CITY OF KELLER, TEXAS

ASSET MANAGEMENT SYSTEM IMPLEMENTATION PROJECT MANAGEMENT ASSISTANCE PROPOSAL

December 05, 2024

Sciens LLC
5900 S. Lake Forest Drive, Suite 300
McKinney, Texas 75070

Contact:
Steven Barcey, Partner
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(469) 346-6288
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December 05, 2024

City of Keller, Texas
Ryan Lee, Support Services Manager
1100 Bear Creek Pkwy
Keller, TX 76248

Dear Mr. Lee:

Thank you for the opportunity to discuss the City's needs for implementation management. Based on our discussions, Sciens has developed this proposal to provide consultant services for the implementation of the selected Asset Management System (AMS) solution. We are eager to contribute our expertise and support to ensure a successful transition for the City.

Sciens is a highly-specialized management consulting firm headquartered in McKinney, Texas that has dedicated itself to serving the needs of local governments like Keller. We are able to provide our customers with personal service and dedicated attention not available in the larger, more impersonal consulting firms. Just ask our customers…they know the difference.

Because of our commitment to the local government market, we understand the unique demands that local government faces. From Finance to Utility Billing, we know your business. We have extensive experience with replacing integrated municipal systems, including finance, human resources and payroll, utility billing, community development and asset management functionality. We are also experienced in the replacement of court systems, public safety communications, law and fire records management systems, and dispatch systems. We provide guidance on GIS, best practice infrastructures, data warehousing, transparency and analytics, and mobility. Most importantly, we understand how these systems need to work together to provide the City with the data and information it needs to manage in today's dynamic environment.

Sciens will be your champion throughout this process, working with your operational departments and management to support your project proving advisement and vendor management throughout the duration of the implementation. As one of the firm's owners, you have my commitment that your project will achieve these goals and will ensure the vendor is doing their part to ensure a successful go-live. Sciens has no vendor affiliations, relationships or preferences and will act in an unbiased manner as we assist the City.

The attached proposal details the scope of work in response to your request for proposal. Please feel free to contact me at sbarcey@sciens.com or (469) 346-6288 with any questions. We look forward to working with Keller on this important project.

Respectfully submitted,

Steven Barcey
Partner, Sciens LLC
5900 South Lake Forest Drive, Suite 300
McKinney, Texas 75070
(469) 346-6288
sbarcey@sciens.com

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FIRM OVERVIEW

Get to know our QUALIFICATIONS
expert level KNOWLEDGE & years of EXPERIENCE

COMPANY BACKGROUND

Sciens LLC (www.sciens.com) is a management consultancy with an Enterprise Resource Planning (ERP) competency headquartered in McKinney, Texas, serving non-profit and public-sector clients throughout the United States and Canada. The company was formed in 1989 to support the management and IT consulting needs of local government, non-profit and private sector companies, and has retained the same executive team since its inception. We have a staff of consultants with years of expertise in the government sector and with local government AMS systems.

Sciens partners are seasoned industry experts with over 60 year of combined technology management experience. We specialize in incorporating innovative, yet feasible solutions in all of our plans. Through our research-based methodology, Sciens consultants clearly understand management and user operational needs, analyze alternatives and determine the highest value and lowest risk options. We have assisted our clients in project managing numerous technology deployments. Our plans are fully implementable since they are tempered with real world experience.

Government agencies face business challenges on a scope far greater than any business in the private sector. The broad range of services delivered to the community with minimal funding, while facing political obstacles daily, is an environment that few businesses can comprehend. As more complex technologies are adopted, quality management systems are needed to ensure that enterprise systems are aligned – and not in conflict – with the goals of the organization.

Sciens Consulting is **a truly independent technology consulting firm.** We perform all work in an objective and a **vendor neutral** capacity. The company has no ties to the vendor community and only provides independent services. This way, there is no risk that our assessment will be biased in any way towards certain products or solutions.

Sciens is comprised of experienced management and technology professionals with advanced degrees and a large catalogue of industry certifications and credentials. Our team consists of management specialists and industrial engineers experienced in government operations with a deep understanding of how to enhance operational functions.

> " Sciens brings innovative solutions to managing organizations and data – delivered with the true spirit of partnership.

> – James Brown, CIO
> Lubbock, Texas

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Our consultants stay current in the latest industry trends through participation in key certification programs and educational forums including:

PMI – Project Management Institute
Certified Project Management Professionals

ISACA – Information Systems Audit and Control Association
Certified Information Systems Auditor (CISA) and Certified in Governance of Enterprise IT (CGEIT)

Alliance for Innovation
Exclusive Technology Strategic Planning Partners

TML | TAGITM
Developed and presented strategic governance plan model

MCSE – Microsoft Certified Professional
Certified Systems Engineer

ITIL – Information Technology Infrastructure Library
V3 and Foundation Certified

IEE – Institute of Industrial and Systems Engineers
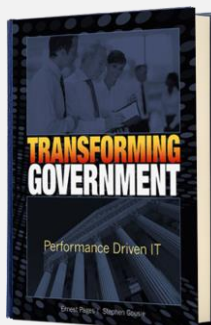Registered Member

FEMA – Federal Emergency Management Agency
Emergency Management Institute

GFOA – Government Finance Officers Association
Implementing Best Practices

The partners at Sciens are committed to helping our clients work smarter and more efficiently. The founding partners at Sciens co-authored the book, Transforming Government: Performance Driven IT, as a practical guide for local government managers to evaluate process workflows, improve efficiencies, and eliminate redundant and overly complex systems.

EXPERIENCE WITH LOCAL GOVERNMENT PUBLIC SECTOR

The Sciens project team has an extensive history working with local government customers to assess their management practices and software needs, develop plans based on sound, proven solutions, and successfully guide the systems procurement process from conception through implementation. Below is a summary of some of our recent clients we have assisted with their software system projects.

- Ada, OK
- Alachua County, FL
- Allen, TX
- Amarillo, TX
- Bi-County Police Information Network, WA
- Burleson, TX
- Cedar Park, TX
- Charlotte, NC
- Citibank
- Cleburne, TX
- Colleyville, TX
- Collier County, FL
- Collin County, TX
- Columbia, MO
- Columbus, OH
- Conroe, TX
- Dallas County, TX
- Danville, VA
- Deer Park, TX
- Delray Beach, FL
- DeSoto, TX
- Ector County, TX
- Fort Lauderdale, FL
- Franklin & Benton Counties, WA
- Gilbert, AZ
- Greene County, MO
- Hastings, NE
- Hialeah, FL
- Hillsborough County, FL
- Indianapolis, IN
- Irving, TX

- Jacksonville Beach, FL
- Johnson County, TX
- Jupiter, FL
- Jupiter and Palm Beach Gardens, FL
- Keller, TX
- Kennewick, WA
- Lancaster, TX
- Lincoln, MA
- Loveland, CO
- Lubbock, TX
- Martin County, FL
- Maui County, HI
- McKinney, TX
- Mesa, AZ
- Miami International Airport, FL
- Norcross, GA
- Norman, OK
- North Richland Hills, TX
- North Central Texas Council of Governments
- Northampton County, PA
- O'Hare International Airport, IL
- Odessa, TX
- Onondaga County and Syracuse, NY
- Owensboro, KY
- Oxnard, CA
- Palm Beach Sheriff's Office, FL
- Palm Beach, FL

- Parkland, FL
- Pearland, TX
- Plano, TX
- Plantation, FL
- Polk County, FL
- Pompano Beach, FL
- Port Arthur, TX
- Prosper, TX
- Richardson, TX
- Richland, TX
- Richland, WA
- Sony Corporation
- Southlake, TX
- Spartanburg County Parks & Rec Commission, SC
- St. Petersburg, FL
- Sugarland, TX
- Sun Prairie, WI
- Sunrise, FL
- Syracuse, NY
- Truckee, CA
- Universal Studios, Japan
- University Park, TX
- Victoria, BC, Canada
- Waco, TX
- Wayne County Probate Court, FL
- Westlake, TX
- Westminster, CA
- Wichita Falls, TX
- Wilmette County, IL
- Wylie, TX
- Yuma, AZ

THE SCIENS TEAM

EXPERIENCED & KNOWLEDGEABLE

Sciens has worked with many public, private and non-profit organizations throughout the years. Although every client is facing a unique set of challenges, there are many common threads that every business confronts. Isolated systems or redundant processes can slow an organization or increase costs. We bring a fresh perspective to assess environments and recommend practical solutions to improve performance.

PROJECT TEAM

The first step for a successful project is to assemble the best team possible to execute the work and provide an efficient and effective framework for accomplishing the project. In our experience, the greatest teams function as a true partnership based on trust and respect. As shown in the below project organization, our goal is to become part of your project management team while providing the resources and knowledge you need to successfully implement the system on-time and on-budget.

If awarded the Keller project, the following Sciens team members would support the implementation:

Keller Asset Management System Implementation Project

Steven Barcey, Partner
➢ Primary engagement lead and business consultant managing Sciens team of AMS experts

Ernest Pages, Partner
➢ Technical lead for the project bringing a wealth of technical and business experience working with municipalities for over 30 years

Ricky Gonzalez, Senior Consultant
➢ Project Manager for the City, monitoring the project, coordinating and advising the City on best practice processes which fits the City's workflow requirements

We are 100% committed to the success of the project and ensure the City gets a system that is functional, with better workflows, leading to greater efficiency. Working with City management and end users, the Sciens team provides leadership and execution expertise to ensure the project stays within budget and schedule. The below team members are examples for the project and can change based on timing, resource availability, and requirements of the City. Other members of the Sciens team may be brought in throughout the project as needed.

Detailed on the next few pages are the resumes of the sample project team that will be working with the City.

STEVEN BARCEY, ENGAGEMENT LEAD

SUMMARY

Steven applies an analytical background in financial economics, risk management, business analysis, statistics and strategic management consulting to provide insightful, practical and effective solutions to local government agencies. He has developed strategic master planning services to a wide range of Cities, demographics and technological maturity. He maintains a consistently fresh view on technology use by keeping up-to-date on emerging technology trends, industry best practices of governance and organization, and the evolving demands of citizens and staff.

Prior to joining Sciens Consulting, Steven worked in risk management consulting at a major data analytics firm and provided consulting services and market risk analysis for major financial institutions on their investment portfolios.

REPRESENTATIVE PROJECTS

Enterprise Resource Planning:

Provided project management, vendor management, and risk mitigation assistance during implementation of several Municipal ERP Systems: Finance, Human Resources, Utility Billing, Community Development, Work Order/Asset Management, Citizen Portals, Courts.

Conducted extensive analysis of user needs in the context of Municipal ERP system vendors' market capabilities. As part of the scope, he developed specifications and Requests for Proposal, and assisted clients with vendor selection and contract negotiations.

Municipal Process & Data Analysis & Planning:

Analyzed the operation and data management of City departments, reviewing the reliance on paper and decentralized data silos. Provided strategic planning initiatives to digitize and centralize the City's processes and data.

ERP Applications Procurement:

Developed procurement documents including optional Cloud-hosting, alternate pricing, City contractual requirements, end user functional requirements, technical environment limitations, and City prioritization. Provided objective evaluation and ranking of proposals, guidance and evaluation of vendor demonstrations, and final recommendations to City Management.

Specializations
  Strategic Management Consulting
  Risk Management
  Systems Analysis, Selection &
      Procurement
  Project Management
  Data Management
  Business Process Analysis
  IT Governance
  Financial and Accounting Practices

Education
  University of Texas
  Bachelors of Science in Finance and Economics

Recent Clients
  Burleson, TX
  Conroe, TX
  Delray Beach, FL
  Hastings, NE
  Keller, TX
  Kennewick, WA
  Martin County, FL
  McKinney, TX
  North Richland Hills, TX
  Owensboro, KY
  Oxnard, CA
  Plano, TX
  Prosper, TX
  Southlake, TX
  Truckee, CA
  Waco, TX
  Westminster, CA

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ERNEST PAGES, TECHNICAL LEAD

SUMMARY

Ernest is an internationally recognized expert with over 25 years of experience in operations management and planning. He has advised private and public-sector CIO's and CEO's on strategic operations improvements through financial, work process and technology. He balances technical depth and business savvy to create effective implementations.

Prior to founding Sciens Consulting, Ernest served as management consultant at Deloitte and Touche. From a technology perspective, he was a software engineer at Siemens Communications, IT manager at Ryder System, systems engineer at Nortel Networks, and design engineer at Stone and Webster Architect Engineers.

REPRESENTATIVE PROJECTS

Municipal Business Process Improvement:
Analyzed the operation of many city governments and recommended improvements to the key business processes (e.g. Purchasing, Building Permits, Inspections, Human Resources, Public Works, Citizen Relationship Management).

Systems Design, Selection & Contract Negotiations:
Analyzed the operations of over 80 public sector organizations, developed RFPs, and assisted with vendor selection, contract negotiation and implementation of integrated systems.

Geographic Information Systems (GIS) Analysis:
Analyzed the operations of multiple organizations to determine the GIS needs, available data sources, GIS architecture, and support delivery organizational structure. Developed procurement RFP's and assisted in the selection of the optimal GIS integrator.

IT Management Assessment & Planning:
Conducted detailed reviews of multiple IT organizations using COBIT and ITIL best practices. Subsequently developed new organizational structure, governance mechanisms and technology direction.

Disaster Recovery Planning:
Assisted multiple organizations design fault resilient network and system configurations. Designs have planned for the system recovery using technologies, such as virtualization and cloud computing.

Specialties
Executive Advisory
Business Planning & Feasibility
Procurement & Contract Negotiation
Business Process Improvement
Implementation Project Management
Technology Management

Education
University of Miami School of Business
Masters of Business Administration
Florida Atlantic University School of Engineering
Bachelors of Science in Mechanical Engineering

Professional Certifications
State of Florida, Engineering EIT Number 481ET259
Certified in the Governance of Enterprise IT (CGEIT)
Certified Information Systems Auditor (CISA)
Microsoft Certified Systems Engineer (MCSE)
Certified in Information Technology Infrastructure Library (ITIL)
FEMA Continuity of Operations (COOP) & Incident Command System (ICS) Planning

Publications / Speaking Engagements
Co-authored book, Transforming Government – Performance Driven IT
Speaker at Texas Association of Government IT Managers (TAGITM) annual conferences

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RICARDO GONZALEZ JR, CONSULTANT

SUMMARY

Ricardo Gonzalez Jr. is an **ERP expert with 10+ years of experience in ERP implementation**, business process analysis, end user training and system management, especially with the Tyler Enterprise ERP (Munis) system. He has trained and impacted thousands of ERP system users in various roles in school districts, cities, and other municipalities across the US. He has hybrid skills, experience and expertise in Project Management, Finance, Accounting, Human Resources, Payroll, Business Process Management, SQL reporting, Change Management, and Training & Development. He has maintained a 100% client satisfaction rate on project management, implementation and consulting services provided. He has led various transformative projects for large public entities. He has a BBA in Accounting from St. Mary's University and is currently testing to obtain the CPA and PMP certifications.

Prior to joining Sciens Consulting, **Ricardo was a Project Manager, Implementation Consultant for a major ERP company.**

EXPERIENCE HIGHLIGHTS

Project Management & Implementation:
Provided project management, vendor management, and risk mitigation assistance during implementation of several Municipal ERP Systems: Finance, Human Resources, Utility Billing, Community Development, Work Order/Asset Management, Citizen Portals, Courts. Conducted extensive analysis of user needs in the context of Municipal ERP system vendors' market capabilities.

Enterprise Resource Planning:
Led ERP implementation projects for public sector organizations including city/county governments and local departments of education. Managed multi-disciplinary teams comprised of Developers, Programmers, Analysts, and Network Specialists, performed in-depth risk analyses, and oversaw all aspects of projects including defining scope, developing project plans, forecasting project costs, and preparing project schedules and budgets. Leverages continuous improvement philosophy to regularly evaluate and improve processes to enhance performance and optimize efficiency.

Specialization
ERP Implementation – HCM & Finance
Tyler ERP Module Expertise:
Payroll with ESS, HR Talent Management, HR Management, HR Recruiting, System Admin - RBAC & Workflow, TCM, SSRS, Salary & Benefit Projections, Fiscal Year End Close, Employee Expense Reimbursement, AP/Purchasing, Project Accounting, Accounting/General Ledger, Contract Mgmt., eProcurement/VSS, Purchase Cards
Business Process Analysis
ERP System Administration and Audit
ERP Training and Development
Project Management

Education
St. Mary's University, Bachelor of Business Administration in Accounting
(Texas State Board CPA Examination Candidate)
(PMP Examination Candidate)

Previous Clients
Northside ISD, TX
IDEA Public Schools, TX, LA, LLC
City of Long Beach, CA
Harmony Public Schools, TX
South Coast Water District, CA
City of Solana Beach, CA
City of Benicia, CA
City of Fontana, CA
Reno-Tahoe Airport Authority, NV
City of Rohnert Park, CA
City of Boulder, CO
City of Merced, CA
Visalia Unified School District, CA
City of Simi Valley, CA
City of League City, TX

PROJECT SCOPE OF WORK

OVERVIEW

Over the last two decades, there has been a marked shift in how work is performed within local governments, from silo departments with separate functions and outputs, to a system of interlinked processes that cross functions and link organizational activities. Today, with increasingly tight budgets, business units are looking to improve their operation through the use of modern technology.

Asset Management systems (AMS) can help cities to achieve these goals. Our consulting team understands that software decisions are business, technical, financial, political, process and organizational decisions. Because these solutions are broad in their scope and reach deep within the organization we work with the organization to include a broad-based group of employees in any selection effort.
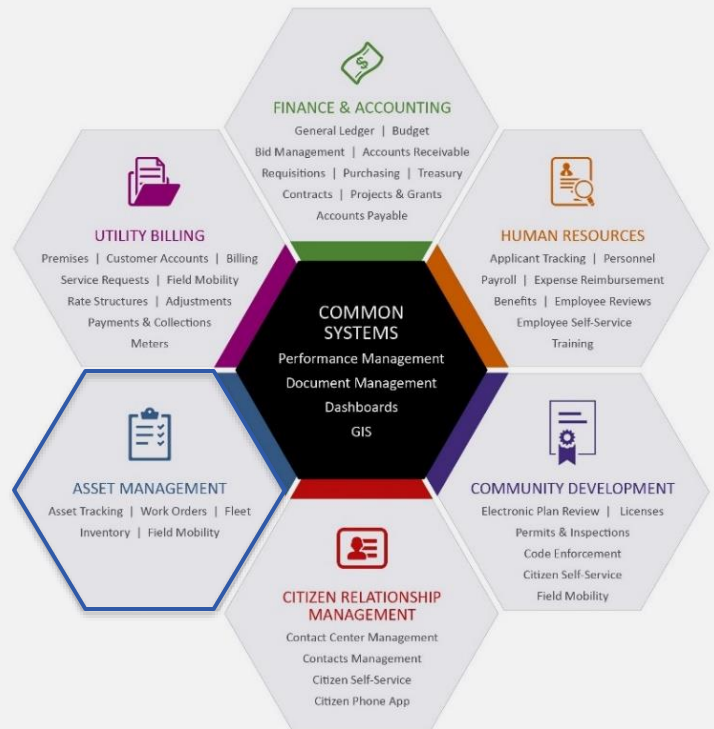
Sciens has assisted Local Government Management Teams through this transition; we specialize in streamlining operations and aligning the business needs with the appropriate technology. Our consulting team understands the complexity of this selection. We understand that that the most important criterion is the evaluation of risk associated with any given product and its implementation. As result, our consulting team works with the City's evaluation team to make risk management and risk mitigation key priorities in evaluating different solutions, different implementation methods, different delivery methods and different implementers.

Based on our extensive experience with municipalities, Sciens is proposing to begin with an assessment of the current environment to understand the business objectives that each of the end user groups wants to achieve through this system replacement. Through surveys of and interviews with key personnel, we also identify desired functionality that is commercially available today and viable within the City's technology architecture that can be included in the request for proposal.

The graphic to the right shows a comprehensive municipal Enterprise Resource Planning (ERP) environment, including Asset Management. In today's market, however, no single vendor has a best-of-breed capability in all component systems. Municipalities are choosing to either compromise on functionality in certain areas, for the sake of full-integration, or choose multiple vendors' systems and provide that integration for themselves. While the latter places an added burden upon the City's IT Department, it is often the only way for a City to achieve the promise of software efficiencies.

In addition, we look at the core dependent components that are Common Systems to a state-of-the-art ERP system:

- Performance Management
- Document Management
- Dashboarding
- GIS integration.

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OUR UNDERSTANDING OF KELLER'S NEEDS

Keller is in the process of selecting their new AMS and is working with Sciens in the final stages of selection to replace their legacy Lucity software. The system will be the core City's Public Works system, providing Asset Management, Inventory, Service Requests, and Work Orders functionality throughout the City and to its citizens.

Once the system is selected, the City would like an experienced AMS Project Manager to assist in this transition and achieve the following goals:

- ✓ Active management of the vendor to ensure tasks are completed in a timely manner
- ✓ Migration of pertinent data which City uses on a regular basis
- ✓ Business process guidance to fit City workflow needs
- ✓ Ensure best practice fit for system configuration while considering the City's requirements
- ✓ Prompt resolution and advisement when either the Vendor or the City encounter issues
- ✓ Better training on technical requirements of the IT Department.

Based on these key project drivers, the City has requested this statement of work from Sciens to assist with project management advisement of the successful replacement of its AMS.

PROJECT OUTLINE: IMPLEMENTATION OF THE SELECTED AMS

The project is managed hand-in-hand with the City, with Sciens' support every step of the way. The phase breakdown of our methodology is shown below.

Phase 1.1
Project Implementation Assessment & Planning

Phase 1.2
Project Implementation Management Support

- ✓ Review Vendor Contract & SOW
- ✓ Implementation Governance Planning
- ✓ Phase Teams Established
- ✓ GIS Planning
- ✓ Change Management Planning
- ✓ Data Conversion Planning
- ✓ End User Training Planning
- ✓ Risk Mitigation Planning
- ✓ Vendor Project Plan Review

- ✓ Onsite Project Management Meetings
- ✓ Ongoing Vendor Management Support
- ✓ Ongoing City Management Advisement
- ✓ Business Process Analysis Recommendations
- ✓ Schedule and Budget Progress Tracking
- ✓ Risk Mitigation and Resolution Guidance
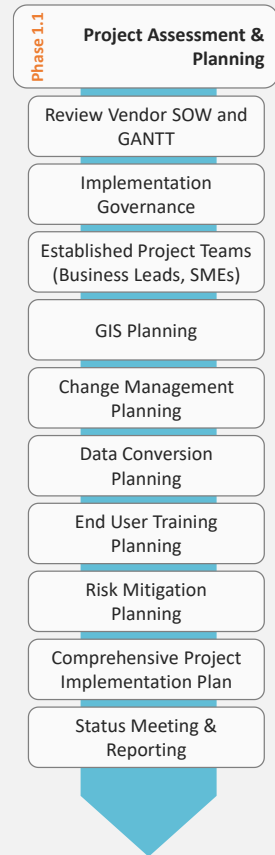
Sciens ERP Implementation Methodology

PHASE 1.1 – PROJECT IMPLEMENTATION ASSESSMENT & PLANNING

In Phase 1.1, the Sciens team will assist the City 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 City; and, the project typically is larger than the scope being overseen by the vendor. Sciens will work with the City 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.

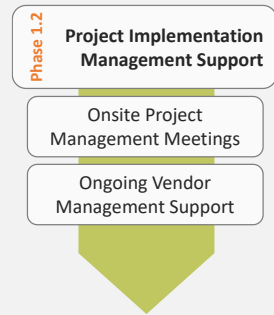The specific tasks performed as part of this project are as follows:

- **Implementation Governance**: Assist the City 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 City 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 City to review the current state of GIS readiness for the AMS system, identify gap areas, define the timeline for closing gaps, identify resources assigned responsibility for closing the gaps, and follow up and milestone goals.

- **Change Management Planning**: Sciens will work with the City to plan for change management 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 City and Vendor to plan for data conversion detailing data sources, resources required, validation and testing methods, schedules, and follow up and milestone goals for staff.

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

- **Risk Mitigation Planning**: Sciens will work with the City to identify Vendor-dependent (e.g., data conversion) and non-Vendor-dependent (e.g., City 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 City 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 should 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 including follow up for milestones and goals.

Phase 1.1

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

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PHASE 1.2 – PROJECT IMPLEMENTATION MANAGEMENT SUPPORT

In Phase 1.2, the Sciens team will assist the City with implementation management of the project, including Project Plan and GANTT execution and vendor supervision. Phase 1.2 will be executed through onsite project management meetings occurring three times per year (on average); and, offsite project management activities, including regular weekly conference calls with the City's Project Management Team and separate calls with the Vendor. Specifically, this include:

- Onsite Project Review Meetings: Periodic onsite reviews, coordinated with both the City 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. These will occur as the City requires.

- Ongoing Remote Project Management Advisement: Assist the City 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. Provide guidance and expertise on configuration and system setup following best practice methodology leveraging Sciens' team of consultants throughout the project.

PROJECT TIMELINE

We will follow Tyler's established timeline and milestones for this implementation, ensuring a structured and well-organized approach. Our team will work closely with both Tyler Technologies and the City to ensure that these milestones are not only met on time but also within the allocated budget. This collaborative effort is crucial in maintaining the project's momentum and addressing any potential issues proactively.

The following project timeline established by Tyler at the time of the contract award will serve as the framework we follow to ensure accountability and meet milestone objectives. It is projected that the project will start in January 2025.

ID	Phase	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
1	**Tyler Enterprise Asset Management System Implementation**	▼━━▼
2	Phase 1: Initiate and Plan	▬▬
3	Phase 2: Assess and Define		▬▬
4	Phase 3: Prepare Solution			▬▬▬▬▬
5	Phase 4: Production Readiness									▬▬▬▬
6	Phase 5: Production and Go-Live											▬▬

Outlined below are the key responsibilities Sciens will undertake throughout the project. Additionally, Sciens will actively participate in all significant project meetings, offering ongoing project management and SME expertise to ensure the system's success and functionality.

Phase	Summary Tasks
1. Initiate and Plan	- Implementation Governance - Establish Project Teams - Staff Coordination and Scheduling - Stakeholders Goals/Expected Outcomes - Organizational Change Management - Project Plan Review
2. Assess and Define	- Business Process Analysis with City Departments - Onsite Vendor Solution Sessions - Data Conversion Planning and Advisement - Integrations Planning - GIS Strategy - Risk Mitigation Planning
3. Prepare Solution	- Continuous Configuration Advisement - Interdepartmental Interfaces Coordination and Development Support - Subject Matter Expertise Setting Up New Workflows - Data Conversion Coordination and Guidance
4. Production Readiness	- System Testing Guidance and Support - Configuration Changes Tracking - Training Coordination and Management - Final Go-Live Preparation
5. Production and Go-Live	- Onsite Dedicated Go-Live Support - Issue Resolution - City Staff Transition Support

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CLIENT REFERENCES

While all of our clients are referenceable, we have highlighted three clients who selected Sciens to support their software implementations. These projects have all occurred within the last few years and are similar in scope to Keller's project.

City of North Richland Hills, Texas

- ► Contact Name: Karen Bostic, Assistant City Manager
- ► Address: 4301 City Point Drive, North Richland Hills, TX 76180
- ► Phone: (817) 427-6005
- ► Email: kbostic@nrhtx.com

Services Provided: ERP System Assessment, Selection and Implementation Support (Including AMS)

City of Hastings, Nebraska

- ► Contact Name: Roger Nash, Finance Director
- ► Address: 220 N Hastings Avenue, Hastings, NE 68901
- ► Phone: (402) 461-2310
- ► Email: rnash@cityofhastings.org

Services Provided: ERP System Implementation Support (Including AMS)

Town of Prosper, Texas

- ► Contact Name: Jay Carter, Purchasing Manager
- ► Address: 250 W First St, Prosper, TX 75078
- ► Phone: (972) 569-1018
- ► Email: jcarter@prospertx.gov

Services Provided: ERP System Assessment, Selection and Implementation Support

COST SCHEDULE

PROJECT COST DETAIL

The total project professional fees for services on the City of Keller Asset Management System Implementation project are represented in the Project Cost Detail. This is based on the scope of work description, deliverables, and our proposed method for conducting the services outlined below. All travel and other expenses are included in the monthly fee. Furthermore, we will provide support to the City for the entire duration of the project at the monthly fee below, ensuring that the total cost does not exceed $120,000, regardless of the timeline. **If the project is completed earlier than anticipated, the total professional fees will be reduced proportionally to reflect the actual number of months required to complete the project, resulting in cost savings for the City.**

ASSET MANAGEMENT SYSTEM IMPLEMENTATION PROJECT SUPPORT

Scope of Value	Essentials
Project Implementation Assessment & Planning (Ongoing)	✓
• Review Vendor's Project Plan	✓
• Establish Implementation Governance	✓
• Establish Project Teams and Key Decision Makers	✓
• GIS and Technical Planning	✓
• Change Management Strategy	✓
• Data Conversion and Interface Guidance	✓
• End User Training Advisement	✓
• Risk Mitigation and Project Implementation Planning	✓
Project Implementation Management Support (40 hours per month)	✓
• Onsite Project Review Meetings	✓
• Ongoing Remote Project Management Advisement	✓
• Guidance on Business Processes and Workflow Decisions (e.g., Work Orders, Inventory, Asset Management, GIS)	✓
• Active Vendor Management and Client Updates	✓
• Issue Triage and Resolution Support	✓
MONTHLY TOTAL	$10,000
NOT-TO-EXCEED TOTAL	$120,000

TIPS PURCHASING COOPERATIVE

Sciens Consulting's services can be purchased through the following Purchasing Cooperative:
TIPS-USA. Our contract number is 230105 for Technology Solutions Products and Services. More information can be found at:
https://www.tips-usa.com/vendorProfile.cfm?RecordID=70CB96CA6605A6BB13B0FFD8BF237334

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WHY CHOOSE SCIENS FOR YOUR AMS PROJECT?

It is a pleasure to submit this proposal to
The City of Keller

Once again, thank you for taking the time to consider our firm to assist you with your AMS system implementation project. We understand this project is tremendously important to the City and thus you are seeking a qualified, experienced consulting firm to ensure the City selects the best fit system for its needs. We also understand that responsiveness and timeliness are important attributes. Our AMS Expert Group is one of the largest specialty groups in our firm assisting local government clients all over the country with their AMS system selection and implementation projects. You can be assured that we will work with your organization and end users to deploy a system that will meet your goals and strategic vision to move the City ahead for the future as technology becomes more critical to the way you do business.
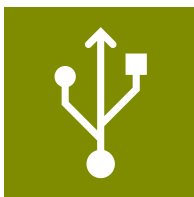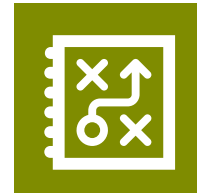
Some aspects that make us unique:

True Local Government Experts
We have dedicated ourselves to learning and working solely with local cities, counties, and utility districts enabling us to develop a deep comprehension of your business processes and technology needs. Many of our staff have worked in local government organizations, expanding our knowledge base even further.

Customized Deliverables to Capture Your Goals
We understand that no two clients are the same, each having their own set of challenges and business needs. Sciens works with each organization to personalize their RFP to meet these requirements in order to accurately depict the entire picture for the software vendors. We work with over 1500 specifications tailoring your RFP for the best outcome.
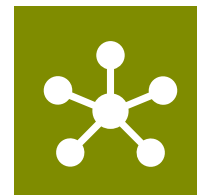
Considering Every Angle of the Project
In addition to capturing the business processes, workflows, and reports of the new system, Sciens also considers the technical and data flow aspects of the AMS and how other operational systems will "talk" to it. We help architect the future design to incorporate every system into a unified, integrated platform.

AMS Software Experienced Project Management and Advisement
Many of our expert staff have previously worked for some of the top AMS software companies as senior project managers and implementation consultants. This gives Sciens a unique advantage when implementing these systems as we have hands-on, in-depth knowledge that proves to be extremely beneficial for our clients in making decisions throughout their implementation projects.

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