

SIDE LETTER OF AGREEMENT

BETWEEN

CITY OF SANTA MONICA

AND

ADMINISTRATIVE TEAM ASSOCIATES

This Side Letter memorializes an agreement reached between the City of Santa Monica (the "City") and the Administrative Team Associates ("ATA"), to reflect the agreed-upon amendment to the Memorandum of Understanding, Contract No. 10542 (CCS) ("MOU") entered into between the City and ATA for the term of July 1, 2017, through June 30, 2020. All other terms and conditions of the existing MOU shall remain in full force and effect. The amendment to the MOU is as follows:

Representatives of the City and ATA have reached an understanding as to the efforts that will be undertaken by the City to minimize the number of occasions that the City will contact off-duty employees in its Information Services Department (ISD) who are represented by ATA to provide assistance in dealing with perceived emergency situations. In this regard, these individuals are not in an "on-call" status while off duty. However, such employees may, on occasion, be contacted outside of their normal working hours to respond to critical technology outages. In these circumstances, if available, these employees are expected to respond to calls or other communications from the City while they are off duty. Availability shall be determined by the employee using a reasonable person's standard. No adverse consequences will be pursued with respect to any employee who is not available when called, so long as the employee is using the reasonable person standard identified in the previous sentence to determine his or her own availability.

The understanding of the parties is set forth as follows:

1. ISD management staff will establish a new communication system for external departments to ensure that ISD ATA employees are only called when necessary by the appropriate ISD Management staff. ISD management staff must be involved in the decision to attempt to either call an ISD ATA employee back to work or request the employee to work remotely outside of normal working hours.
2. ISD management staff will create a service matrix for departmental and enterprise mission critical systems. The goal is to define service level and support expectations for City Information Technology systems to avoid unnecessary after hours support calls.
3. ISD will issue a Request for Proposal (RFP) for a Network Operating Center (NOC) in order to enhance after hours support and manage communication between end-users and ISD.

The above measures will be implemented by October 1, 2018, with the exception of the NOC. The NOC will be implemented as soon as possible taking into consideration the unknown constraints of implementing a contract with an outside vendor.

The parties agree to paragraphs 1, 2, and 3 above for a trial period through February 28, 2020. The parties will meet by the end of June 2019 to review the progress of the approach described above and, if necessary, to revise the agreed-upon approach in the event the NOC has not yet begun, especially if it appears that there will be a long delay in causing the NOC to be implemented and operational.

IN WITNESS WHEREOF, the parties hereto have caused this Side Letter of Agreement to be executed this 13th day of August, 2019.


ATTEST:


DENISE ANDERSON-WARREN
City Clerk

CITY OF SANTA MONICA
a municipal corporation

By: 
RICK COLE
City Manager

APPROVED AS TO FORM:


LANE DILG
City Attorney

ADMINISTRATIVE TEAM ASSOCIATES

BY: 
BENJAMIN STEERS
ATA Representative