

## **SCOPE OF SERVICES AND COST PROPOSAL**

### **City of Palm Desert Land Management Solution Advisory & Implementation Services**

**Park Consulting Group (PCG) will provide the City of Palm Desert advisory and implementation professional services for the City of Palm Desert's Land Management Solution (LMS) Project:**

**A.** PCG will assist and deliver services for the City of Palm Desert with the activities associated with the City's LMS project such as those listed below:

#### **Project Advisory:**

- Advise on and review project scope, goals and deliverables that support business goals in collaboration with the City's leadership and stakeholders.
- Support the City's project lead and manager of project plan, timeline, milestones, project status reports, and deliverables with Clariti/ Speridian Project Manager.
- Provide best practices and tools for project execution, management, and delivery.
- Attend project meetings with staff and project stakeholders. This may include internal project briefings and project briefings with Clariti/ Speridian, in addition to others as requested.
- Review and provide input on all contracts with external vendors for integrations development and change orders.
- Support escalation for questions and issues from the Project Team and address and/or escalate issues / risks as they come up.
- Proactively identify issues, risks, and conflicts within the project team, third party vendor partners, and the business as needed; consult with city management to formulate a plan to resolve.
- Provide feedback on leading best practices for project implementation and deployment processes.

#### **Discovery and Design**

- Support the City's project team members / SMEs responsible for conveying requirements and decisions to Clariti/ Speridian for requirements and specifications documentation.
- Support and attend working sessions with department SMEs to complete questionnaires and documentation.
- Support reviews of business requirements documentation from Clariti/ Speridian.
- Support management feedback to Clariti/ Speridian project team including updates to project management tools to input comments and track status changes until completion of documentation.

- Attend meetings with City and Clariti/ Speridian project teams related to requirements gathering and process flow reviews and updates, as requested.

## **Build, Configure, and Validation**

### **Build, Configuration, and Customization**

- Support reviews with the City's leads (SMEs) who are responsible to validate developed configuration, data conversion, interfaces, and reports/ forms.
- Support tracking and follow-up of configuration issues and corrections identified by the City's leads and project team. Work with the Clariti/ Speridian Project Manager and City project team to ensure issues are tracked and responded to with adequate detail and within required SLAs.
- Facilitate issue resolution meetings with Clariti/ Speridian and City's project team.
- Support retesting and verification of issue resolution of build and configuration issues.
- Support tracking requirements updates and change orders and responses to questions and feedback are within required SLAs.

### **Build and Configuration Validation**

- Support verification of Clariti/ Speridian-owned configuration and development is completed based on approved scope of services.
- Review and provide feedback for validation test plan provided by Clariti/ Speridian.
- Support City project team to review configuration and build development based on approved business requirements documentation.
- Support reporting, tracking, and follow-up with Clariti/ Speridian of defects and fixes.
- Support verification of fixes and close out resolved issues.

### **Data Conversion**

- Support City's data conversion activities during the implementation project's data conversion passes, which includes the final data conversion pass for production cutover.
- Support as-is and to-be field mapping reviews.
- Support data conversion validation reviews and meetings with staff.
- Support reporting, tracking, and follow-up with Clariti/ Speridian of defects and fixes.
- Support verification of fixes and close out resolved issues.

## **User Acceptance Testing:**

- Support review of Clariti/ Speridian user testing strategy and plan.
- Support reviews of test cases/ scripts with City team.
- Support user acceptance participant training and walkthroughs.
- Support setup of test case scenarios as needed.
- Support user acceptance testing / retesting effort with City-designated testing leads and testers.



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- Support reporting, tracking, and follow-up with Clariti/ Speridian of defects and fixes.
- Support verification of fixes and close out resolved issues.

#### **End User Training:**

- Support review of Clariti/ Speridian training plan.
- Support review of training environment setup and deployment.
- Support coordination and facilitation of end user training as needed.
- Support training documentation and job aid development as requested by City.

#### **Cutover and Post-Go-Live Activities**

- Support Production cutover, Go-Live, post-Go-Live stabilization, system troubleshooting, and enhancements tracking (reporting, system enhancements, regulatory changes, etc.).
- Provide onsite Go-Live support during the first week following production cutover, as approved by the City.
- Provide remote support during the remaining weeks following the first week of onsite support.
- Provide support through the transition to Clariti Support and Speridian Maintenance & Operations (M&O).

#### **B. Proposed Cost - Total not-to-exceed budget and duration of services:**

- **Duration of Services:** 9 months
- **Total Compensation:** \$299,880

PCG's will honor the rates established and agreed upon at the beginning of this project in 2023 and will continue to be at a fixed monthly basis of \$33,320 per month for the duration of the project.

Project Phase	Proposal
Extended Project Duration (9 Months)	\$299,880