
SCHEDULE A:

Statement of Work Summary

Date: May 19, 2022

Project Management Office (PMO) Service Subscription Model (“Crowe Government Guide”)

1. Client Representative:

Mr. Michael Pegues
Chief Information Officer
City of Aurora
44 East Downer Place
Aurora, Illinois 60507

2. Project Objectives:

The City of Aurora is seeking various project management PMO services from Crowe LLP (Crowe) to support third party software implementations, receive PMO advisory support, and additional project management services to support the City’s IT PMO.

Crowe has worked with City of Aurora in a similar capacity on previous software implementations, by providing PMO services to manage City tasks and provide vendor management and oversight throughout the implementation process.

This Statement of Work includes subscription to the **Crowe Government Guide** consulting subscription service, which provides PMO as a service to City of Aurora. This allows flexibility for the City to engage Crowe for project management support on an as-needed basis for its upcoming software implementations, as well as other ad hoc project management support to support the City of Aurora’s IT Project Management Office.

Services are detailed further in Section 3 below.

3. Services:

Crowe will provide subscription-based project management and oversight services across two key efforts:

I: Project Management for 3rd Party Software Implementations:

Support two City software implementation projects within this subscription year. The City may determine which implementations and vendors this includes.

This project management support includes general project management such as:

- Scheduling, including agree on Go-Live date and time
- Timeline and project plan
- Establish all pre go-live tasks
- Facilitate and manage weekly meetings
- Track progress in status reporting
- Stakeholder coordination and communication --- across all vendors and City stakeholders
- Risk identification, mitigation, escalation
- Vendor management, including deliverable oversight
- Ad hoc questions and support by City of Aurora IT PMO

Additional as-needed PMO support and PMO coaching activities which could include any of the following as desired by the City throughout the software implementation (see image below)



II. Update IT Strategic Plan

Crowe will also provide a single annual update to the City's IT Strategic Plan (smartaurora.com), for as long as the City maintains its subscription. This includes convening departments, gathering the current IT project portfolio, facilitating prioritization sessions, and updating the existing Plan with refreshed content such as recent IT projects, priorities, and highlight successes. This does not include creating a new IT Strategic Plan.

4. Assumptions/Additional Client Responsibilities:

Crowe has made the following assumption in preparing this Statement of Work, in addition to the assumptions that are detailed within the Services / Deliverables Section 3 above:

- As of April 2022, most work continues to take place virtually via Teams / Zoom meetings. As reopening guidelines change, we can discuss workspace and onsite presence. In that case, the City will provide workspace for Crowe LLP's consultant(s) within the City's office space. Crowe is able to be onsite for key meetings and events, particularly when the vendors may be onsite (kickoff meeting, key training dates, go-live)
- The City's Project Manager will be responsible for scheduling meetings with the City's personnel, including facilitating review of City personnel calendars and availability.
- As part of the Crowe Government Guide – PMO Subscription Model, Crowe is not responsible for the creation of any formal deliverables other than weekly status reports and other stakeholder status reports. If the City desires specific deliverables, such as other project management artifacts, they can be agreed upon within the subscription period between both parties. Crowe will utilize its PMO Toolkit of templates. The primary function of the service is to provide ad-hoc PMO support services as described in Section 3 above.
- Crowe will have access to the City's PPM tool.
- Crowe reports to City of Aurora IT Division and does not have a direct reporting relationship to other City third-party vendors. We will collaborate with the City's vendors (UKG, Vector, ESO) in a vendor management role, but will not report directly to them, nor owe them any Crowe deliverables.
- This subscription includes PMO support and advisory services only. Out of scope projects that require a specific report or deliverable will be scoped separately under a formal engagement.

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- g. This subscription does not replace current projects that are already underway under other agreements.

5. Subscription Period:

The Crowe Government Guide – PMO Subscription Model is active for one year to support the City's PMO.

As a subscriber, the City will receive an exclusive members-only benefit of an annual Maturity Assessment of the City's IT PMO structure at no additional charge or draw-down against the City's pool of hours. The scope includes a rapid assessment of the City's IT PMO organization and IT project portfolio. Timing can be coordinated between both parties, but should be scheduled before the end of the Subscription Period.

6. Subscription Fee:

This is an attachment to our existing Consulting Agreement with City of Aurora.

The one-year fee for Crowe Government Guide – PMO Service Subscription is \$96,000 for services as described in Section 3, exclusive of travel expenses. Fees will be billed in quarterly (3-month) increments of \$24,000 each.

Crowe will track hours worked according to the following discounted rate card below, with periodic reporting to the City. This fee is based on past history of working with the City in a PMO role.

Role	Hourly Rate
Executive / Partner	\$375
Program Manager	\$225
IT Specialist / Subject Matter Expert	\$225
Sr. Staff Analyst	\$175
Staff Analyst	\$160

Travel expenses for local Chicagoland travel (mileage) will be billed to the City as it is incurred, above the fees estimated. Crowe will seek approval by the City for all travel prior to making a trip.

7. Response Time:

Upon execution of this Agreement, the City will be assigned an account representative to serve as the key Crowe contact. This person will work with the City to define the City's key contact who can authorize work on this Agreement. All requests for assistance for this service will be directed to that account representative as the single point of contact, received by the City's key contact. Crowe will respond to requests within 48 business hours.

8. Parameters:

- This subscription services is intended to be utilized on an as-needed basis, where Crowe may provide project management services to City of Aurora IT Division in order to build capacity in support of organization initiatives.

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- Crowe's involvement in certain initiatives will be determined by the Client Sponsor (Mike Pegues or his designee).
 - Project management activities may include project backlog development and maintenance, coordination of regular standups with project team, communication of project status with the organization, vendor management, assistance with strategy, reviewing deliverables, advising on implementation strategies, and documentation of issues and risks, etc. This is summarized in Section 3 above. Generally, the support services are not associated with developing specific deliverables or reports.
 - Specific projects with defined scope, deliverables / reports, milestones, and clear project start and end dates are better suited as projects with a separate Statement of Work rather than under this subscription model.
 - Crowe will work with City of Aurora on the City's ad hoc requests to estimate effort and obtain approval when a single request exceeds 40 hours estimated in effort. Crowe and the City may mutually decide to proceed as part of the subscription, or to pull into its own separate Statement of Work project.

Signed:

City of Aurora

Date

Crowe LLP

Date