

## Crowe Horwath LLP

### City of Aurora– Public Safety

Professional services related to the implementation of Intergraph CAD (Computer Aided Dispatch), Intergraph RMS (Records Management System), and Xerox Firehouse (Fire Records Management System). Total cost over the current two year implementation period is \$535,000

#### I. Business Process Reengineering (BPR): \$135,500

- BPR activities will include a summary of the current processes and detailed design of the future streamlined processes, best utilizing the Intergraph and Firehouse technologies. Crowe will compare and validate processes to national best practices and target the highest priority areas, based upon Crowe's knowledge gained during the earlier requirements gathering phases.
- Crowe will focus on the processes with the greatest opportunity for improvement. Crowe will work with the City to prioritize and finalize the specific processes to be addressed with BPR.
- Crowe estimates a mix of "High"/"Medium"/"Low" complexity processes. Professional fees are based on the complexity mix below:
  - 3 High Complexity Processes
  - 5 Medium Complexity Processes
  - 2 Low Complexity Process
  - = 10 processes total for Public Safety
- Limited assistance to set implementation and monitoring plans

#### II. Organizational Change Management (OCM): \$36,400

- Crowe will create a structured process to help Aurora stakeholders manage change coming from the new technologies and the new process changes (from BPR, above)
- Crowe will begin with a comprehensive Stakeholder Analysis with Risk Assessment
- Crowe will create customized Communication Plans by stakeholder group (i.e. what is the best way to communicate updates and gain participation from each type of stakeholder?)
- Crowe will create customized technology Training Plans by stakeholder group (i.e. what type of training works best for each type of stakeholder?)
- Limited assistance to set implementation and monitoring plans

#### III. Project Management assistance throughout Implementation (Establish PMO): \$363,100

- Crowe will assist Aurora in establishing the Project Management Office (PMO). Crowe will collaborate with Intergraph and their Project Manager.
- Crowe will provide project management assistance throughout the implementations of the Intergraph CAD/RMS and Xerox Firehouse software – working alongside Intergraph's Project Managers to represent the City and ensure City-related tasks are being addressed and that all vendor activities stays on track.
- Crowe staffing will consist of 20-25 hours per week across all roles.

#### Crowe's Unique Qualifications:

- Team consistency and close familiarity with the project, including the City's unique requirements, needs, issues, and decisions already made (over past 2 years)
- Little to no ramp-up time needed based on deep knowledge of project details and understanding of all department stakeholders and their processes
- Familiarity with Intergraph, including their proposal and products. Also includes time spent in Q&A sessions and hands-on product demos