BerryDunn

June 20, 2017

Ms. Shelli Siemer
Assistant City Manager
Allen City Hall
305 Century Parkway
Allen, Texas 75013

Sent via email to ssiemer@cityofallen.org

Dear Ms. Siemer:

Thank you for providing BerryDunn with the opportunity to submit cost estimates for providing implementation assistance during Phase 5 the City of Allen's (City's) ERP implementation, which encompasses the implementation of Tyler Technologies' Munis Utility Billing (UB) solution. In the following pages, we have outlined how BerryDunn may continue to assist the City in the successful completion of this important project.

Overview of Our Proposed Approach

In providing implementation project oversight services, BerryDunn will work closely with the City's Project Manager to identify project risks and issues, monitor project activities, provide recommendations to mitigate risks, and assist with oversight of vendor activities. This level of service assumes the City will provide its own full-time project manager. Table 1 summarizes the deliverables BerryDunn will provide as part of the project oversight activities for the City's Utility Billing system implementation.

Table 1: BerryDunn Project Oversight Services

Service	Description
Initial Project Planning Activities	BerryDunn will review the Tyler Project Schedule and Implementation Plan for the Utility Billing phase and provide feedback to the City based on our recent experience with other Tyler UB implementations.
Implementation Recommendations and Guidance	BerryDunn will provide input in several key areas related to the City's Utility Billing implementation including but not limited to: - Recommendations on process changes and best practices - Input and guidance on key decisions related to configuration and set up - Potential issues and challenges and recommended strategies to address them

Service	Description
	• Participate in Tyler configuration and training sessions (Analysis, Configuration and SET) • Data conversion recommendations BerryDunn will draw upon our experience assisting other organizations implementing Tyler Utility Billing included recent and ongoing projects with the cities Grants Pass, OR; College Station and Mesquite, TX; and Surprise, AZ. In addition, depending on the phase of the project, BerryDunn will participate in selected Tyler Project Management teleconferences.
Go-Live Readiness Assessment	We will conduct a point-in-time readiness assessment to provide the City with an independent recommendation as to whether key modules of the system are ready to go live. As part of the assessment, we will identify risks and provide specific recommendations for action items that must be completed in order to go live, as well as other considerations for the City and implementation vendor to address during or shortly after the transition to live operation of the system. While we plan to conduct a Go-Live Readiness Assessment, we plan to work with the City Project Manager to continually assess readiness in current and upcoming project phases.
User Acceptance Testing (UAT) Assistance	BerryDunn will provide UAT assistance, including review of the vendor's test plan, development of a City UAT plan and test scripts, on-site oversight of testing activities, and recommendations for modifications to increase the likelihood of success. In this role, BerryDunn will also assist in the facilitation of logistics related to scheduling UAT activities, and analysis of test results.

City Roles and Responsibilities:

With BerryDunn providing part-time project oversight, our expectation for the City's involvement is as follows:

- Provide an individual that serves in the role of Project Manager, overseeing the day-to-day implementation activities.
- Assist BerryDunn in the review of implementation vendor deliverables. Work with the implementation vendor to address deficiencies in deliverables and implementation activities prior to approval.
- Assist with the maintenance of the Project Work Plan, Schedule, Communication Plan, Change Management Plan, Training Plan, Testing Plan and Budget.
- Communicate with BerryDunn when the City would like participation in project management meetings with the vendor
- Assist with the City's stakeholder communication efforts.

- Lead testing activities and work with the implementation vendor to address issues throughout testing.
- Lead training activities and work with the implementation vendor to address issues prior to the start of training and throughout training.

Project Cost Estimates

We have provided estimated fees for the aforementioned project oversight services in Table 2. The hour estimates are based on BerryDunn's experience with similar projects. BerryDunn does not charge for time spent traveling, so these costs are reflective only of the time BerryDunn team members will be working on the City's project. The cost estimate below is based on 16 months (70 weeks) of assistance and is not inclusive of expenses. BerryDunn will progress bill the City on a monthly basis against completed deliverables. Any on-site trips will be coordinated based on the City's project schedule and available resources.

Table 2: Project Oversight Fees

Services	Cost
- Initial Project Planning Activities and Schedule Review- 16 hours - Implementation Recommendations and Guidance (average of two hours per week and eight onsite trips (some may be remote) with an average of three days per trip to participate in Analysis, Configuration, SET and Parallel testing; 70 weeks;278 hours) - UAT Oversight - 40 hours - Go-live Readiness Assessment - 30 hours	$67,340
Total (364 Hours)	**$67,340**

BerryDunn will only bill for the hours used. The hours represented above are estimates based on past project experience. In Table 3 we have provided estimated travel expenses to assist the City in its planning. Expenses will be billed to the City on a monthly basis, as incurred.

Table 3: Travel Expense Estimates

Expense Category	Price	Units per Trip	Total
Airfare	$400	1 ticket	$400
Hotel	$104	3 nights	$312
Rental Car	$80	4 days	$320
Per Diem (federal GSA rate)	$61	4 days	$244

We appreciate the opportunity to continue our work with the City of Allen and would be happy to discuss the above cost estimates or provide any additional details that would aid the City's planning process. Should you have any questions, please do not hesitate to contact me at (207) 541-2294 or by email at csnow@berrydunn.com.

City of Allen, Texas

Name and Title _____

Signature_____

Date_____

BerryDunn

Name and Title_____

Signature_____

Date_____