

**AMENDMENT NO. 1 TO CONSULTING SERVICES AGREEMENT BETWEEN
THE CITY OF SAN LEANDRO AND
CUSTOMINSIGHT
FOR
EMPLOYEE ENGAGEMENT SURVEY**

This **Amendment No.1** (“Amendment”) is made by and between the City of San Leandro (“City”) and CustomInsight (“Consultant”) (together sometimes referred to as the “Parties”) as of February 15, 2023, and amends that certain Consulting Services Agreement (“Agreement”) dated December 1, 2021, between the Parties.

WHEREAS, City and Consultant have executed the Agreement, pursuant to which Consultant has provided certain consulting services to City with regard to an employee engagement survey, and

WHEREAS, the Parties desire to amend the Agreement to include a subsequent employee engagement survey.

NOW THEREFORE, for good and valuable consideration, the sufficiency of which is hereby acknowledged, the Parties hereby agree to amend the Agreement as follows:

1. Section 1.1 of the Agreement entitled “Term of Services” is hereby amended to extend the term from December 31, 2022 to June 30, 2025; and
2. Section 2 of the Agreement entitled “Compensation” is hereby amended to pay Consultant a sum not to exceed \$50,000 (\$13,000 per year); and
3. Exhibit A of the Agreement entitled “Scope of Services” is hereby amended as attached.
4. Exhibit B of the Agreement entitled “Compensation Schedule & Reimbursable Expenses” is hereby amended as attached.
5. All other terms shall remain in full force and effect.

This Amendment may be executed in multiple counterparts, each of which shall be an original and all of which together shall constitute one agreement.

SIGNATURES ON FOLLOWING PAGE

The Parties have executed this Amendment as of the date first written above. The persons whose signatures appear below certify that they are authorized to sign on behalf of the respective Party.

CITY OF SAN LEANDRO

CUSTOMINSIGHT

DocuSigned by:
Fran Robustelli
C063C023AF624E3...
Fran Robustelli, City Manager

DocuSigned by:
Bill Freund
DocuSigned by:
79AB1C085A2F470...
Bill Freund, VP of Marketing & Business Development



Attest:

DocuSigned by:
Kelly B. Clancy
F21D2CC0C7F54D0...
Kelly Clancy, City Clerk

Budget Approved: x ^{DS} *MB*

Approved as to Fiscal Authority:

DocuSigned by:
Mayette Bailey
For
CFC89F52127D423...
T. Michael Yuen, Finance Director

010-12-060-5120
Account Number

Approved as to Form:

DocuSigned by:
Richard Pio Roda
7B41336F6D8F470...
Richard D. Pio Roda, City Attorney

DocuSigned by:
Emily Hung
F3F202A41F3542C...
Emily Hung, Human Resources Director

EXHIBIT A

SCOPE OF SERVICES



CustomInsight will provide to **City of San Leandro** a complete **Employee Engagement** survey package, comprised of:

Project Management	A dedicated project manager will handle implementation to make sure your survey runs smoothly and achieves maximum participation.
Scientific Framework	Based on extensive research & analysis, our proprietary methodology was carefully designed to help you build a high-performance organization.
Engagement Survey	We offer action-oriented and validated survey items with benchmarks, but you can add/remove survey questions and personalize the terminology.
Automatic Probing	At the end of the survey, we ask a few targeted follow-up questions tailored to each employee, to provide extra help where it's needed most.
Interactive Dashboard	Our dashboard is an intuitive web-based analysis tool that shows how your organization is performing on employee engagement and much more.
Top Priorities	Using artificial intelligence, we replicate the analysis of experienced consultants to diagnose and summarize your organization's urgent issues.
Group Analysis	You can filter the results by custom groups, such as location, department, level, tenure, and manager. You can also view crosstabs and heatmaps.
Insight & Advice	Clicking any survey item in the dashboard provides our expert guidance, to contextualize it, facilitate your understanding, and foster impactful action.
Retention Analysis	Using the survey results and predictive analytics, we uncover ways to boost your employee retention and to improve your onboarding process.
Comment Analysis	Using AI, our system will analyze the written comments to identify primary themes and enable you to click any theme to see the underlying comments.
Conversations	Click any written comment to initiate an anonymous email conversation with the person who wrote it (for clarification, appreciation, etc.).
Dashboard Sharing	To achieve greater leverage, share dashboards for groups with individual employees (e.g., managers) so they can address issues in their own teams.
Expert Debrief	One of our experts will walk you through your results, highlight key insights, and help you start planning actions to address issues discovered.
Action Planning	In our integrated action planning module, dashboard users can view their flagged items, and then convert them into goals, with tasks and due dates.
Progress Checks	From the dashboard, you can easily request follow-up feedback on any flagged survey items, to ensure improvements are on track during the year.
Individual Reports	We can email an engagement report to each individual employee, showing their own engagement level and describing ways they could improve it.
DEI Survey	Our engagement survey can include extra questions and insights about diversity, equity, and inclusion or you can use our separate DEI survey.

Custom Surveys	Build a survey from scratch for any purpose. Includes a variety of question formats. Reports don't include analytics specific to employee engagement.
Virtual Suggestion Box	Receive anonymous feedback from employees on anything, anytime, anywhere. Reply to them directly via email while maintaining anonymity.

EXHIBIT B

COMPENSATION SCHEDULE & REIMBURSABLE EXPENSES

- The cost for the Employee Engagement Survey package for up to **475** employees invited is **\$10,250**.
- CustomInsight maintains the right to withhold the final data until payment is received.
- All prices are in USD. Payment to be made within 30 days of invoice; 1% per month penalty for late payment.