

## SCOPE OF SERVICES

The following is a brief outline of our work plan and the phases we will engage to complete the City's desired tasks, based on the identified scope. We look forward to refining this work plan in collaboration with the City upon project initiation.

### PHASE 1: Conduct Stakeholder Sessions

During Phase 1, BerryDunn will work with all stakeholders to develop a detailed project work plan, schedule, and other supporting documents to begin the project.

**Task Description Project Planning:** We will conduct an initial project planning teleconference with the City's project team to introduce key team members, clarify goals and objectives, identify known project constraints, and refine dates and/or tasks, as appropriate. We will discuss our approach for managing communications, scope, risks, and resources.

1.1 Finalize Functional Areas: BerryDunn will conduct a virtual meeting with SLPD leadership team to finalize the seven functional areas that will be analyzed for this process.

1.2 Identify Session Participants: BerryDunn will collaborate with SLPD to identify the key functional area experts and stakeholders. BerryDunn will use this list of stakeholders to schedule and conduct sessions with the goal of diagramming business processes for each of the seven functional areas and capturing raw notes about them.

1.3 Schedule and Conduct Stakeholder Sessions: BerryDunn will collaborate with SLPD Project Manager to schedule seven process sessions (one or two for each functional area). One BerryDunn team member will be facilitating the sessions, one will be assisting with identification and understanding of the steps, and the third team member will be drafting the police department's workflows in real-time. These sessions will result in a draft workflow diagram for each functional area.

1.4 Draft Functional Area Workflow Diagrams (Seven): Based on the stakeholder sessions, BerryDunn will develop the draft workflow diagrams. BerryDunn will submit these to SLPD for review.

#### **D1 • Deliverable 1: Draft Functional Area Workflow Diagrams (Seven)**

### Phase 2: Refine Functional Area Workflow Diagrams

2.1 Update Workflow Diagrams: BerryDunn will refine the seven workflow diagrams and provide to each SLPD Project Manager for dissemination to each functional area subject matter expert(s) for review.

2.2 Review and Provide Diagram Feedback: Upon receipt of the refined workflow diagrams, each SLPD Project Manager will compile subject matter expert review for the respective diagram and provide written feedback to BerryDunn. If needed, a brief virtual meeting will be scheduled with the SLPD Project Manager and subject matter experts to discuss the feedback.

2.3 Finalize Workflow Diagrams: Based on the feedback provided by SLPD's subject matter experts, BerryDunn will finalize each of the seven diagrams and provide them with SLPD in their final form.

#### **D0 • Deliverable 02: Final Functional Area Workflow Diagrams (Seven)**

### PHASE 3: Provide Narrative Documentation for each Workflow

3.1 Develop Written Documentation: Upon completion of the workflow diagrams, BerryDunn will use written notes and the diagrams themselves to identify gaps and areas of improvement that need to be

addressed in the short-term, and opportunities that may be system-driven for future system requirements. Upon completion of each set of documents, BerryDunn will provide to SLPD for SME review.

3.2 Review and Provide Documentation Feedback: The SLPD Project Manager upon receipt of the documentation, will disseminate to each SLPD SME to review their respective documents and provide written feedback to BerryDunn. If needed a brief virtual meeting will be scheduled with the SLPD Project Manager and subject matter experts to discuss the feedback.

3.3 Finalize Documentation: Based on feedback from SLPD subject matter experts, BerryDunn will finalize the seven sets of workflow documentation and deliver them in their completed form. The intent is to provide seven distinct documents, one for each functional area. Each document will include a written narrative describing the workflow, identified gaps, short-term and system-driven opportunities for improvement, and an accompanying diagram.

**D03 • Deliverable3: Deliver 7 Completed Workflow Diagrams for each functional area**

#### **PHASE 4: Identify Interim Solutions**

4.1 Identify and Develop Interim Solutions: BerryDunn will work with SLPD command staff to identify areas that should be addressed during the interim of acquiring a new system to help develop solutions for each of the areas identified that can be implemented to improve efficiency and/or as a stop-gap until a new system can be implemented that addresses the area identified.

**D04 • Deliverable 4: Business Process and Interim Solutions Memorandum**

## EXHIBIT B

### COMPENSATION SCHEDULE & REIMBURSABLE EXPENSES

We have developed our costs based on the above identified work plan, staffing and resource allocation, and the estimated level of effort from experience conducting similar projects in scope and size. We propose a fixed price project of **\$27,500** to be invoiced upon acceptance of all deliverables listed in Table 1 below.

*Table 1: Deliverables Included in Cost*

No.	Deliverables	Cost
1	Draft Functional Area Workflow Diagrams (Seven)	\$15,000
2	Final Functional Area Workflow Diagrams (Seven)	\$4,500
3	Interim Solutions Memorandum	\$8,000
<b>Total</b>		<b>\$27,500</b>

#### Assumptions:

- Seven functional areas will be analyzed. If more than seven are identified, BerryDunn can conduct similar analysis at a negotiated fee.
- One on-site visit consisting of three days with two BerryDunn staff members; all other work and meetings will be conducted virtually.
- Initial process sessions will be conducted with key staff members on-site, one session for each functional area.
- Each functional area will require a single process workflow diagram, but due to complexity of an area BerryDunn may, at their discretion, provide additional diagrams, if necessary.
- Diagrams will be developed in Microsoft Visio and can be provided in both Visio and PDF formats.
- There will be no more than two editing cycles for each diagram before finalizing.
- Narratives to support each workflow will include:
  - Identified gaps in processes
  - Process - opportunities for improvement
  - System - opportunities for improvement
- Interim Solutions Memorandum will include:

Key areas that have been identified as opportunities for improvement

- Recommended business process workflow solutions that are not system dependent
- Recommended short-term solutions that may be implemented to address system-dependent processes.
- One virtual meeting to present the final documents (if an on-site presentation is needed that will be billed at time and expense).

