needs additional help, the SBESC will assist them through the program process; and
- The SBESC will also attend neighborhood and community meetings, making presentations about the program and assisting customers over the phone.

WEST BASIN TASKS

- West Basin will hire a qualified and insured survey and device installation vendor.
- The vendor will coordinate with the SBESC on the scheduled surveys.
- West Basin will manage the new installation vendor and assist with any issues.

6. Provide Translation Services

West Basin has estimated 40 hours in this contract for assistance with translation services. If needed, West Basin will request SBESC to translate materials during the contract year. The SBESC will obtain West Basin approval prior to translating any materials. West Basin will review and provide final approvals for all translation materials prior to them being finalized and printed.

7. Green Building Program

- The SBCCOG will continue the Green Building Program for contract year 2017-2018 building on the momentum strategies, and contacts developed through the Program;
- This Program will provide participants with a list of water measures to consider and dedicated staff support for implementation;
- Measures will include participation in direct install, rebate, incentive, pilot, and educational programs offered by the various program participants;
- Program will include outreach to the business community to support water conservation, education and participation in rebate programs;
- Partner logos will be included on program flyers, website, newsletter, and promotional materials;

- Program will partner with sponsors to provide targeted outreach (e.g. by industry or high usage);
- Opportunity for West Basin to co-host and speak at program events;
- Recognition of West Basin as a program partner at outreach events, including City Council and Commission meetings; and
- Name/logo on signage and invitation at any Green Building Program award events.

SBESC TASKS

- Provide West Basin with list of water conservation measures that SBESC identified with participants;
- Promote West Basin programs and rebates;
- Provide the current list of businesses to West Basin and GIS plot map the businesses per West Basin Division; and
- Alert West Basin of public outreach opportunities.

WEST BASIN TASKS

- Review list of measures and update.

Board Presentations

The SBESC, at the direction of West Basin staff, will provide the WBMWD Board with an interim deliverables briefing mid-way through the year in February 2018 and support West Basin with a year-end recap in August 2018. West Basin will lead the presentations and the SBESC will provide support.