BerryDunn

Amendment #1

This Amendment ("Amendment") is made this ___11th___ day of December 2017 by and between Berry, Dunn, McNeil & Parker, LLC ("BerryDunn") and the City of Long Beach, California ("Client").

WHEREAS, BerryDunn and the Client are parties to agreement 34646 dated June 21, 2017 ("Agreement"); and

WHEREAS, BerryDunn and the Client desire to amend the Agreement;

NOW THERFORE, in consideration of the mutual promises hereinafter contained, BerryDunn and the Client agree as follows:

1. The Change Request 1 will be added to the project scope as described, reallocating the work effort of existing tasks as documented on page 24, Exhibit B: Fee Schedule of the Agreement to not exceed the total project budget.
2. Invoices for services completed as described in Change Request 1 will be progress-based with specified line items of service hours completed and direct expenses incurred.
3. This Amendment shall be governed by and construed in accordance with the terms and conditions of the Agreement.
4. All other terms and conditions of the Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto executed this Amendment as of the dates set for the below.

City of Long Beach, California

BY: _____

Tom Modica, Assistant City Manager

[Signatory Name], [Signatory Title]

EXECUTED PURSUANT
TO SECTION 301 OF
THE CITY CHARTER.

ATTEST:

BY: _____

Dated: __12/11/17__

APPROVED AS TO FORM 11-22, 20 17
CHARLES PARKIN, City Attorney
By AMY R WEBBER
DEPUTY CITY ATTORNEY

BERRY, DUNN, MCNEIL & PARKER, LLC dba BERRYDUNN

BY: _____

Charles Snow, Principal

ATTEST:

BY: Kelly Nadeau

Dated: 11-21-2017

City of Long Beach
ERP Implementation Project Quality Assurance Services

Change Request Form

Submittal Date: November 17, 2017

Description of Change: BerryDunn will provide temporary, full-time general project management support under the direction of the Project Manager, in addition to the assignments outlined below and others that may be assigned from the Project Sponsor and the Technology and Innovation Department (TI). The assignments include the items listed below, but may also include others. The Project Manager and BerryDunn are expected to work together on general project management and the assignments as delineated below. This work is in addition to BerryDunn's ongoing Quality Assurance (QA) services.

BerryDunn expects to provide this level of support for up to eight weeks and will focus on the activities needed to address the City's identified needs in project management and to assist in managing and ensuring the project is on track for the future. Subject to the direction identified above, the work is expected to involve working with the Project Manager to include the activities and deliverables in Table 1 below. This list is not intended to imply issues in any of the areas; it is intended to identify areas of focus from project management during the time of BerryDunn's increased assistance.

BerryDunn will assist in the tasks in the following table as they are initiated within the project schedule. These assignments and the deliverables are the joint responsibility of the Project Manager and BerryDunn, and not the individual responsibility of BerryDunn. In addition, it is recognized that time and resource constraints may not allow all work to be done in the allotted timeframe.

Table 1: Tasks and Related Activities and Deliverables/Outcomes

No	Activity	Deliverable/Outcome
1	**Project Plan Review and Improvement** • Assess the Project Plan and its usefulness, make recommendations for needed changes in the Plan and/or the managerial approach, including related projects. • Implement approved recommendations. • Develop and implement a mechanism for an ongoing assessment of the status as it relates to the Project Plan.	• Develop, present, and implement approved recommendations. • The Plan is used to effectively guide and monitor the Project, including but not limited to items such as change management, hardware, design, testing, conversion, interfaces, reporting, collections, and "related" projects, whether or not they are currently contained in the Project Plan. • So called "related" projects are effectively managed to the benefit of the overall Project and

No	Activity	Deliverable/Outcome
		integrated into monitoring, and have with appropriate stakeholder participation.
2	**Ongoing Reporting on Project Status** • Provide ongoing, timely assessments (reporting) of the project status including accomplishments, challenges solutions, tasks/assignments and follow-up status, etc. • Includes all aspects of the Project, including software modules, conversion, interfaces, testing, training, reporting (system outputs), and "related" projects. • The reporting is intended to be primarily used for the Project Sponsor, for TI Management, and for the Steering Committee (may not be identical reports). The reporting process may include both formal and informal reporting, and may be both verbal and written. • Reporting process should include a special/immediate special reporting process for any important/time sensitive items.	• Develop, present, and implement approved recommendations; monitor as described. • Appropriate ongoing reporting is provided for timely informing, decision making and assignments.
3	**Project Organization and Staffing** • Review Project staffing levels, skill sets, and organization structure to ensure they are best meeting Project needs. Provide any recommendations for change, implement any changes after approval, and ensure any necessary support is provided. • This includes a review of both Tyler staff on the project and City staff on the Project, including their assignments and responsibilities. • The review includes the role of department liaisons and departmental SMEs, including their availability to fill assigned roles and whether the liaisons positions are appropriately staffed. • The analysis should consider the limited resources available, the difficulty filling staff positions and the limited staff expertise and knowledge available. • The analysis should take into account that staff cannot work unsustainable hours.	• Any needed changes to staff or the organization are identified. • After implementation, the Project is appropriately staffed with the correct level of staff, the right skill sets, the right assignments and the project has an organization structure that will best allow the Project to be managed and to be successful in terms of both design of procedures and processes and successful implementation. • The review should be presented in a succinct format, not as a formal report, but rather in a form that allows appropriate decision-making and action. • Implementation and monitoring of approved changes.
4	**Sub-team (Module) Work** • Review the manner by which Project sub-teams (modules and "related" project and sub-groups such as conversion, et al) do work including their structure and work approach to gauge their effectiveness, progress, morale, work environment, and the manner	• Sub-team members, including module leads and other lead staff, believe the working environment is conducive to getting work done and that they are receiving appropriate support and attention.

No	Activity	Deliverable/Outcome
	in which meeting are conducted. This includes determining whether appropriate preparation and meeting facilitation is taking place to ensure meetings go smoothly and decisions are effectively and appropriately considered and made. • Review should assess whether these sub-teams are effectively supported and provide recommendations for improvement.	• Neither the Project Sponsor nor TI get surprised by information coming from module leads or others that Project Management is not aware of (or has not come from Project Management).
5	**Steering Committee and Leadership Committee** Review and refine the role of the Steering Committee and the Leadership Committee and the approach to providing information, getting decisions, and reporting actions.	The Steering Committee and the Leadership Committee are comfortable with their role and information they receive, including the way it makes decisions and decisions are reported.
6	**Procedure, Process and Policy Changes** Develop and implement a reporting mechanism that identifies major procedure, process, and policy changes for review by City Management and allows the reporting to be used for training and documentation.	An updated reporting mechanism is in place for major procedure, process, and policy changes to be used for initial review and decision making followed by testing and training.
7	**Business Process Improvement** • Review and manage the "Business Process Improvement" track of the Project to ensure this aspect of project is appropriately designed, the staffing and management plan is appropriate, a well-designed change management plan and strategy exists and the best interim actions are being taken until full staffing occurs. • Each component should be explicitly reviewed and include change management, project training, testing, and procedure development, morale, and meeting management aspects	An effective business process improvement plan and a change management plan are in place as well as effective management and adequate staffing to successfully address the needed functions and goals.
8	**Issues Logging, Tracking, and Resolution** Review the various "issues" logging, tracking, and resolution processes, and develop and implement any recommendations for improvements.	• Develop, present, and implement approved recommendations; monitor as described. • The "issues" logging, tracking, and follow-up is viewed as effective by all stakeholders, and issues are appropriately and clearly tracked, followed-up on and resolved.
9	**City and Tyler Interaction** • Review the way the City and Tyler work together. Make recommendations for improvements and	• Tyler does more to help the project management and support the project.

No	Activity	Deliverable/Outcome
	• implement those improvements in conjunction with the Project Sponsor and TI. • Adjust the Project Plan according to what Tyler does and does not do. • Identify and implement improvements in the manner Tyler and City staff work together for a more productive and enjoyable working environment. • Identify potential items in the contract where Tyler is in "non-compliance" to assist in negotiations intended to improve the situation and also receive usable financial credit for Tyler services not used. • Develop and implement strategies for negotiating with Tyler to best help the City achieve its goals.	• The City does not pay for services that are not received or not received in an effective, usable manner.
10	**System Report Writing** Develop and implement an updated strategy on report generation, particularly the use of Simpler Systems vs. Tyler report writers. The presumption is that Simpler Systems and Cardon Solutions should be the primary focus of the report writing and generation. Evaluate whether that is the appropriate approach, develop a complete strategy for the best implementation approach, and implement approved plan.	A complete strategy and plan on report generation that is incorporated into the Project Plan is in place that has been appropriately vetted, approved for implementation, and then is implemented.
11	**Hardware and Network Communications** Review the status of hardware and network (data) communication needs to ensure they are clearly identified. Work with TI and others as necessary to ensure needs are addressed timely and/or other solutions put in place.	Identify and address any hardware and network communication needs.
12	**Application Environment** Review the MUNIS application environments (IMPL, HR, Ocean, Train, Test/QA, and Production). Confirm the environments are being appropriately used and sequenced and/or make recommendations and implement recommendations. Other staff or resources may be used.	A brief report either confirming that good practices are being followed and/or make recommendations for change, provide a reason and a roadmap to revise or re-implement them in the easiest and best manner given the current status.
13	**Budget for the Project** Improve the budget process to maintain an accurate, ongoing budget status/projection for the Project. The approach should allow easy "what-if" testing of different budget situations.	A budget tracking document and mechanism are in place that satisfies the Project Sponsor.
14	**Future Project Phases and Future Operating Structure and Costs** • Develop initial concepts/outlines for expected future phases of the project and for the approach to ongoing	The review should be presented in a succinct format, not as a formal report, but rather in a simple form that allows

No	Activity	Deliverable/Outcome
	LB COAST operations such as help desk, work flow, and technical support. • Identify initial staffing and cost requirements for ongoing operations for future phases of implementation and for ongoing operations. Costs should be net of eliminated old costs, but the eliminated costs must be identified (to avoid double counting of savings). • Future "implementation" phases include: deferred implementation of functional items, post-live enhancements, and newly available functionality releases. The concept should include an approach to prioritize these efforts, and identify resource and cost requirements. • Develop an initial outline and recommendation on what the ongoing support for LB COAST should be including in resources, their organization locations, staffing level and cost (all costs, not just staffing).	appropriate decision-making and action.
15	**QA Findings and Recommendations** Address any of the findings and recommendations of QA reports that are not otherwise covered by the above tasks.	An overall report addressing, in brief, every finding and recommendation of the QA.
16	**Additional Tasks** Additional tasks as assigned (for BerryDunn, it will be mutually agreed on).	Complete additional tasks.

Each week BerryDunn will summarize its participation in project management during the week, and will identify the general accomplishments, challenges, solutions and expected direction and follow-up for the following week. Meetings will be held as appropriate with the Project Sponsor or TI. Acceptance of each Weekly Summary will serve as the City's acceptance for our services from that reporting period.

Budget: The budget for this change request is based on an increased number of hours at our contracted rate of $205 as well as estimated travel expenses as indicated in Table 2 below utilizing up to two BerryDunn consultants.

Table 2: Project Budget

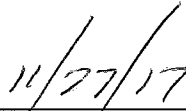| Project Management Support	65 hours per week for 8 weeks	$106,600
Estimated Travel Expenses	$1,900 per trip for 10 trips	$19,000
	Total	$125,600

BerryDunn will include these services in the current monthly progress invoices within the current project budget as well as actual travel expenses as incurred. A change request may be needed at a later date if additional funds are needed to complete the QA work.

Approvals:

City Project Sponsor:

_____
                Signature

_____
11/27/17
                Date

BerryDunn Engagement Manager:

_____
                Signature

_____
                Date