

**FIRST AMENDMENT TO THE CONTRACT BETWEEN
THE CITY OF GAINESVILLE d/b/a GAINESVILLE REGIONAL UTILITIES, AND
COVINGTON CREATIVE, LLC
FOR
IMPLEMENTATION SERVICES FOR SAP CONTACT CENTER**

THIS FIRST AMENDMENT, is made and entered into with an effective date of _____, 2019 by and between the **CITY OF GAINESVILLE, d/b/a GAINESVILLE REGIONAL UTILITIES (“GRU”)**, a Florida municipal corporation, 301 SE 4TH Avenue, Gainesville, FL 32601, and **COVINGTON CREATIVE, LLC**, (“Contractor”), a Washington State Limited Liability Corporation authorized to do business in Florida, 113 Cherry Street #64236, Seattle, WA 98104, referred to as “PARTY” or “PARTIES” respectively.

WHEREAS, the PARTIES entered into a Contract dated November 27, 2018 for implementation services for SAP Contact Center (Initial Contract); and

WHEREAS, the Parties have agreed to add application managed support options, eyedogz software license and maintenance support;

NOW, THEREFORE, in consideration of the foregoing premises and the covenants contained herein, the PARTIES agree as follows:

1. Contractor shall continue to provide implementation services for SAP Contact Center pursuant to the initial Contract.
2. Contractor shall add application managed support options, eyedogz software license and maintenance support. The scope of services and pricing for each is included in Attachment 1 and is incorporated into this amendment.
3. All other terms and conditions of the Original Contract, except as modified herein, shall remain in full force and effect.

[Remainder of page intentionally left blank.]

IN WITNESS WHEREOF, the PARTIES hereto have executed this third Amendment written in two (2) counterparts, each of which shall without proof or accounting for the other counterparts be deemed an original.

COVINGTON CREATIVE, LLC

**CITY OF GAINESVILLE, d/b/a
GAINESVILLE REGIONAL UTILITIES**

BY: _____
Glenn Abel
President

BY: _____
Kinnzon Hutchinson
Customer Operations Director

Approved as to form and legality:

By: _____
Lisa C. Bennett
Senior Assistant City Attorney

GRU Purchasing Representative:

By: _____
Jessie C. Moseley, CPPB
Procurement Specialist III

Add:

ITEM	FEE	DESCRIPTION
Application Managed Support Options	\$14,000	<ul style="list-style-type: none"> • AMS 10-12 months • Up to 10 hours/month of remote support • Support begins when Hypercare ends
Time and Materials (T&M)	\$220/h \$195/h \$180/h \$135/h \$100/h \$ 90/h	<ul style="list-style-type: none"> • Architect • Project Manager • Sr. Consultant • Consultant • Developer • Jr. Consultant
Eyedogz Software License	\$12,000	<ul style="list-style-type: none"> • Eyedogz wallboard/dashboard provides real-time statistics for the call center. • Native integration to SAP Control Center.
Maintenance & Support	\$ 2,400	<ul style="list-style-type: none"> • Eyedogz software