

October 25, 2022

Chris Cardott  
City of Rochelle  
420 N. 6<sup>th</sup> Street  
Rochelle, IL 61068

Dear Chris,

Thank you for the opportunity to propose services to continue working with and supporting the City with its Incode ERP implementation. This Letter of Engagement outlines the proposed services to support the Post Live stage of the Tyler Incode ERP system in Q1 2023. Based on the ERP project scope discussed and planned Post Live activities, the following services are proposed.

### **Incode Post Live Assistance**

The Incode Post Live Assistance services are designed to ensure that the implemented Incode modules are fully implemented and running smoothly. In addition, we will provide support and project management assistance for the planned post live activities including:

- ❖ KVA (Rider 2) automation
- ❖ Incode/VUEWorks Service Order integration
- ❖ Incode Cloud version upgrade
- ❖ First Live AMP reconciliation process
- ❖ Meter import process
- ❖ Remaining open items (if any) from the utility consolidation.

**As part of the Incode Post Live Assistance Baecore Group will complete the following activities:**

***Post Live Review & Report*** – Baecore Group will hold meetings with City project team members to gather information about the current state of the implementation for each implemented module. Based on this information Baecore Group will identify any potential gaps in the City's objectives and current state, challenges that need to be addressed or unresolved issues. Baecore will develop a post go live report with recommendations and next steps to address these open items.

- Meet with the following groups to of City project team members to gather information on the current state of the implementation, outstanding or unresolved issues, and review the City's initial objectives for the Incode implementation.

Financials:

- Cash Receipts
- General Billing
- Accounts Receivable
- Accounts Payable
- General Ledger
- Budget
- Purchasing
- Cash Management

Utility Billing:

- Utility Accounts
- Water Billing process
- Meter Inventory
- Service Order
- Delinquency Management

Community Development:

- Permitting
- Inspections
- Plan Review
- Code Enforcement
- Business License

Payroll/HR:

- Payroll Processing
- Personnel Management
- Position Control
- Benefit Administration
- Time Entry

- Identify opportunities to close gaps, close open issues or modify workflows to better meet the City's objectives (where necessary).
- Develop a Post Go Live summary recommendations for the above along with next steps to achieve the recommended changes.
- Provide guidance and instruction to City staff on entry of support tickets
- Escalate support tickets as need that are delayed or failing to move forward toward resolution.
- As needed, provide support, guidance, and direction for department staff to document new or modified business process.

***Post Live Project Management Services*** – Baecore Group will hold meetings with City project team members to gather information about the current state of the implementation for each implemented module. Based on this information Baecore Group will identify any potential gaps in the City's objectives and current state, challenges that need to be addressed or unresolved issues. Baecore will develop a post go live report with recommendations and an actionable plan to address these open items.

- *Weekly Status Meetings* are led by Baecore Group to communicate status, identify necessary actions, and address open issues. These status meetings are designed to be inclusive for the Rochelle Module Leads (and their project team) for the active implementations. This is the time and the place to put any concerns or questions on the table without limitations of Baecore's scope of services. It is our intent to provide perspective and direction the City can take on all ERP related activities. If there is something that is outside our skillset for advice or direction, we will do our best to identify a resource that can assist the team.

- *Consolidated Plan Maintenance* – Baecore will consolidate the project plans, tasks, homework and schedules. Your project team will maintain and update the plan based on information gathered in the status meetings, vendor meetings and updates provided by the Module Lead via an agreed upon communication process.
- *Baecore Project Boards* is a generic name for web-based tool that consolidates and presents project information in a way that is clear and easy to use for City staff. Our Project Boards ensure the City of Rochelle has all the upcoming tasks, scheduled meetings, comments, and status updates in one location. The Project Boards contain a consolidated project plan including both the vendor's project plan and internal Rochelle tasks and meetings that can be sorted and filtered to display the specific information needed.

The interactive project board allows Rochelle project team members to submit updates to specific tasks and add new tasks to the plan, allowing for direct communication between the City and your Baecore Project Manager. Within our Project Boards we have tools to help you keep up to date on the project and keep track of relevant issues and decisions with our Incident Tracking and Decision Log.

- *Project Issues Resolution Assistance & Escalation:* Baecore Group will provide assistance to the City of Rochelle Module Leads for resolution or escalation of project issues. At the Module Lead's request, Baecore Group will provide guidance and recommendations on methods and approaches to escalate project issues based on our experience with ERP Implementations. Where necessary, upon request of the Module Lead, Baecore Group will escalate the project issue to facilitate resolution.

## City Responsibilities

The services proposed are designed for Baecore Group to work cooperatively as a team with Modules Leads and City of Rochelle project team (*see explanation of Module Lead in the Module Lead Assignment section below*). This team approach is two pronged:

- ❖ Baecore Group knows the most successful short and long-term projects have City personnel taking ownership and responsibility of their area of expertise. No ERP/EAM project that is solely driven from a consultant, IT or Finance department will achieve the best possible outcome.
- ❖ With a team approach and having Module Leads, departments are better able to care for themselves as the project progresses and well after go live. This ultimately provides the City with the ability to focus consulting dollars where needed and gain independence as soon as possible thus successfully keeping costs down.

To foster this cooperative effort, the list below includes those areas of the project that will be managed by the City of Rochelle project team as well as participation needed by the Rochelle project team for Baecore Group to successfully provide the proposed services.

*Module Lead Assignment* - The City will need to have assigned a Module Lead from the City for each module. The module lead will be the individual with the responsibility and authority to make project decisions for their assigned area. This person is responsible for identifying and engaging the subject matter experts for the implementation. The module lead will be the responsible party for escalating unresolved issues or requesting additional support or assistance.

- ❖ Module Leads will receive meeting invitations for project sessions from Baecore Group. The Module Lead is responsible for coordinating or delegating the reservation of meeting rooms, setup of the meeting rooms, identifying the proper City team members to attend the meeting and inviting those City team members to the meeting.
- ❖ Module Leads will attend and actively participate in sessions and ensure the correct Rochelle staff are engaged.
- ❖ The City of Rochelle is responsible for coordinating with and managing any 3<sup>rd</sup> party services (such as bill printing, lockbox services, online payments, etc.). The Baecore Group PM will provide direction, coaching and guidance where needed.
- ❖ The City of Rochelle's Module Lead and core implementation team will attend the Baecore Group weekly status meetings on a pre-established reoccurring date/time.
- ❖ Modules Leads will review project plan update requests submitted by the Rochelle project team and approve/verify the update (such as task completion, reschedule, etc.).
- ❖ The City of Rochelle will create, distribute, maintain, and provide to Baecore Group, the City's "black out calendar". BCG will provide direction and guidance for best practices.

*Reporting Issues to Incode* - The Post Live services are not intended to be "help desk" or Incode support services. City staff members are responsible for reporting issues and entry of tickets in the Incode online support system. Baecore Group will assist City staff with advice and guidance but will not enter tickets on behalf of or in lieu of City staff.

*Completion of Testing* - A number of activities will require testing of configuration, integration, updates or process changes. City staff are responsible for completing the testing in Incode and reporting issues identified through the testing. Baecore Group can provide guidance and assistance but will not complete testing on behalf of or in lieu of City staff.

Training and Use of Existing Incode Resources – As the City transitions to its Post Live stage in Incode, it is important that City staff and Module Leads retain the skill set to self-serve and administer their respective areas of Incode. Baecore Group's Post Live services are carefully designed to support City staff to maintain this skill set. Accordingly, Baecore Group's services are not intended to be a replacement of existing Incode Resources such as Tyler University, Incode Support, Tyler Search, or Tyler Community. City staff will remain responsible for self-service using these tools.

## Pricing

These services are proposed to be completed during Quarter 1 of 2023 (January – March). The services are proposed at a fixed price of \$14,385 invoiced on execution of this Letter of Engagement. This proposal and pricing are valid until December 31, 2022.

Baecore prides itself on being able to deliver cost-effective quality work. We recognize from time to time that our clients' needs change during a project. Should this occur, we will work to meet your needs and make necessary adjustments to the best of our ability.

Rescheduling, requiring additional meeting days due to staff "no show"/unavailability at required meetings, or re-work to complete activities resulting from lack of Rochelle staff participation, incomplete or inaccurate reporting of information or change of requirements/scope may result in additional charges. Baecore Group will provide Rochelle with advanced notice prior to completing work that would incur additional costs.

At any point, should the City wish to suspend/pause services, upon notice, Baecore Group will bill Rochelle for time incurred and provide, to the City, any developed materials in its "as is" condition. In the event the City pauses services, Baecore Group cannot guarantee the availability of resources to resume services at the requested time.

I appreciate the opportunity to work with you. Baecore Group is founded on the principle that our success is continuously dependent on consistently and professionally delivering measurable improvements to our clients and look forward to work with the City of Rochelle to better meet the needs of the residents it serves.

Signature of this agreement does not bind the City to the above projects or services. The City and Baecore may cancel the Agreement with or without cause on thirty days written notice. The City shall be required to make payment for work performed but shall not be required to make payment for any work unperformed at the time of the termination of the Agreement. If you have any questions, please feel free to contact me at 847-585-1486.

I appreciate the opportunity to work with the City of Rochelle.

Sincerely,

Mary Smith

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City of Rochelle

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Print Name & Title

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Date