December 05, 2022

Town of Prosper, Texas
Attn: Len McCaw, Technical Project Manager
Email: lmccaw@prospertx.gov
250 W. First Street
Prosper, TX 75078

Dear Len,

Thank you for taking the time last Friday to discuss the next steps for the implementation of the future Enterprise Resource Planning (ERP) system. We appreciate the opportunity to present the Town of Prosper with an updated Scope of Work to provide consultant services for this implementation. Sciens is eager to contribute our expertise and support on this project.

Background

The Town of Prosper is in the middle of selecting their new ERP system to replace the legacy STW software. They contracted with Sciens to assist them in this process through contract negotiations. Currently, the Town is starting the negotiation process with the development of a BAFO letter and should be finished with a finalized contract by the end of the calendar year. The goal is to start the implementation in January 2023. Outlined below is the Scope of Work for the next phase of this project, the implementation of the selected system.

Scope of Work

Sciens will work with the Town to ensure that activities critical to the project's success are planned and executed well, and that sufficient vendor oversight is provided to ensure the project is successful and remains on schedule and budget. The specific tasks performed as part of this project are as follows:

PHASE 1 – PROJECT IMPLEMENTATION ASSESSMENT & PLANNING

In Phase 1, the Sciens team will assist the Town with implementation management of the new system, including project planning and governance, vendor supervision, and expert guidance during each module's business process analysis.

Complex, technical projects are prone to failure; however, that failure is largely due to inadequate or insufficient project planning and management. While the vendor typically provides a project manager, their mission is to represent the interests of the vendor, not the Town; and, the project typically is larger than the scope being overseen by the vendor. Sciens will work with the Town to ensure that activities critical to the project's success are planned and executed well, and that sufficient vendor oversight is provided to ensure the project is successful and remains on schedule and budget.

The specific tasks performed as part of this project are as follows:

- Review Vendor SOW & GANTT: Conduct a review of the vendor submitted Statement of Work and Project GANTT and other project related documents. Subsequent to review, provide the Town with a summary of concerns and risks.

- Implementation Governance: Assist the Town with establishment of a project steering committee that govern the implementation of the new system and ensure that all stakeholders/users have a voice in the new system definition.

- Establish Project Teams: Assist the Town with identification of roles to be filled on the project teams, by phase, including subject matter experts (SMEs), business leads and IT leads. Provide characteristics of individuals that make strong, successful team members.

- GIS Planning: Sciens will work with the Town to review the current state of GIS readiness for the ERP system, identify gap areas, define the timeline for closing gaps, and identify resources assigned responsibility for closing the gaps.

- Change Management Planning: Sciens will work with the Town to develop a change management plan that focuses on clear communications and maintaining a positive perception of the system change for the duration of the project.

- Data Conversion Planning: Sciens will work with the Town and Vendor to develop a data conversion plan detailing data sources, resources required, validation and testing methods, schedules.

- End User Training Planning: Sciens will work with the Town and Vendor to develop a training plan detailing (a) required training by user group, (b) timing, and (c) logistical requirements.

- Risk Mitigation Planning: Sciens will work with the Town to identify Vendor-dependent (e.g., data conversion) and non-Vendor-dependent (e.g., Town resources availability) project risks. Create a project risk register which the Project Management team will use to identify the probability of risks occurring, potential impact on the project (including dependencies), mitigation actions to be taken, and assignment of resources responsible for mitigation.

- Comprehensive Project Implementation Planning: Sciens will work with the Town and the Vendor to conduct upfront project planning and define the Vendor's Project Plan. This will include a review of materials, conference calls and onsite participation in the kickoff and negotiation of the Plan. The Plan and GANTT will include both vendor activity (e.g., system installation, configuration, data conversion, training) and non-vendor activity (e.g., change management, infrastructure setup, risk management planning, disaster recovery planning) required to make the project successful.

PHASE 2 – PROJECT IMPLEMENTATION MANAGEMENT SUPPORT

In Phase 2, the Sciens team will assist the Town with implementation management of the project, including Project Plan and GANTT execution and vendor supervision for the Finance, Human Resources and Utility Billing modules of the Tyler Munis system. Phase 2 will be executed through onsite project management meetings occurring every quarter (on average); and, offsite project management activities, including regular weekly conference calls with the Town's Project Management Team and separate calls with the Vendor. Specifically, this include:

Phase 2.1 — Project Assessment & Planning
- Review Vendor SOW and GANTT
- Implementation Governance
- Established Project Teams (Business Leads, SMEs)
- GIS Planning
- Change Management Planning
- Data Conversion Planning
- End User Training Planning
- Risk Mitigation Planning
- Comprehensive Project Implementation Plan
- Status Meeting & Reporting

Phase 2.2 — Project Implementation Management Support
- Onsite Project Management Meetings
- Ongoing Vendor Management Support

- Onsite Project Management Meetings: Regular Onsite Reviews, coordinated with both the Town and the Vendor, to monitor execution of the Project Plan, do a comprehensive review of tasks (from the GANTT) completed during the preceding period, identify changes in practices required moving forward, and the upcoming tasks and assignments to ensure success.

- Ongoing Remote Vendor Management Support: Assist the Town in active management of the vendor and its execution of the project over the project implementation by actively participating in weekly Vendor Management Calls for the duration of the project to assist with keeping tasks and resources on schedule; includes review of the overall project, progress against both schedule and budget, and review of Risk Register and Change Management requests.

Project Team and Timeframe

Project Team

The Sciens team will be led by Sarah Martin with advisory oversight from Steven Barcey and Ernest Pages.

Project Timeframe

It is expected that the implementation of the selected system will take in total 24 months to complete per Tyler's initial project schedule. Sciens will provide ongoing project/vendor management support for the duration of the actual implementation period of the Tyler Munis system.

Costs

We will perform the Project Phases as outlined below:

Phase	Activity	Hours	Fees	Expenses	Total
ERP System Implementation Support					
1	Comprehensive Project Implementation Planning (Billed One-Time)	88	$ -	$ -	$ -
2A	Ongoing Remote Vendor Management Support (Billed Monthly, Per Module*)	28	$ 6,300	$ -	$ 6,300
2B	Project Management – Onsite Project Review Meetings (2.5 Days, Billed per Trip)	20	$ 4,500	$ -	$ 4,500

*As there is overlap in Tyler's project plan of the implementation of the core modules (e.g., Finance, HR, UB), Sciens will support the Town with all module implementation by charging on a per module, per month basis as they occur. The initial estimated Tyler Munis project schedule is as follows:

Module	Timeframe
Finance	January 2023 – January 2024
HR (Payroll)	October 2023 – October 2024
Utility Billing	January 2024 – January 2025

Monthly Billing Estimates

Sciens' monthly billing schedule for these services is detailed on the next page for an estimated 24-month project. These are **estimates** as to when onsite meetings would occur (approximately twice per year) and individual modules start/finish.

	Month	Activity	Associated Fees
	Ongoing	Comprehensive Project Implementation Planning	$0
1	January 2023	• Ongoing Remote Vendor Management Support (Finance)	$6,300
2	February 2023	• Ongoing Remote Vendor Management Support (Finance)	$6,300
3	March 2023	• Ongoing Remote Vendor Management Support (Finance) • Onsite Project Review Meeting	$6,300 $4,500
4	April 2023	• Ongoing Remote Vendor Management Support (Finance)	$6,300
5	May 2023	• Ongoing Remote Vendor Management Support (Finance)	$6,300
6	June 2023	• Ongoing Remote Vendor Management Support (Finance)	$6,300
7	July 2023	• Ongoing Remote Vendor Management Support (Finance)	$6,300
8	August 2023	• Ongoing Remote Vendor Management Support (Finance)	$6,300
9	September 2023	• Ongoing Remote Vendor Management Support (Finance) • Onsite Project Review Meeting	$6,300 $4,500
	Subtotal		**$65,700**
10	October 2023	• Ongoing Remote Vendor Management Support (Finance) • Ongoing Remote Vendor Management Support (HR)	$6,300 $6,300
11	November 2023	• Ongoing Remote Vendor Management Support (Finance) • Ongoing Remote Vendor Management Support (HR)	$6,300 $6,300
12	December 2023	• Ongoing Remote Vendor Management Support (Finance) • Ongoing Remote Vendor Management Support (HR)	$6,300 $6,300
13	January 2024	• Ongoing Remote Vendor Management Support (HR) • Ongoing Remote Vendor Management Support (UB)	$6,300 $6,300
14	February 2024	• Ongoing Remote Vendor Management Support (HR) • Ongoing Remote Vendor Management Support (UB)	$6,300 $6,300
15	March 2024	• Ongoing Remote Vendor Management Support (HR) • Ongoing Remote Vendor Management Support (UB) • Onsite Project Review Meeting	$6,300 $6,300 $4,500
16	April 2024	• Ongoing Remote Vendor Management Support (HR) • Ongoing Remote Vendor Management Support (UB)	$6,300 $6,300
17	May 2024	• Ongoing Remote Vendor Management Support (HR) • Ongoing Remote Vendor Management Support (UB)	$6,300 $6,300
18	June 2024	• Ongoing Remote Vendor Management Support (HR) • Ongoing Remote Vendor Management Support (UB)	$6,300 $6,300
19	July 2024	• Ongoing Remote Vendor Management Support (HR) • Ongoing Remote Vendor Management Support (UB)	$6,300 $6,300
20	August 2024	• Ongoing Remote Vendor Management Support (HR) • Ongoing Remote Vendor Management Support (UB)	$6,300 $6,300
21	September 2024	• Ongoing Remote Vendor Management Support (HR) • Ongoing Remote Vendor Management Support (UB) • Onsite Project Review Meeting	$6,300 $6,300 $4,500
	Subtotal		**$160,200**
22	October 2024	• Ongoing Remote Vendor Management Support (UB)	$6,300
23	November 2024	• Ongoing Remote Vendor Management Support (UB)	$6,300
24	December 2024	• Ongoing Remote Vendor Management Support (UB)	$6,300
	Subtotal		**$18,900**
TOTAL			**$244,800**

TIPS PURCHASING COOPERATIVE

Sciens Consulting's services can be purchased through the following Purchasing Cooperative:

TIPS-USA. TIPS is a national purchasing cooperative that offers access to competitively procured purchasing contracts to its membership. Our contract number is **200105** for Technology Solutions Products and Services. More information can be found at:

https://www.tips-usa.com/vendorProfile.cfm?RecordID=70CB96CA6605A6BB13B0FFD8BF237334

On behalf of the Sciens team, we look forward to working with you on this important project. If there is any other information you might require, please do not hesitate to reach out to me at sbarcey@sciens.com or (469) 346-6288.

Sincerely,

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