

**RESOLUTION NO. 26-18**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF CASTLE PINES,  
COLORADO, APPROVING A STATEMENT OF WORK BETWEEN THE CITY OF  
CASTLE PINES AND GENERAL NETWORKS CORPORATION FOR TECHNICAL  
CONSULTING SERVICES**

**WHEREAS**, the City of Castle Pines, Colorado (the “City”) is authorized to enter into contracts for the performance of general municipal governance and services; and

**WHEREAS**, the City previously entered into a professional services agreement with General Networks Corporation (the “Contractor”) dated April 18, 2024, for technical consulting services (the “Agreement”); and

**WHEREAS**, Section 1 the Agreement sets forth that the City may engage the Contractor to perform additional technical consulting services pursuant to subsequent Statements of Work executed by the City and the Contractor; and

**WHEREAS**, the City desires to enter into a Statement of Work with Contractor to engage the Contractor to perform additional technical consulting services and to extend the term of the Agreement (the “Statement of Work”); and

**WHEREAS**, the Statement of Work establishes a new contract sum of One Hundred Eight Thousand Eight Hundred and 00/100 Dollars (\$108,800.00); and

**WHEREAS**, the City Council desires to approve the Statement of Work and further desires to authorize the City Manager to execute the Statement of Work once in final form.

**THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF CASTLE PINES, COLORADO, THAT:**

**Section 1.** The recitals contained above are incorporated herein by reference and are adopted as findings and determinations of the City Council.

**Section 2.** The City Council hereby: (a) approves the Statement of Work in substantially the same form as attached hereto and incorporated herein as **Exhibit A**; (b) authorizes the City Attorney, in consultation with the City Manager, to make such changes as may be necessary to correct any non-material errors that do not increase the obligations of the City; and (c) authorizes the City Manager to execute the Statement of Work on behalf of the City when the Statement of Work is in its final form.

**Section 3.** If any section, paragraph, clause, or provision of this Resolution is held to be invalid or unenforceable by a court of competent jurisdiction, the invalidity or unenforceability of such section, paragraph, clause, or provision shall not affect any of the remaining sections, paragraphs, clauses, or provisions of this Resolution.

**Section 4.** This Resolution shall take effect upon its approval by the City Council.

**INTRODUCED, READ, AND ADOPTED AT A REGULAR MEETING OF THE CITY COUNCIL OF THE CITY OF CASTLE PINES BY A VOTE OF 7 IN FAVOR, 0 AGAINST, AND 0 ABSENT THIS 10<sup>th</sup> DAY OF MARCH, 2026.**



ATTEST:

Tobi Duffey, MMC, City Clerk

Tracy Engerman (Mar 31, 2026 15:21:25 MDT)

Tracy Engerman, Mayor

APPROVED AS TO FORM:

Linda Michow (Mar 13, 2026 10:43:04 MDT)

Linda C. Michow, City Attorney

**EXHIBIT A**  
**STATEMENT OF WORK BETWEEN THE CITY OF CASTLE PINES AND GENERAL  
NETWORKS CORPORATION**



3524 Ocean View Boulevard  
Glendale, CA 91208  
(505) 690-5352  
kristic@gennet.com

## SOW No. 2– SharePoint Modernization Project

**TO:** Michael Penny, MPA, City Manager  
**FROM:** Kristi Chilcote  
**DATE:** February 12, 2026  
**VER.:** 1.0

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### 1. DESCRIPTION

General Networks Corporation (“General Networks”) is pleased to provide the City of Castle Pines, CO (“Client”) with this Statement of Work No. 2 (“Statement of Work” or “SOW 2”) for professional services, which modifies the Agreement for Professional Services, dated April 18, 2024 between General Networks and Client. This SOW shall become effective upon its mutual execution.

### 2. BACKGROUND

The City of Castle Pines engaged General Networks April 29, 2024, to provide an analysis of the documents on the P: drive including lists of redundant, obsolete and trivial (ROT) files for each of the seven city departments, strategic migration planning and a roadmap.

After an initial analysis and meetings with the city departments during Phase 1 of this project, General Networks found that The City of Castle Pines currently relies heavily on the corporate memory of its staff. Individuals within departments who have a high degree of institutional history find unstructured content within and across departments. Much of the organization’s content is duplicated and spread out through siloed shared drives, SharePoint libraries and OneDrive without version control, modern role-based access controls or technology-enabled retention policy management.

The city has undertaken an initiative to implement a modern solution to manage the lifecycle of unstructured and semi-structured content to improve operational efficiency and corporate memory retention while enhancing search functionality. This work is sponsored and directed by The City Manager’s office.

The focus of this project is to use SharePoint Online as a main Intranet portal and content management for each city department to manage and share documents.

### 3. DESCRIPTION OF SERVICES

#### 3.1 Tasks completed from SOW 1 and Change Order 1:

1. An analysis of the documents on the P: drive. This step was included in SOW 1 and is complete.

2. Meetings with department stakeholders to review cleanup needed before the migration of documents to SharePoint. This step was included in SOW 1 and is complete.
3. Review documented processes and assessment of requirements gathered from workshops with each department to determine a SharePoint architecture of sites and libraries to meet the needs of the city's departments. This step was included in SOW 1 and is complete *except for review of the documented processes*.
4. Estimates for migration and implementation services. SOW 1 - Change order 1 included these estimates.
5. Quotes for other software subscriptions for the data analysis and migration if needed. This was included in SOW 1 and is complete.
6. Deployment of a main SharePoint portal site. This was not included in SOW 1 but is complete.

**3.2 This SOW 2 includes:**

1. A strategic roadmap describing the completed, current and future tasks to implement SharePoint Online at the City of Castle Pines.
2. Migration of the remaining documents from the P: drive to SharePoint online and implementation of sites by department. The remaining departments are currently cleaning the duplicate, unneeded files and folder structures before migrating to SharePoint.

Department	Migration Schedule	Status
City Manager	10/27/2025	Complete
Finance	12/09/2025	Complete
Parks & Recreation	12/22/2025	Complete
Communications	12/29/2025	Complete
Human Resources	Tentative in March	
Public Works	Tentative in March	
City Clerk	Tentative in March	
Community	Tentative in March	
Development	Tentative in March	
Events	Tentative in March	

3. Implementation of Adobe Sign integration with SharePoint.
4. Automation discovery: Meetings with department heads to review current document processes and documenting those processes and methods to automate the processes in SharePoint to reduce time and effort in processing and sharing documents.
5. End user training and support.

**3.3 Future Phases**

1. Process Automation: Implement documented process automation. General Networks will review the processes and provide an estimate for the automation in SharePoint.
2. Records Management: Implementation of the city's file retention plan using Microsoft Purview compliance. Note that a G3 subscription has limited record retention and that as part of the project, the City will need a G5 subscription for governance and records management.

3. Copilot AI: General Networks will assess and prepare the City’s Microsoft 365 environment for secure adoption of Microsoft 365 Copilot, focusing on SharePoint Online data access governance and compliance controls. Work includes identifying overshared content, conducting site access reviews with owners, applying/aligning sensitivity labeling strategy, and implementing restricted discovery or restricted access controls where required while remediating risk. General Networks will design and execute a controlled pilot, provide role-based training, and deliver a post-pilot report with recommendations for broader rollout.

## 4. PROJECT PHASES

The following table is a complete list of project phases. After completion of SOW 1, Change Order 1 and SOW 2 phases, General Networks will provide estimates for future phases.

Phase	Description	Notes
<b>1. Planning</b>	<p>Develop a project plan and confirm schedules and timeline.</p> <p>Discovery meeting(s) with IT and City Manager to review the current M365/O365 configurations and discuss project steps, onboarding consultants and discuss configurations needed for this project.</p> <p>Discovery meeting(s) with the records manager and/or information governance manager.</p>	<p>SOW 1 - <b>Complete</b></p> <p>Deliverable:</p> <ul style="list-style-type: none"> <li>• Project Plan and estimated timeline</li> </ul>
<b>2. Strategy and Roadmap</b>	<p>Analyze the data and documents on the P: drive and provide reporting.</p> <p>Review documented processes from each department.</p> <p>Prepare demos and workshops to discuss SharePoint Online features and functionality with each department and gather feedback.</p>	<p>SOW 1 - <b>Complete</b></p> <p>Deliverables:</p> <ul style="list-style-type: none"> <li>• Department cleanup reports.</li> <li>• A strategy and roadmap document.</li> <li>• Estimates for any additional products needed for the migration and implementation</li> </ul>
<b>3. Pilot environment setup</b>	<p>Configure SPO portal and department sites based on what is known from the workshops.</p>	<p>SOW 1 CO 1 - <b>Complete</b></p>
<b>4. Migration and Training</b>	<p>Update the project plan</p>	<p>In scope for SOW 2 – <b>In progress</b></p>

	Migrate the remaining documents from the P: drive.	
	Training and advanced training classes	
<b>5. User acceptance testing (UAT)</b>	Implement Adobe Sign integration with SharePoint.  Team meetings to review testing results.  Updates to the portal and department sites as needed.  Support as needed.	<b>In scope for SOW 2 – In progress</b>
<b>6. Automation Discovery</b>	Meetings to review document processing.  Document the use cases and processes.	In scope for SOW 2
<b>7. Automation</b>	Automation of existing document workflows.	Future phase
<b>8. Records Management</b>	Implementation of the retention file plan	Future phase
<b>9. Copilot and AI</b>	Review and prepare for a secure adoption of Copilot.	Future phase

## 5. TEAM STRUCTURE; RESOURCES

General Networks will assign Kristi Chilcote, a Senior Solutions Architect with more than 25+ years of experience in enterprise content management and automation services, as the principal resource for this project. Additional resources to be added to this project as schedules permit and as needed. Resumes are available upon request.

Name	Role	Contact	Experience
<b>Kristi Chilcote</b>	Sr. Solutions Consultant and Architect	<a href="mailto:kristic@gennet.com">kristic@gennet.com</a> 505-690-5352	25+ years enterprise content management designing, developing, and implementing out-of-the-box and custom solutions within large scale commercial enterprise, public utility, and legal sectors.
<b>Peter Ransom</b>	Consultant	<a href="mailto:pransom@gennet.com">pransom@gennet.com</a>	10+ years content management systems
<b>Jaymes Ansley</b>	Sr. Solutions Consultant	<a href="mailto:jansley@gennet.com">jansley@gennet.com</a>	12+ years of experience with enterprise content management designing, developing, and implementing out-of-the-box and custom solutions within large scale commercial enterprise, public utility, and legal sectors.
<b>Ali Warsi</b>	Solutions Consultant Web designer	<a href="mailto:awarsi@gennet.com">awarsi@gennet.com</a>	Engagement Practice Manager and Senior Solutions Consultant with a legal background, bringing 10 years of experience helping organizations navigate information governance, compliance, and digital transformation. Specializes in implementing AI solutions and advanced content management strategies.

## 6. SERVICE LOCATION AND TIMES

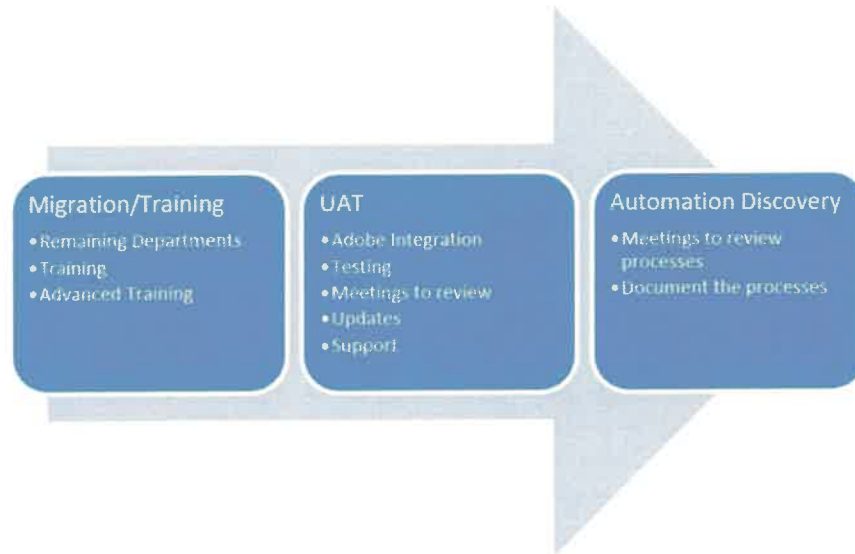
1. Support will be provided remotely between 9:00 AM and 5 PM MT, Monday through Friday, except for holidays provided to employees of Client or General Networks.
2. Effort on future phases to be determined after completion of the current phases in this SOW. Work on future phases may be included in this SOW as budget permits.

## 7. TERM

This SOW 2 extends the Term of the Agreement, as defined in Section 2 of the Agreement, to terminate on March 2, 2027, or until such later date as the parties may agree upon in writing, subject to annual appropriations, unless sooner terminated by Client in writing.

## 8. ESTIMATED PROJECT TIMELINE

The timeline depends on schedules and the cleanup effort. The estimated timeline is 10 to 16 weeks to complete migration, training, testing and deployment of the SharePoint portal.



Phase	Weeks
<b>1. Planning</b>	Complete
<b>2. Strategy and Roadmap</b>	Complete
<b>3. Pilot environment setup</b>	Complete
<b>4. Migration and Training</b>	4
<b>5. User acceptance testing (UAT) and automation discovery</b>	12
<b>6. Records Management</b>	TBD
<b>7. Copilot and AI</b>	TBD
<b>Total</b>	<b>16</b>

## 9. ASSUMPTIONS

1. Client has a valid Microsoft 365 subscription.
2. Client provides General Networks' Resources with remote access to Microsoft environments.

## 9.1 Out-of-Scope Activities

1. Installation, configuration, and troubleshooting of server or network hardware, operating systems, or database applications.
2. Provisioning or configuration of desktop hardware, operating systems, or other applications.

## 9.2 Management of Change

The requirements and scope of support services are subject to change, including reprioritization and redefinition, only upon a written document signed by both parties. General Networks will use the following change control process should either of the Parties request changes, additions, or cancellations of specific requirements:

1. General Networks will promptly submit to Client project manager a change order request describing the rationale for the change and the impact on project cost, schedule, and planned deliverables.
2. Both Client and General Networks must sign the change order request prior to it becoming effective.

# 10. COSTS FOR PROFESSIONAL SERVICES

Section 10.1 and 10.2 contain a summary of costs. Section 10.3 describes the payment schedule.

## 10.1 Summary of Costs

**This is a not-to-exceed time and materials engagement.** Parties to this agreement estimate that General Networks will be able to perform the Services in this SOW within the professional services days and hours estimated below.

Table 1 contains a summary of costs for professional services and travel.

**Table 1 – Estimated Cost Summary for Professional Services and Travel**

Professional Services	Total Days	Cost	Notes
Professional Services	64.25	\$108,800.00	Blended rate: \$225 and \$200 per hour
Travel and Expenses		0	Services delivered remotely
<b>Grand Total</b>	<b>64.25</b>	<b>\$108,800.00</b>	

## 10.2 Detail

The following table includes the details of the tasks and number of days for each consultant.

### Estimate for Professional Services

SharePoint Project

Initiation & Assessment	(Activities and Deliverables)	Senior Solution Architect/BA (Days)	Senior Solution Consultant (Days)	Sub Total Days	Sub Total Amount
	Plan the project <i>Project Plan</i>	1	0.25	1.25	\$2,200.00
	<b>Phase Subtotals</b>	<b>1</b>	<b>0.25</b>	<b>1.25</b>	<b>\$2,200.00</b>
Migration & Training	(Activities and Deliverables)	Senior Solution Architect/BA (Days)	Senior Solution Consultant (Days)	Sub Total Days	Sub Total Amount
	Conduct status meetings	2	2	4.00	\$6,800.00
	Complete migration and training for the remaining departments	4	7	11.00	\$18,400.00
	Human Resources, Public Works, City Clerk, Community, Development and Events				
	Training				
	Prepare <i>Training Materials</i>	4	4	8.00	\$13,600.00
	Implement Adobe Sign integration	2	2	4.00	\$6,800.00
	<b>Phase Subtotals</b>	<b>12</b>	<b>15</b>	<b>27.00</b>	<b>\$45,600.00</b>
User Acceptance (UAT) and Discovery Phases	(Activities and Deliverables)	Senior Solution Architect/BA (Days)	Senior Solution Consultant (Days)	Sub Total Days	Sub Total Amount
	Status Meetings	2	2	4.00	\$6,800.00
	Review pilot issues & enhancements	2	2	4.00	\$6,800.00
	Implement fixes & approved enhancements	2	2	4.00	\$6,800.00
	UAT support	5	5	10.00	\$17,000.00
	Meetings with department executives to review document processing	3	3	6.00	\$10,200.00
	Prepare <i>Process document</i>		5	5.00	\$8,000.00
	Project <i>Plan and Strategy</i>	3		3.00	\$5,400.00
	<b>Phase Subtotals</b>	<b>17.00</b>	<b>19.00</b>	<b>36.00</b>	<b>\$61,000.00</b>
	<b>Grand Totals</b>	<b>30.00</b>	<b>34.25</b>	<b>64.25</b>	<b>\$108,800.00</b>

### 10.3 Payment Schedule

General Networks will invoice the City of Castle Pines monthly for only hours worked. Payment terms are net 30 days.

## 11. PRINCIPAL CONTACTS

### General Networks Corporation

#### Professional Services:

Kristi Chilcote

Title: Sr. Solutions Architect

Phone: (505) 690-5352

Email: [kristic@gennet.com](mailto:kristic@gennet.com)

### City of Castle Pines

#### Customer Contact:

Michael Penny

Title: City Manager

Phone: (303) 705-0206

Email: [michael.penny@castlepinesco.gov](mailto:michael.penny@castlepinesco.gov)

## 12. OUR QUALIFICATIONS

### 12.1 About General Networks Corp.

General Networks Corporation delivers technology consulting services for customers who need to manage and process critical business content. Many of the solutions we build require us to develop a deep understanding of our customers' unique and often complicated business processes. Our solutions simplify their daily tasks, lend more transparency to their business processes, and contribute to their profitability.

General Networks focus is content management applications on Opentext Extended ECM and Microsoft SharePoint. Our engagements require a combination of many disciplines and skill sets. If our clients need capabilities not available from off-the-shelf software, we will build them or help them build them.

During the past 28 years, we managed the design and implementation of document handling technologies that serve more than three million users at 400 organizations, many of them highly regulated businesses, including cities, utilities, multimodal ports, energy and global entertainment companies, and state regulatory agencies. We offer extensive business expertise designing and deploying electronic document and records systems for hundreds of users to hundreds of thousands of users.

We enable our customers to speed up the adoption of their ECM applications across the enterprise with well-proven methodologies that simplify storing, managing, retrieving, and searching documents. We bring substantial expertise with horizontal and vertical business applications leveraging content management technologies that we have developed.

### 12.2 Our culture

Implementing content management in a large organization is a long-term effort. It takes years of successful projects to achieve the goals of an information management strategy. As a designer and implementer of information management solutions, we know that our value is not just in completing a successful project, it is in helping our customers achieve effective long-term outcomes.

Our effectiveness at helping our customers achieve long-term outcomes is reflected in our numbers: More than 60% of our revenue comes from customers who have been doing business with us continuously for five years or longer. This focus on long-term outcomes is also indigenous to our company culture. We are an Employee Stock Ownership Plan (ESOP) company. That means every employee who has worked with us for six months becomes an owner, and owners take a long-term view of customer relationships.

To ensure our customers receive value and great experiences when working with us, we employ consultants who embody our three core values.

1. Humble Expert - Always strive to become an expert in everything you do. Always recognize there is more to learn. Be open to new ideas.
2. Put Value First - Be sure that what you invest in producing provides value. When faced with tough choices, choose to provide value over all else.
3. Be Unstoppable - Don't let anything stop you from succeeding at your work. Always find a way to deliver success for our clients.

### 12.3 Our customers

General Networks specializes in developing content governance solutions for highly regulated businesses and organizations. Our active California based accounts who have been doing business with us for ten years or more with 1,000 or more users include Southern California Edison, Southern California Gas, Walt Disney Company, California Department of Insurance, California Public Utilities Commission, Las Vegas Valley Water District.

## ACCEPTANCE

AGREED AND ACCEPTED

**City of Castle Pines**

**General Networks Corporation**

By:

By:

Name:

Name:

Title:

Title:

Date:

Date: