City Council Meeting
09-14-26
Item 1.B.5.

Council Agenda Report

To: Mayor Silverstein and Honorable Members of the City Council

Prepared by: Yolanda Bundy, Community Development Director

Approved by: Joseph D. Irvin, City Manager

Date prepared: August 26, 2026 Meeting date: September 14, 2026

Subject: Amendment to Agreement with Iris Consulting for Software Development and Systems Integration for Non-Fire Rebuild Projects

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RECOMMENDED ACTION: Authorize the Mayor to execute Amendment No. 3 to the Professional Services Agreement with Iris Consulting for software development and system integration.

FISCAL IMPACT: Funding for these services is included in the Adopted Budget for Fiscal Year 2026-27 in Accounts 101-2001-5100-00 (Planning Professional Services),101-2004-5100-00 (Building Safety Professional Services), 101-2012-5100-00 (Code Enforcement Profession Services) 101-3003-5100-00 (Clean Water Professional Services), 100-3008-5100-00 (Public Works Professional Services), 100-7007-5100-00 (City Clerk Professional Services), Finance Professional Services (100-7054-5100-00) and 102-3002-5100-02 (Woolsey Fire Professional Services).

The Agreement establishes not-to-exceed compensation based on anticipated technology needs; however, these amounts are not guaranteed payments to the Consultant. Iris Consulting performs services on an as-needed basis, and the City is billed only for work actually performed. Through the first three years of the Agreement, the City has expended 68% or $381,797.50 of the authorized contract amount, $557,850.

Beginning in November 2025, during the third year of the Agreement, costs associated with Palisades Fire recovery were transitioned to the separate CalOES Hazard Mitigation Grant Program (HMGP) agreement. In addition, the one-time LEAP grant-funded work associated with the initial buildout of the Development Portal has been completed. Although Amendment No. 1 increased the Agreement by $22,350 for LEAP-related work, the City ultimately received $40,000 in LEAP grant funding to offset eligible Development

Portal costs. As a result, the proposed amendment reflects the City's ongoing technology needs for regular operations and Woolsey Fire recovery and establishes an annual not-to-exceed amount of $158,000 for each of the two extension years. The extension requires an increase of compensation in the amount of $139,948, bringing the total budget compensation amount to $697,798.

Table 1 – Compensation History and Proposed Extension

Agreement Action	Period/Purpose	Annual/Project NTE	Cumulative Authorization
Original Agreement	Year 1	$145,500	
Amendment No. 1	LEAP Grant – One-Time Project	$22,350	
Amendment No. 2	Years 2–3	$390,000	**$557,850**
Actual Expenditures to Date	**Years 1–3**	**$381,798**	
Proposed Amendment	Year 4	$158,000	
Proposed Amendment	Year 5	$158,000	**$697,798**

The proposed annual not-to-exceed amount provides sufficient capacity to address anticipated technology needs while ensuring that the City pays only for services requested and performed.

STRATEGIC PLAN IMPLEMENTATION: This item supports the City's 2025-28 Strategic Plan

Goal 5: Modernize City Operations with new Digital Ecosystem
Objective 5.1 Streamline City processes, permitting, payments, and project
Project: Online Permitting

DISCUSSION: Iris Consulting provides specialized software engineering, systems integration, and technology support services to the City. The Consultant develops and manages the City's proprietary Development Database and Development Portal and supports several other City systems, including OnBase, the City's document imaging system; Stripe, which enables online credit card payments; the City's Alarm System; and the Transient Occupancy Tax (TOT) database. These services support the Community Development Department, Code Enforcement, Public Works, Environmental Programs, Finance, the City Clerk's Office, and the City's Information Technology team.

The City has been evaluating replacement of its existing land management system; however, implementation has been deferred. As part of the Fiscal Year 2026-27 budget process, the City determined that additional time is needed to assess organizational requirements and will likely undertake a new competitive procurement process before proceeding. Until a replacement system is obtained and implemented, the Development Database, Development Portal, and related systems will continue to support the City's development and operational functions.

Agreement Background

On September 11, 2023, the City entered into a three-year Professional Services Agreement with Iris Consulting for software development and systems integration services. The Agreement provides specialized technical expertise to develop and maintain technology solutions, improve business processes, and integrate software systems used in the delivery of City services. The current Agreement expires in September 2026, and the proposed amendment would extend the term for an additional two years.

On June 10, 2024, the City amended the Agreement to incorporate projects identified in the City's Local Early Action Planning (LEAP) grant proposal. The grant funded development of the Development Portal, which transformed the City's development process by providing a centralized online platform for applicants to submit applications and documents, receive corrections, and track project activity.

Most notable, the Development Portal also received regional recognition for its innovative approach to modernizing the City's development process. In 2026, the Community Development Department received an Award of Merit from the Los Angeles Section of the American Planning Association in the Innovative Use of Technology. The award recognizes the City's use of technology to improve and streamline planning and permitting services.

On March 10, 2025, the City further amended the Agreement to support Palisades Fire recovery efforts. Following the fire, Iris Consulting rapidly adapted the Development Portal and Development Database to support disaster recovery and expedited rebuilding. As recovery programs and permitting procedures evolved, the Consultant developed the Expedited Rebuild Portal, specialized intake processes, fee waiver and refund tracking, the Rebuild Dashboard, automated notifications and reporting, and other workflow improvements. The ability to quickly modify the City's existing systems allowed staff to implement new recovery programs and permitting procedures as operational requirements changed.

The City subsequently entered into a separate professional services agreement with Iris Consulting for Palisades Fire recovery services funded through the CalOES Hazard Mitigation Grant Program (HMGP). Accordingly, Palisades Fire recovery services are no longer included within the scope of this Agreement. The proposed amendment is limited to the City's regular operations and Woolsey Fire recovery needs.

During the extension period, the City plans to further expand the capabilities of the Development Portal and implement Bluebeam-based electronic plan review. Iris Consulting has already integrated Bluebeam with the Development Database and developed custom tracking functionality to support the plan review process. Continued

development will improve coordination and tracking among reviewers, providing applicants with a more streamlined review process.

The proposed amendment will allow Iris Consulting to continue providing software development, systems integration, application maintenance, technical support, and workflow improvements while the City evaluates and pursues a long-term land management system. Continuing the existing relationship also preserves the Consultant's extensive institutional and technical knowledge of the City's proprietary systems, business processes, and system integrations, enabling issues and enhancements to be addressed efficiently with minimal disruption to City operations.

Therefore, staff recommends that the City Council authorize the Mayor to execute the attached amendment to the Agreement with Iris Consulting.

ATTACHMENT: Amendment No. 3 to Agreement with Iris Consulting

Docusign Envelope ID: 625760F4-DA6F-8A09-82D8-323EA7203909

AMENDMENT NO. 3 TO PROFESSIONAL SERVICES AGREEMENT

THIS AMENDMENT NO. 3 TO PROFESSIONAL SERVICES AGREEMENT (the "Amendment" is made and entered in the City of Malibu on September 14, 2026, by and between the City of Malibu, a municipal corporation, hereinafter referred to as City, and Lorrie Feinberg, a sole proprietor dba IRIS Consulting, hereinafter referred to as Consultant. City and Consultant are herein collectively referred to as "Parties" and separately as a "Party".

The City and the Consultant agree as follows:

RECITALS

A. On September 11, 2023, the City entered into a Professional Services Agreement with Consultant for software development and systems integration (the "Agreement").

B. On June 10, 2024, the City amended the Agreement to modify the Consultant's scope of work and increase compensation to include the City's Local Early Action Planning (LEAP) grant proposal list of projects.

C. On March 10, 2025, the City amended the Agreement to modify the Consultant's scope of work to include projects related to the Franklin and Palisades Fire recovery efforts.

D. The Parties desire to amend the Agreement to expand the Scope of Work, increase Consultant's compensation, and extend the Term of the Agreement by two years, and Consultant has submitted a proposal for this purpose that is acceptable to the City.

NOW THEREFORE, in consideration of the mutual covenants and agreements set forth herein, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

1. Section 1.0 of the Agreement (Scope of Work), is hereby replaced as set forth in Exhibit A attached hereto. The Scope of Work attached as Exhibit A to this Amendment is hereby substituted for and shall replace and supersede in its entirety the Scope of Work attached as Exhibit A to the original Agreement. Following the effective date of this Amendment, all references in Section 1.0 of the Agreement to the "Scope of Work" shall mean the Scope of Work attached as Exhibit A to this Amendment.

2. Section 2.0 of the Agreement (Term of Agreement) is hereby extended for two years to October 1, 2028.

3. Section 4.0 of the Agreement (Compensation for Services), is hereby amended as set forth in Exhibit B attached hereto to increase the compensation in the amount of $139,948 for a total not to exceed $697,798. The compensation set forth in Exhibit B is in addition to the compensation set forth in the original Agreement.

4. Incorporation of Exhibits. All exhibits attached to this Amendment are hereby incorporated into the Agreement by this reference. To the extent there is any conflict between an exhibit attached to this Amendment and the exhibits attached to the original Agreement, the exhibits attached to this Amendment shall control.

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5. Authority to Execute. Each person executing this Amendment represents and warrants that they are duly authorized to execute this Amendment on behalf of the Party for whom they are signing and to bind that Party to the terms herein.

6. The Parties agree that this Amendment will be considered signed when the signature of a Party is delivered physically or by facsimile transmission or scanned and delivered via electronic mail. Such facsimile or electronic mail copies will be treated in all respects as having the same effect as an original signature.

7. All terms and conditions of the Agreement not amended by this Amendment remain in full force and effect.

8. The effective date of this Amendment is September 14, 2026.

This Amendment is executed on _____.

[Signatures on the Following Page]

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CITY OF MALIBU, a municipal corporation:

_____
BRUCE SILVERSTEIN, Mayor

ATTEST:

_____
KELSEY PETTIJOHN, City Clerk
(seal)

APPROVED AS TO FORM:

THIS DOCUMENT HAS BEEN REVIEWED
BY THE CITY ATTORNEY'S OFFICE

_____
TREVOR RUSIN, Interim City Attorney

LORRIE FEINBERG, dba IRIS CONSULTING

By: Signed by: Lorrie Feinberg DAB4E4E0348648A...
Name: LORRIE FEINBERG
Title: Owner

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Exhibit A
Scope of Work

Part A – Software Development and Systems Integration

The City of Malibu currently utilizes a mixture of custom databases, City-hosted software services, and web-based programs to conduct daily City business activities. Consultant shall provide technical support for existing IT applications including, but not limited to:

- Springbrook for City finance and human resources functions
- OnBase by Hyland for document and agenda management
- Custom built Microsoft Access Applications, SQL databases, and Visual Studio. Net applications for community development review, transient occupancy tax, and alarm permits
- ARC GIS by ESRI
- Civic Plus for web content management
- PrimeGov and YouTube for video broadcast and hosting
- Turbo data Systems Inc. for parking citation administration
- Host Compliance for short-term rental administration
- Entrapass by Kantech for building security
- RecPro for community services programming
- An Integrated Wastewater Information Management System custom-built for tracking wastewater permits and related notifications
- Stripe Online Payments
- Microsoft Office 365 Business Online Applications (SharePoint Land Development portal)
- Bluebeam for electronic plan review
- DocuSign for digital signatures

Consultant shall provide technical support for the City's existing custom-built SQL and access database particularly the City's specialized applications for community development review, develop integrative tools for all the City's applications and create statistical reports to support the City's business activities.

As part of this work, the consultant shall be responsible for performing the following tasks:

- Administering, maintaining, and updating the City's custom-built applications for transient occupancy tax, alarm permits, environmental programs and community development which includes over 10 different modules
- Configuring upgrades to the City's custom-built Microsoft Access Applications, SQL databases, and .Net applications to increase operating efficiencies and/or adapt to new requirements
- Designing and developing new features for the existing custom-built applications as directed

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- Developing stored procedures to meet user agreements
- Analyzing users' business processes and reporting requirements and making process improvements recommendations as requested
- Integrating and maintaining the interface between the City's custom-built applications and the City's OnBase program
- Integrating and maintaining the interface between the City's custom-built applications and the City's Topaz Signature Pad program
- Integrating and maintaining the interface between the city's custom-built applications and the City's Accela program
- Developing online forms
- Developing online public portals for the City's custom-built SQL databases
- Providing technical expertise for the implementation of electronic permitting services
- Performing System Administration duties including but not limited to macro creation, document creation, dynamic folders, creating and maintaining import processes, keyword update processes, workflow setup and management, report writing and external application connection
- Read, understand, and write computer code for City's proprietary database
- Attending meetings to discuss assignments, establish workflow, project priorities, and communicate project status
- Maintaining communication and cooperative working relationships with City staff, software providers and outside agencies
- Working onsite at Malibu City Hall as directed
- Responding to data queries within one to two hours upon request
- Delivering high level of customer service to all City staff and departments
- 24/7 technical support including assessment, diagnosis, documentation, and resolution of issues as needed in case of emergencies
- Providing technical support for the City's Woolsey Fire database module, Fee Waiver Program, and related tasks
- Providing other systems integration and development work as assigned
- In order to perform this work, the selected consultant shall be knowledgeable of the following:
    - Municipal government with the emphasis of knowledge in the development application permitting processing and environmental programs
    - Municipal records management and familiarity with records and workflow processes
    - Extensive programming experience in MS Windows environment Microsoft Office, VB, VB.NET, C#, Microsoft SQL Server, T-SQL, Crystal Reports, HTML, XML, and JavaScript in a networked environment using Microsoft servers
    - Comprehensive knowledge and understanding of computer systems, hardware, and software operations and principles
    - Knowledge of fundamental concepts, practices and procedures of application development and documentation
    - Software systems administration and systems analysis
    - Software system configuration, maintenance, and problem resolution

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- Principles of relational database maintenance
- Web development languages and best practices
- Statistical report development
- Providing training to staff and documenting how the software systems work

Regular Office Hours

Consultant to work onsite as needed and be available to provide phone support between the hours of 7:30 AM - 5:30 PM PST. If the City is unable to connect to a live person during this time, the City shall receive a prompt response via phone and/or email.

24/7 Support

The consultant shall provide 24/7 technical support including assessment, diagnosis, documentation, resolution of issues, and individual workstation support for viewing and training in case of emergencies, as needed. The consultant shall be notified of emergent issues via phone or email flagged with importance level as high and shall receive a prompt response.

Part B – Local Early Action Planning (LEAP) Grant Program

In 2020, the California Department of Housing and Community Development awarded the City grant funds through the Local Early Action Planning (LEAP) Grant Program. Should the City be awarded additional grant funds, the consultant shall provide technical assistance and professional consulting services to support the City's implementation of activities funded through the LEAP Grant Program.

- Assist the City with the development, preparation, and implementation of planning tools, processes, and documents intended to facilitate and accelerate housing production consistent with the Regional Housing Needs Assessment (RHNA).
- Digital Submittal Web Portal: Develop and implement a user-friendly digital submittal web portal to streamline the application intake, document submission, routing, and tracking process.
- Development Database Enhancements: Develop and implement software upgrades to the Development Database to automate intra- and inter-departmental workflows, improve application routing and processing, and enhance operational efficiency.
- Accessory Dwelling Unit (ADU) Online Portal: Develop and implement an online ADU portal to streamline the application, submittal, review, and tracking process for Accessory Dwelling Unit projects.
- Provide recommendations and implementation support to assist the City in achieving the goals and objectives established under the LEAP Grant Program.

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Exhibit B
Compensation for Services

The City shall compensate the Consultant for services performed and costs incurred under this Agreement in accordance with the fee and cost schedule. No additional compensation shall be paid for any other expenses unless such expenses are approved in advance in writing by the City Manager or his/her designee.

1. Fee

Consultant will perform the services on an hourly basis, in accordance with the rate schedule below. Consultant shall submit itemized invoices identifying the specific tasks performed, corresponding hours, and associated costs for each billing period.

Not to Exceed Contract Total: $697,798
Additional Compensation for a 2-Year Extension: $139,948
Annual estimated budget: $158,000

Schedule 1 – Hourly Rate

Description	Fee
Includes work performed Monday through Friday from 7:30 AM through 5:30 PM Principal Assistant	 $150 $90
Includes work performed on weekends or City-observed holidays and outside of normal business hours Monday through Friday Principal Assistant	 $165 $110
Miscellaneous Mileage and travel time are not charged to the client; however, a minimum charge for onsite work is 2 hours.	 N/A

All rates listed above shall include overhead costs including, but not limited to, salaries, benefits, insurance, office expenses, mileage, and courier service. If staff substitutions are necessary, or if staff is promoted, the original rates listed above will still apply.

2. Software Development and Systems Integration

The fees below are estimates for the 2-year extension. The annual estimated budget is $158,000.

Department/Modules	Account	Agreement
Planning	101-2001-5100.00	$100,000

Docusign Envelope ID: 625760F4-DA6F-8A09-82D8-323EA7203909

Building Safety .	101-2004-5100.00	$140,000
Clean Water Programs	101-3003-5100.00	$10,000
Document Imaging Services	100-7007-5100.00	$11,000
Code Enforcement	101-2012-5100.00	$5,000
Public Works	100-3008-5100.00	$30,000
Woolsey Fire Database Module	102-3002-5100.02	$10,000
Finance	100-7054-5100.00	$10,000

3. Local Early Action Planning (LEAP) Grant

Consultant shall prepare the following deliverables as contained in the City of Malibu's 2020 LEAP proposal. Funding for these services shall be paid under Planning Professional Services (101-2001-5100.00) and reimbursed by the City's LEAP grant funds.

Deliverable	**Estimated Cost**
Develop a digital submittal web portal to streamline digital submittal process Development software upgrades to the Development Database to automate intra- / inter-department workflows Develop an Accessory Dwelling Unit online portal	
Total Estimated Cost	$22,350*

*Modified to reflect actual work completed in FY 2024-25. This amount shall not be exceeded without the express permission of the Community Development Director or his/her designee.

4. Non-Billable Administrative Overhead

The Consultant will bill only for time spent performing assigned professional work. All other activities associated with carrying out the contract are not billable and are therefore considered overhead or administrative functions contained within the hourly rate. Typical examples of non-billable overhead activities are:

- Discussion with staff or applicant about the cost of services or to address billing disputes.
- Meetings to discuss work performance, contract, or additional services.
- Preparation of invoices and other administrative clerical services.
- Contract administration, such as preparing or discussing contract amendments.
- Time spent resolving errors in the event the Consultant is responsible.