

**AMENDMENT NO. 1 TO THE PROFESSIONAL SERVICES AGREEMENT
BY AND BETWEEN THE CITY OF PALM DESERT
AND ANGELICA M. ZARCO DBA HOLISTIC SYSTEM INTEGRATION SOLUTIONS**

1. Parties and Date.

This Amendment No. 1 (“Amendment No. 1”) to the **Professional Services Agreement**, Contract No. **C49550**, is made and entered into on **January 8, 2026**, by and between the City of Palm Desert, a municipal corporation organized under the laws of the State of California with its principal place of business at 73-510 Fred Waring Drive, Palm Desert, California, 92260-2578 (“City”) and **Angelica M. Zarco, a Sole Proprietorship dba Holistic System Integration Solutions** with its principal place of business at **P.O. Box 6313, La Quinta, CA 92248** (“Consultant”). City and Consultant are sometimes individually referred to as “Party” and collectively as “Parties.”

1.1 City Council Approval. On January 8, 2026, City Council approved the award of this Amendment to the Consultant named above.

2. Recitals.

2.1 Agreement. The City and Holistic System Integration Solutions entered into a Professional Services Agreement (“Agreement”) on July 10, 2025, for the purpose of Supplemental Staffing for Development Services (“Project”).

2.2 Amendment Authority. This Amendment No. 1 is authorized pursuant to Section 3.6.14 of the Agreement.

2.3 The purpose of this Amendment No. 1 is to amend the project title, extend the term, increase compensation, and correct exhibits.

3. Terms. The Agreement is hereby amended as follows:

Section 2.1 The City is a public agency of the State of California and is in need of professional services for the following project:
Program and Consulting Services for Development Services

Section 3.1.2 Term. The term of this Agreement shall be from **July 1, 2025, to June 30, 2027**, unless earlier terminated as provided herein. Contractor shall complete the Services within the term of this Agreement and shall meet any other established schedules and deadlines.

Section 3.3.1 Compensation. Contractor shall receive compensation, including authorized reimbursements, for all Services rendered under this Agreement at the rates set forth in

Exhibit "C" attached hereto and incorporated herein by reference. The total compensation shall not exceed **Three Hundred Twelve Thousand and 00/100 Dollars (\$312,000.00) per fiscal year**, without written approval of the City Council or City Manager, as applicable.

Exhibit Corrections

All exhibit references shall be updated as follows: Exhibit A – Scope of Services, Exhibit B- Schedule of Services, Exhibit C – Compensation and amended as attached hereto and incorporated herein by reference.

3.1 Continuing Effect of Agreement. Except as amended by this Amendment No. 1, all other provisions of the Agreement remain in full force and effect and shall govern the actions of the Parties under this Amendment No. 1. From and after the date of this Amendment No. 1, whenever the term "Agreement" appears in the Agreement, it shall mean the Agreement as amended by this Amendment No. 1.

3.2 Adequate Consideration. The Parties hereto irrevocably stipulate and agree that they have each received adequate and independent consideration for the performance of the obligations they have undertaken pursuant to this Amendment No. 1.

3.4 Severability. If any portion of this Amendment No. 1 is declared invalid, illegal, or otherwise unenforceable by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect.

[SIGNATURES ON FOLLOWING PAGE]

**SIGNATURE PAGE FOR AMENDMENT NO. 1
TO PROFESSIONAL SERVICES AGREEMENT BETWEEN
THE CITY OF PALM DESERT AND
ANGELICA M. ZARCO DBA HOLISTIC SYSTEM INTEGRATION SOLUTIONS**

CITY OF PALM DESERT

**ANGELICA M. ZARCO DBA HOLISTIC
SYSTEM INTEGRATION SOLUTIONS, a
Sole Proprietorship**

By: _____
Chris Escobedo
City Manager

By: _____
Angelica M. Zarco
President

Attest:

By: _____
Anthony J. Mejia
City Clerk

Approved to form by:

By: _____
Isra Shah
City Attorney

City Clerk QC: _____

Contracts QC: _____

Insurance: _____

Initial Review

Final Approval

Exhibit “A” Scope of Services



NOVEMBER 18, 2025

PROPOSAL FOR SERVICES

OVERVIEW

In October, 2025, the City of Palm Desert implemented phase 1 of their new land management software system, Clarifi. Phase 1 consisted of all planning, building, land management, public works and development services center permits and applications for online application and electronic processing. Phase 2 of the Clarifi system is planned to begin January, 2026. This consists of enhancements and further refinement to phase 1 Clarifi related items, Business License and integration of Fire plan check/permit services. Additional items to support phase 2 items include Fire fee schedule development/implementation and permit technician support services. The City of Palm Desert seeks to engage consulting services to support defined goals for phase 2 Clarifi implementation and continued phase 1, post-implementation support.

To support future system implementation/integration goals, the City of Palm Desert desires to partner with a consultant that possesses intricate knowledge of land development, business license processes and Fire fee schedule development and plan check implementation/integration.

Our in-depth understanding of Development Services, municipal land development processes and proven system implementation/integration experience, paired with the City's desire to expand current business process and system effectiveness while successfully achieving future system implementation, ensures a seamless collaboration.

Holistic System Integration Solutions has developed solutions that utilize a holistic approach to system design and integration by balancing four major elements that are key to successful system implementation – People, Culture, Process, and Technology. This approach delivers system integration on a global scale while taking-into-account and minimizing adverse impacts to the organization.



Execution Strategy

Our success is attributed to an execution strategy that incorporates the Lean Six Sigma, DMAIC (Define, Measure, Analyze, Improve, Control) method to software implementation/integration. The DMAIC approach allows us to continually identify and apply improvements to business processes through software system design that result in enhanced system performance.

Change management strategies have been built into our programs to assist with the least impactful introduction of end-users to the TRAKT environment. This approach is imperative to organizational health.

Scope Deliverables

- Clarity, Phase 2 Implementation, integration and training for:
 - o Development Services - Phase 2
 - o Business License
 - o Fire
- Fire plan check/permit fee schedule development/implementation
- Supplemental staffing to the City's Development Services Center
- Develop, standardize and implement streamlining opportunities, standard operating procedures and City policy for improved customer service
- Develop and implement process/project action teams to achieve project goals
- Business process enhancements/standardization support and training of the Clarity software system
- Business process enhancements/standardization support and training of Bluebeam electronic plan review.
- Permit Technician support services
- Continued Phase 1, post-implementation support
- Phase 2, post implementation support

Resources

In order to meet project objectives, the City will make available the following resources:

- Remote access to relevant software systems test and live environments.
- Dedicated profile for relevant systems with administrative permissions to test and live environments
- Ability to configure in test and live environments with Administrative level permissions
- Current User and Admin Guides for configuration of all relevant software systems
- Ability to communicate with end-users for revolving feedback of system performance, as needed
- Access to:
 - o Access to software systems Technical Support team to communicate system needs, create tickets and assign tasks, as needed
 - o City's IT staff to coordinate system upgrades, integrations, etc... (as needed)
 - o City's SQL/Crystal/Cognos Report Writing Specialist/Consultant (if available) with ability to coordinate and assign tasks, as needed
 - o City's GIS Specialist/Consultant (if available) with ability to coordinate and assign tasks, as needed
- Other resources may be identified in order to meet project objectives

The following materials shall be made available during the on-site visit:

Materials to be supplied by the City of Palm Desert
Conference room to conduct group meetings with large monitor and white board for process mapping
Internet access
Temporary workstation
Access to on-site color printer
Other materials as requested in order to meet project objectives

Exhibit "B"
Schedule of Services

The term of this Agreement shall be from **July 1, 2025, to June 30, 2027**, unless earlier terminated as provided herein. The City shall have the unilateral option, at its sole discretion, to renew this Agreement for no more than **three additional one-year terms**. Contractor shall complete the Services within the term of this Agreement and shall meet any other established schedules and deadlines

**Exhibit “C”
Compensation**

HOLISTIC RATES

Cost of Services/Hour	No. of Hours	Cost
Principal Consultant (30 hrs/week)	1560	\$125/hr.
Technical Project Coordinator/Permit Technician (30 hrs/week)	1560	\$75/hr.
Total Project Cost		
12 MONTH TOTAL COST - NOT TO EXCEED		\$312,000
Reimbursable Expenses		Billing
Printing, Reproduction, Scanning, etc.		Direct Cost plus 10%
Sub-Consultant Fees (If needed)		To be contracted separately

Disclaimer: The prices listed in the preceding table are an estimate for the services discussed. This summary is not a warranty of final price. Estimates are subject to change if project specifications are changed or costs for outsourced services are identified before a contract is executed. Should additional services, such as re-configuration of application types, inspections or other system needs be identified throughout the duration of this project in order to achieve project goals, services will be outlined and costed under separate proposal for services.