



**CITY OF FORT LAUDERDALE
City Commission Agenda Memo
REGULAR MEETING**

#25-0230

TO: Honorable Mayor & Members of the
Fort Lauderdale City Commission

FROM: Susan Grant, Interim City Manager

DATE: March 4, 2025

TITLE: Motion to Terminate for Convenience Agreement #12344-805-C19 for
Cemetery Management Software System with Site Industries LLC, a/k/a
CemSites - (**Commission Districts 1, 2, 3 and 4**)

Recommendation

Staff recommends the City Commission terminate for convenience Agreement #12344-805-C19 for Cemetery Management Software System ("CMSS") with Site Industries LLC, a/k/a CemSites ("CemSites") and authorize the City Manager, or designee, to issue a Notice of Contract Termination to CemSites, in substantially the form attached.

Background

The City of Fort Lauderdale owns and manages four (4) cemeteries with approximately 99,000 plots. The cemetery system was managed by a third-party vendor from April 1993-September 30, 2018, and has been self-managed since October 1, 2018. As part of the transition, it was identified that the City needed a Cemetery Management Software System (CMSS) to centralize, log, and manage the historical and future cemetery records.

On March 2, 2020, the Procurement Services Division issued Request for Proposals ("RFP") No. 12344-805 from qualified professional firms to provide an integrated CMSS as well as the conversion of existing data and records for the City's cemeteries. The City selected Cemsites to provide these services and the City Commission approved the agreement on October 6, 2020.

After the award, the project faced significant implementation challenges and the project was halted in November 2021 due to concerns about the operational readiness of the software, challenges with data and records conversion, and city staff readiness. The parties did not agree on the roles and responsibilities to resolve the data integrity and conversion issues.

On April 18, 2023, the City Commission approved a First Amendment with a negotiated term sheet to the Cemetery Management Software Agreement. The amendment defined the roles and responsibilities of each party in order to fully implement the software. Unfortunately, the City and Cemsites could not amicably agree on how to manage the data integrity, migration, and conversion into CMSS.

In August 2024, the City Manager's Office engaged with Cemsites to discuss the remaining issues and create a plan to finalize the implementation. However, the imported data was not consistently transferred as the City's recordkeeping was not uniform over the past six years. The lack of "clean" data created an unreliable environment which led to the decision to continue using the manual processes rather than recording new transactions in CemSites. However, City staff did utilize the CMSS during the term of the agreement for records and customer lookups. With this information, City staff were prepared to onboard a third-party service to "cleanse" the data and re-upload the records into CemSites for future utilization.

During the coordination efforts with CemSites, it was identified that CemSites was not able to provide a Systems and Organization Controls 2 (SOC 2) Report which was required as part of the agreement with the City of Fort Lauderdale. The SOC 2 Report is designed to provide auditors with guidance for evaluating the operating effectiveness of an organization's security protocols.

The Termination of Convenience Letter (Exhibit 2) pursuant to Section D. of the Agreement (Exhibit 1) is attached herein for City Commission consideration and approval to officially send to CemSites.

The City paid the implementation and annual software costs per the agreement. The annual software fees will cease upon the effective date. There is an outstanding CemSites invoice associated with the implementation of the software totaling \$41,000 which has not been paid and is being disputed by staff. The amount for the software implementation and annual license fees totaled approximately \$320,666, exclusive of the disputed invoice.

Resource Impact

There is no fiscal impact associated with the contract termination.

Strategic Connections

This item supports the *Press Play Fort Lauderdale 2029* Strategic Plan, specifically advancing:

- The Fiscal Responsibility and Technology Adaptation Guiding Principles.

This item advances the *Fast Forward Fort Lauderdale 2035* Vision Plan: We Are Ready.

Attachments

Exhibit 1 – First Amendment to Cemetery Management Software System Agreement
Exhibit 2 – Notice of Contract Termination

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