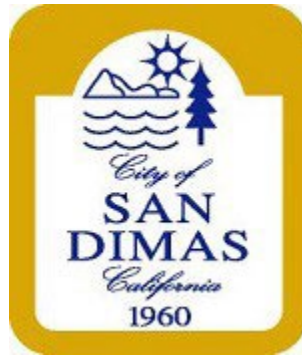


City of San Dimas California



REQUEST FOR PROPOSALS

Records Management Program
Assessment and Development

Debra Black
City Clerk

July 2024
City of San Dimas, California

PROPOSAL DUE DATE: August 16, 2024 4:30 PM

Table of Contents

- 1 Introduction 3
 - 1.1 Overview 3
 - 1.2 About the City of San Dimas 3
 - 1.3 Project Timeline 3
 - 1.4 City Contact Information 4
 - 1.5 RFP Inquiries 4
 - 1.6 Terms of Service 4
- 2 Goals and Background 4
 - 2.1 Project Objectives and Goals 4
 - 2.2 Target Audiences 5
 - 2.3 Our Current Environment 5
- 3 Vendor Experience 5
 - 3.1 Vendor Experience and Development Criteria 5
 - 3.2 Design Guidelines and Qualifications 6
 - 3.3 Ongoing Services 7
 - 3.4 Optional Services 7
 - 3.5 Additional Options 7
- 4 Evaluation of Proposals 7
 - 4.1 Evaluation of Submitted Proposals 7
 - 4.2 Evaluation Criteria 7
 - 4.3 Evaluation 8
 - 4.4 Interviews and Demonstrations 8
 - 4.5 Recommendation for Award 8
 - 4.6 Contract Discussions 8
 - 4.7 Notice of Award 8
- 5 Vendor Qualifications and Obligations 8
 - 5.1 Documents to Be Submitted 8
 - 5.2 Pending Litigation 12
- 6 Submission Format and Delivery Requirements 12
 - 6.1 Proposal Response Delivery 12
 - 6.2 Date and Hour of Submission 12
 - 6.3 Acceptance or Rejection of Submissions 12
 - 6.4 Costs for Document Development 12
 - 6.5 Proposal Validity 12
 - 6.6 Contract Evaluation and Award 12
- 7 Contract Negotiation and Execution 13
 - 7.1 Proposal Submission Certification 13
 - 7.2 Insurance Requirements 14

1 Introduction

1.1 Overview

This RFP does not obligate the City of San Dimas to award a contract or complete the project and the City of San Dimas reserves the right to cancel the solicitation if it is considered to be in its best interest.

Project Summary

The City of San Dimas seeks a qualified vendor to conduct a comprehensive Records Management Assessment and Development project. The scope of this project includes:

1. Conducting a thorough assessment of the City's current records management processes.
2. Updating the existing Records Retention Schedule to align with best practices and legal requirements.
3. Developing a comprehensive Records Management Policy.
4. Implementing a compliance auditing process to ensure adherence to the new policies.
5. Evaluating the feasibility and requirements for integrating an Electronic Document Management System (Trusted System).

The selected vendor will work closely with City staff to ensure the successful implementation of these objectives, ultimately improving the accessibility, security, and efficiency of the City's records management system.

This project aims to improve access to information, safeguard vital records, minimize litigation risks, enhance public records request responses, control the proliferation of materials occupying office space, and reduce operating costs.

1.2 About San Dimas

San Dimas was incorporated in 1960 and is nestled in the foothills of the San Gabriel - Pomona Valleys. San Dimas is situated approximately 20 miles east of Los Angeles and has a population of approximately 34,000. L.A. County Sheriff's Department maintains law enforcement responsibility for the City and L.A. County Fire provides fire protection.

San Dimas maintains a council-manager form of government. Residents are stockholders in a municipal corporation, electing a mayor and four council members at large to represent them. As elected representatives of its citizens, the City Council develops and establishes ordinances and policies in the best interest of its citizens. The City Council acts as a part-time board of directors, appointing a City Manager to conduct the City's day-to-day affairs.

The City Council is committed to maintain and continue to enhance the "quality of life" in San Dimas.

1.3 Project Timeline

Project Timeline Dates	
RFP Release Date	July 29, 2024
Written Inquiries Due	August 9, 2024
Response to Vendor Questions	August 14, 2024
Proposal Deadline	August 16, 2024
Completion of Proposal Evaluations	August 23, 2024

Final Vendor Selection/Award	August 30, 2024
Anticipated Launch	September 9, 2024

1.4 City of San Dimas Contact Information

This RFP is issued by the City of San Dimas, 245 E Bonita Ave, San Dimas, CA.

The point of contact for all questions or requests for additional information is:

Contracting Contact:

Debra Black, City Clerk
245 East Bonita Ave.
San Dimas, CA 91773
Email: cityclerk@sandimasca.gov

All questions shall be via email only. All contact with personnel employed by the City of San Dimas except for the contact persons named above with respect to this RFP shall be prohibited. Failure to comply with this contact protocol may result in disqualification.

1.5 RFP Inquiries

All inquiries regarding this RFP including requests for additional information or clarification and proposed modifications or amendments to the RFP must be submitted in writing in accordance with 1.4 above. All inquiries must be received no later than **4:30 PM on August 9, 2024** and must be labeled “Records Management Assessment and Development.” Each inquiry must include the inquirer’s name, firm, telephone number and email address. Each inquiry should begin by referencing the RFP page number and section to which it relates.

The City of San Dimas will attempt to provide any assistance or additional information of a reasonable nature that may be requested by interested vendors. Telephone calls **will not** be accepted regarding this RFP.

Inquiries received after the **August 9, 2024, 4:30 PM** deadline **will not** be considered. All inquiries received before the deadline will be compiled and responses to inquiries will be posted on the City of San Dimas website, located at sandimasca.gov

1.6 Terms of Service

The City of San Dimas wishes to engage a vendor for the duration of this project. Specific deliverables related to the scope of work for this project will be included in the final agreement.

2 Goals and Background

2.1 Project Objectives and Goals

The primary objectives and goals of the Records Management Assessment and Development in order of importance are:

- 2.1.1 Develop a Records Management Policy - Create a comprehensive policy that addresses the entire lifecycle of records, from creation to disposal, ensuring consistency, security, and compliance with legal requirements.
- 2.1.2 Updated Retention Schedule - Revise and update the City's Records Retention Schedule to reflect current best practices and legal mandates, ensuring all records are retained for appropriate periods and disposed of securely.
- 2.1.3 Written assessment of the agency’s current process for Records Management
- 2.1.4 Implement a Records Management Compliance Auditing process - Establish a robust auditing process to ensure ongoing adherence to the updated records

management policies and retention schedule.

- 2.1.5 Evaluate for Electronic Document Management System (Trusted System) - Assess the feasibility of integrating existing records into an EDMS that qualifies as a Trusted System. This includes identifying system requirements, planning data migration, and ensuring secure access and storage.

The Program should address the following:

- Improve access to information
- Safeguard vital information
- Minimize litigation risks
- Improve public records request responses
- Control proliferation of materials taking up office space
- Reduce duplication of information
- Maintain original, unmodified versions of retained documents
- Addresses files retained in hardcopy to be integrated in a Trusted System
- Reduce operating costs

2.2 Target Audiences

Audiences served by the Records Management Assessment and Development will include:

- 2.2.1 Members of the public
2.2.2 City Staff

2.3 Our Current Environment

The City of San Dimas currently operates with a records management system that has several challenges and areas for improvement. Below is a summary of our existing environment:

- **Outdated Retention Schedule:** The current records retention schedule is outdated and needs revision to comply with current legal requirements and best practices.
- **Hard Copy Records:** Physical hard copies are still considered the official record, leading to inefficiencies in retrieval and storage.
- **Underutilized Digital System:** Laserfiche is used for permanent records, but this digital resource is significantly underutilized, resulting in missed opportunities for streamlined records management.
- **Off-site Storage:** An off-site storage facility is in use, which adds complexity and delays to records retrieval processes.
- **Decentralized Records Management:** Each department has an assigned staff member responsible for records, but there is inconsistency in records management practices across departments.
- **Varied Storage Locations and Mediums:** Records are stored in various locations and formats, including hard copies, electronic files, and different devices, which complicates management and access.
- **Inconsistent Naming Conventions:** Different naming conventions are used across departments, leading to difficulties in identifying and retrieving records.

These conditions highlight the need for a comprehensive overhaul of the City's records management system to ensure improved accessibility, security, compliance, and efficiency.

3 Vendor Experience and Development of Criteria

3.1 Vendor Experience and Development Criteria

Preference will be given to vendors with experience in Records Management Assessment and Development, as well as Laserfiche with special attention given to vendors' breadth of experience, references, number of years of experience and expertise of staff.

Additional development criteria include:

- 3.1.1 **Collaborative Effort** – The Project will be developed through the cooperation of the City of San Dimas and the vendor, and facilitated under the supervision of a dedicated project management professional in the direct employ of the vendor.
- 3.1.2 **Skilled Team** – Vendor will supply a team of user experience, design and development professionals to supplement the development process led by the project manager. This team should include staff members skilled/knowledgeable in Records Management.
- 3.1.3 **Proven Development Process** – Vendor should have a proven development process and flexible timeline structure that favors the availability and time commitment of the City of San Dimas.
- 3.1.4 **Proven Content Management System** – The proposed content must be a proven platform for Records Management. Development that is requested and approved by the City of San Dimas should be performed by the vendor utilizing methodologies that encourage collaboration between the developer and the City of San Dimas.

3.2 Design Guidelines and Qualifications

The final product should be a collaborative effort between the City of San Dimas and the vendor, through a data-driven and consultative development process.

The vendor should utilize a data-driven design process to gather information to complete a comprehensive Records Management Program. The techniques should include the best practices of governmental agencies:

- 3.2.1 **Stakeholder survey** – Conduct surveys with City staff, including the City Clerk, department heads, and administrative staff, to validate goals and gather input for the Records Management Program.
- 3.2.2 **Observe of Current Workflow** – Observe staff in their natural work environments to identify issues with current processes and gather data for improvement recommendations.

The result of the Workflow Observation should be a written analysis of current processes and recommendations for improvement.

Specific design guidelines include:

- 3.2.3 **Design Process** – The vendor shall develop a Records Management Program that includes an update to the Records Retention Schedule and propose a plan for future integration with a Trusted System of digitized records for the City of San Dimas; and over a period of time during the project, consult with the City Clerk and City Clerk Staff to make revisions and alterations to the vendor’s original submission.
- 3.2.4 **Design Elements** – The design elements should reflect an easy to navigate, interpret and update Records Retention document once implemented.

The project is expected to include:

- Records Retention Schedule
- Procedures for the effective creation, use, maintenance, security, retention, storage, preservation, and destruction of records by all City employees and officials
- Creation of standard forms and procedures for the purpose of maintenance, storage or destruction of the City’s records and information

3.3 Ongoing Services

We are interested in understanding the ongoing services that you provide to all customers, such as:

- 3.3.1 **Access to On-Demand Training Library** – Availability of training videos and materials for ongoing staff.
- 3.3.2 **Annual Consulting Hours** – Do you offer a certain number of consulting hours as part of the base annual fee? Can these consulting hours be used each to help us keep our website fresh and engaging? For example, we may have some mini-projects such as creating or redesigning buttons, refreshing images, etc.
- 3.3.3 **Training and Best Practice Webinars** – Do you offer regular training and best practice webinars? Are these webinars recorded and viewable at a later date?

3.4 Optional Services

We are also interested in understanding other additional professional services available with your solution:

- 3.4.1 **Advanced User Experience Analysis** – Services for in-depth analysis of user needs and system usability.
- Health Check Analysis** – Ongoing monitoring and analysis of the Records Management Program's health and effectiveness.

3.5 Additional Options

Although the City of San Dimas has these specific requirements, it is also interested in your ideas for the Records Management Program. We encourage respondents to consider and propose alternative solutions and recommendations. We are particularly interested in specific Records Management Programs that your company may have already developed and implemented for other customers.

4 Evaluation of Proposals

4.1 Evaluation of Submitted Proposals

The City of San Dimas will conduct a comprehensive, fair and impartial evaluation of proposals received in response to this RFP. All proposals that are properly submitted will be evaluated using the evaluation criteria listed below. All proposals that are properly submitted will be evaluated by the Evaluation Committee that will make recommendations for the award.

4.2 Evaluation Criteria

This set of criteria will be used to evaluate each vendor's proposal. A contract will be awarded to the vendor that best satisfies the overall requirements of the RFP. Each proposal will be evaluated based on the level of creativity, differentiation and measurability.

- 4.2.1 **Communication: (20%)**
Ability to communicate clearly and work with City Staff and Evaluation Committee.
- 4.2.2 **Content should be presented in a clear and user-friendly manner for easy comprehension and navigation: (25%)**
- 4.2.3 **Local Government Experience: (25%)**
- 4.2.4 **Budget (20%)**
- 4.2.5 **Schedule (10%)**

4.3 Evaluation

Proposals will be distributed to the members of the Evaluation Committee for evaluation utilizing the criteria set forth above.

4.4 Interviews and Demonstrations

The top three companies based on the evaluation criteria will be invited for interviews and demonstrations. The format and expected content of these sessions will be communicated in advance.

4.5 Recommendation for Award

After the interviews have been conducted, the Evaluation Committee shall recommend to the City Manager the Successful Vendor, based on the outcome of the interview process. The City Manager reserves the right to make an award, not to make an award or to cancel this RFP either before or after the date of the RFP response deadline.

4.6 Contract Discussions

Upon approval by the committee, the City of San Dimas shall enter into contract discussions with the Successful Vendor. If the terms and conditions of a contract cannot be successfully established within a reasonable amount of time (as determined by the City of San Dimas), then contract discussions will be terminated and contract discussions with the next highest-ranking Vendor will commence. Negotiations shall continue at the sole option of the City of San Dimas until a contract is signed and approved or all proposals are rejected and the RFP is withdrawn.

4.7 Notice of Award

All vendors submitting a response to this RFP will be notified in writing of the award of a contract if and when an award is made. If no award is made, all vendors will be notified accordingly. For the purposes of this RFP, an award shall be deemed to have been made upon the completion of contract negotiations.

5 Vendor Qualifications and Obligations

All questions contained in this RFP must be answered. Failure by a vendor to answer all questions may result in the proposal being rejected.

5.1 Documents to Be Submitted

Vendor must submit the following information to be considered (include the corresponding item number with each response):

5.1.1 Executive Summary

<p>5.1.1.1 Summarize on one page or less the key products and services you are proposing. Explain which RFP requirements these products are intended to meet and the benefits if we use these products and services.</p>
<p>5.1.1.2 Summarize your overall strategy and approach for delivering a Records Management Program.</p>

5.1.2 Corporate Profile

<p>5.1.2.1 Provide a brief overview of your firm’s history and philosophy.</p>
--

5.1.2.2 State the year the vendor started in the business of developing Records Management Programs.
5.1.2.3 Where is the vendor company's headquarters located?
5.1.2.4 Describe the process of how your company works with remote customers.
5.1.2.5 Specify the number of public sector vs. private sector clients.

5.1.3 Services and Implementation

5.1.3.1 Provide an in-depth list of your firm's capabilities.
5.1.3.2 Explain your firm's experience in developing responsive Records Management Programs.
5.1.3.3 Identify what uniquely distinguishes your offering from your competitors.
5.1.3.4 Describe your implementation approach, project management tools and methodologies for the proposed solution.
5.1.3.5 Submit a detailed implementation plan which will address requirements, customizations, implementation schedule, delivery milestones and responsibilities for each party as Attachment C in your response.
5.1.3.6 Describe any optional services that could be included with our solution: <ul style="list-style-type: none">• Advanced training• Content strategy• Departmental branding• Program health checks

5.1.4 Client Examples

5.1.4.1 Provide three examples of responsive Records Management Programs your firm has developed. Clearly explain the design objectives, the outcome and whether your firm managed the project.
5.1.4.2 Provide three client references in your proposal, including a current contact name, organization name, phone number and email.

5.1.5 Project Team

5.1.5.1 The success of the design and implementation depends on several factors including experienced project management, a planned approach and coordination of content population. The selected vendor must provide an experienced project manager to lead the implementation process.
5.1.5.2 Define the process, project management and team structure that would execute this type of solution.
5.1.5.3 Define the interim project reviews you will utilize to gain team, management and key stakeholder buy-in and approval to move to the next phase of the project.
5.1.5.4 Define and describe the team members that would execute a project for the {entity}. Identify their experience, roles and length of time with your organization. Specify the primary point of contact.
5.1.5.5 Define how your process manages or mitigates client changes throughout the life of a project.

5.1.6 Documentation

5.1.6.1 How often is documentation updated?
--

5.1.7 Training

5.1.7.1 Describe the training that accompanies the implementation.
5.1.7.2 What types of training materials are provided?
5.1.7.3 Do you offer on-site training?
5.1.7.4 Do you offer train-the-trainer classes?
5.1.7.5 Describe your training staff's qualifications and experience.

5.1.8 Software Support and Maintenance

5.1.8.1 Describe any software support recommendations.
5.1.8.2 Describe the features of the software.
5.1.8.3 What software applications do you use to facilitate tracking the project progress?

5.1.9 Costs

The City of San Dimas prefers a firm quote for the Records Management Assessment and Development Program. Given that statement, we also want to insure a competitive bid from each potential vendor.

If your firm prefers to provide a firm quotation covering only certain phases of this type of project, ensure that each phase is fully and clearly described and is denoted as a firm or budgetary quotation. At minimum, it is required that each vendor provides a budgetary proposal for the full scope of the work described in this RFP, including but not limited to:

- Firm quotations for each phase of the project;
- Detailed pricing information for the proposed solution, including list prices and discounted prices; and
- Breakdown of costs by project phases if appropriate.

Provide detailed pricing information for the proposed solution. Include list prices and discounted prices. Break pricing down by project phases if appropriate.

Services and Support Costs

5.1.9.1 Written assessment of current process
5.1.9.2 Update of current Retention Schedule
5.1.9.3 Written Records Management Policy
5.1.9.4 Implementation Services
5.1.9.5 Evaluation for Electronic Document Management System
5.1.9.6 Training Services
5.1.9.7 Software Support and Maintenance
5.1.9.8 Hourly billing rates for each job classification that will or could be utilized during the project and/or post "go-live".
5.1.9.9 Other Services and Costs (Specify)

Ongoing Costs

5.1.9.10 Ongoing costs

Optional Costs

5.1.9.11 Provide a brief description and cost associated with any additional options suggested or recommended.

5.2 Pending Litigation

Vendors must list and summarize all pending or threatened litigation, administrative or regulatory proceedings or similar matters. The Successful Vendor shall have a continuing obligation to disclose any such actions during the period of this RFP process and any contract resulting from this RFP.

6 Submission Format and Delivery Requirements

6.1 Proposal Response Delivery

Email:
cityclerk@sandimasca.gov

Mail, courier service or hand deliver:
Debra Black
City of San Dimas
245 E Bonita Ave
San Dimas, CA 91773

6.2 Date and Hour of Submission

Response must be received on or before **August 16, 2024** at 4:30 PM. Any proposal that has not been received at the above address or email address by 4:30 PM on **August 16, 2024** shall be disqualified from further consideration.

6.3 Acceptance or Rejection of Submissions

The City of San Dimas reserves the right to reject any or all proposals, to waive technicalities or irregularities and to accept any proposal it determines to be in the City of San Dimas best interest. The acceptance of any proposal submission shall not in any way cause the City of San Dimas to incur any liability or obligation to vendor, financial or otherwise. The City of San Dimas may cancel the RFP in whole or part without making any award at its sole discretion, without any liability being incurred by the City of San Dimas to any vendor for any expense, cost, loss or damage incurred or suffered by the vendor as a result of such withdrawal.

6.4 Costs for Document Development

Costs for developing the response to this RFP are entirely the responsibility of the proposing party and shall not be chargeable in any manner to the City of San Dimas. All Vendors agree to provide all such additional information as, and when, requested at their own expense. No vendor in supplying such information shall be allowed to change the pricing or other cost quotations originally submitted.

6.5 Proposal Validity

A proposal submitted in response to this RFP is irrevocable for 90 days from the date of submission. The City of San Dimas reserves the right to withdraw a bid acceptance at any time if in the opinion of the City of San Dimas the vendor is unwilling or unable to enter into a form of contract satisfactory to the City of San Dimas. Acceptance will be defined as the City of San Dimas selecting you as our provider of service for the intent of negotiating a contract for services.

6.6 Contract Evaluation and Award

The City of San Dimas reserves the right to execute any of the following options:

- Issue no contract award for any of the services described within this RFP.
- Award all services to one vendor.
- Issue contract awards for any combination of services and vendor, either all of part of the business as the City of San Dimas sees fit.
- The City of San Dimas is not obligated to accept the lowest price or most technologically advanced proposal.

The City of San Dimas has no obligation to reveal the basis for contract award or to provide any information to vendors relative to the evaluation or decision-making process. All participating vendors will be notified promptly of bid acceptance or rejection.

7 Contract Negotiation and Execution

By submitting a proposal, vendors certify that they have carefully reviewed the RFP and understand the nature and scope of the work to be done. The vendor further agrees that the performance time specified is reasonable. It is the intent of the City of San Dimas that after the successful vendor has been selected, the City of San Dimas and the selected vendor will enter into contract negotiations containing all terms and conditions of the proposed service. Any acceptance of a proposal is contingent upon the execution of a written contract and the City of San Dimas shall not be contractually bound to any bidder prior to the execution of such written contractual agreement. The contents of the bid submitted shall become part of the contractual obligation and incorporated by reference into the ensuing contract. The contract with a successful vendor will include penalties for non-performance and failure to meet the proposal implementation schedule.

Contract execution is contingent upon approval by the City of San Dimas City Council.

7.1 Proposal Submission Certification

By submitting a proposal, vendor certifies that he or she has carefully examined all the documents for the project and has carefully and thoroughly reviewed this RFP, and understands the nature and scope of the work to be done and the terms and conditions thereof. The vendor further agrees that the performance time specified is a reasonable time.

7.2 Insurance Requirements

Vendors must provide proof of adequate insurance coverage, including General Liability, Automobile Liability, Errors and Omissions, and Workers' Compensation and Employers Liability, with specified minimum limits and conditions. The acceptance of a bid proposal is contingent on vendor providing satisfactory proof that the vendor has adequate insurance coverage. It is in the City of San Dimas sole discretion the amount of insurance coverage required for the period of work under this contract.

INSURANCE REQUIREMENTS

Consultant shall procure and maintain for the duration of the Agreement insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Consultant, Consultant's agents, representatives, employees or subcontractors. The cost of such insurance shall be included in the Consultant's pricing.

A. Minimum Scope of Insurance

Coverage shall be at least as broad as:

- i. Insurance Services Office form number GL 0002 (Ed. 1/73) covering Comprehensive General Liability and Insurance Services Office form number GL 0404 covering Broad Form Comprehensive General Liability; or Insurance Services Office Commercial General Liability coverage (form GC 0001).
- ii. Insurance Services Office form number CA 0001 (Ed. 1/78) covering Automobile Liability, code 1 per accident and endorsement CA0025.
- iii. Worker's Compensation insurance as required by the Labor Code of the State of California and Employers Liability insurance.

B. Minimum Limits of Insurance

Contractor shall maintain limits no less than:

- i. General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this Project/location or the general aggregate limit shall be twice the required occurrence limit (\$2,000,000).
- ii. Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage.
- iii. Errors and Omissions: \$1,000,000 per occurrence and aggregate.
- iv. Workers' Compensation and Employers Liability: Worker's compensation limits as required by the Labor Code of the State of California and Employers Liability limits of \$1,000,000 per accident.

C. Deductibles and Self-insured Retentions

- i. Any deductibles or self-insured retentions must be declared to and approved by the City. At the option of the City, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the City, its

officers, officials, employees and volunteers; or the Consultant shall procure a bond guaranteeing payment of losses and related investigations, claim administration, and defense expenses.

D. Other Insurance Provision

The policies are to contain, or be endorsed to contain the following provisions:

- i. The City of San Dimas, its officers, officials, employees, agents and volunteers are to be covered as insured as respects: liability arising out of activities performed by or on behalf of the Consultant, products and completed operations of the Consultant, premises owned, occupied or used by the Consultant, or automobiles owned, leased, hired or borrowed by the Consultant. The coverage shall contain no special limitations on the scope of protection afforded to the City of San Dimas, its officers, officials, employees, or volunteers.
- ii. The Consultant's insurance coverage shall be primary insurance as respects the City of San Dimas, its officers, officials, employees, agents and volunteers. Any insurance or self-insurance maintained by the City of San Dimas, its officers, officials, employees, agents or volunteers shall be in excess of the Consultant'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 City of San Dimas, its officers, officials, employees, agents or volunteers.
- iv. The Consultant's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
- v. Auto shall cover owned, non-owned, and hired vehicles.

E. Workers' Compensation and Employers Liability Coverage

- i. The insurer shall agree to waive all rights of subrogation against the City of San Dimas, its officers, officials, employees, agents or volunteers for losses arising from work performed by the Contractor for the City of San Dimas.

F. All Coverage

Each insurance policy required by this clause shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, reduced in coverage or in limits except after thirty days prior written notice by certified mail, return receipt requested, has been given to the City of San Dimas.

G. Acceptability of Insurers

Insurance is to be placed with insurers with a Best's rating of no less than A:VII.

H. Verification of Coverage

Upon execution of this Agreement, Contractor shall furnish the City with certificates of insurance and with original endorsements effecting coverage required by this clause.

The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

The certificates and endorsements are to be on forms approved by the City. All certificates and endorsements are to be received and approved by the City before work commences.

The City reserves the right to require complete, certified copies of all required insurance policies, at any time.

I. Subcontractors

Contractor shall include all subcontractors as insured under its policies or shall furnish separate certificates and endorsements for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements stated herein.