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March 28, 2013

Ms. Nydia Rafols-Sallabery
Deputy City Manager
City of Hallandale Beach
400 South Federal Highway
Hallandale Beach, FL 33009

Dear Nydia:

Thank you for the opportunity to propose our professional services to continue our assistance to the City of Hallandale Beach, FL ("the City") in providing Implementation Management assistance as part of the Tyler/MUNIS system implementation. We are pleased to present this engagement letter to modify our existing agreement originally executed April 1, 2012 and amended August 3, 2012 for ERP (Enterprise Resource Planning) Needs Assessment and RFP Development consulting services. We are excited about the opportunity to continue working with you and the City on this very important project.

PROJECT BACKGROUND

The City has been working with Plante Moran's Government Technology Consulting team to evaluate and select a new ERP system to replace the current financial, human resources, payroll and community development software applications. In connection with this effort, Plante Moran has worked with the City in conducting the following activities:

- Phase 1: Needs Assessment (*complete*)
- Phase 2: Request for Proposal Development (*complete*)
- Phase 3: Vendor Selection (*SOW development and contract negotiations in process*)

REQUESTED SCOPE CHANGE

The City recognizes that the implementation of a new ERP system will be very challenging as the City transitions its legacy systems and processes to a new way of doing business. The City also recognizes that the magnitude of such a change will require strong project management skills to ensure that City and Vendor activities are completed on-time especially under an accelerated timeframe which is being considered by the City. As such, due to Plante Moran's significant experience with assisting other cities in similar ERP implementations, the City recognizes the value of an external adviser to maximize the ability to complete the project on-time, within budget and to achieve the project goals as dictated by City management.

The City has requested additional Plante Moran assistance in the implementation phase of the project to provide the following services:

- Pre-Implementation and Initial Project Planning Assistance
- Functional Team Project Manager for the Financial and HR/Payroll phases

- Project Management advisor for an additional 6 months of the project

A summary of specific activities for each of these roles is further described in the Appendix to this change order.

The Plante Moran Government Consulting Team has significant experience supporting clients through numerous ERP implementation projects with the City's preferred vendor and has developed specific tools and templates that are aligned to Tyler's implementation approach. Furthermore, our clients have confirmed that we add tremendous value during ERP implementation projects including:

- Value of experience – avoid problems and pitfalls that we have experienced – be proactive rather than reactive.
- Ability to see “warning signs” in advance and address them before they become major project challenges.
- Experienced project managers who have managed other ERP and technology-related implementations.
- Objectivity with respect to project improvements that will arise regarding technology, processes/policies and people.
- Assurance that the project will stay on schedule.
- Overall risk mitigation to the project.

PROJECT STAFFING

The Partner responsible for deliverables on this project will continue to be Mr. Scott Eiler who will serve as your primary contact and provide oversight to all Plante Moran staff involved throughout the project. Mr. Chris Moshier will continue to be the lead consultant and will be involved in the day to day project activities. Our team will be assisted by other consultants with specific technical expertise as needed, to meet the project requirements.

PROJECT TIMING

The Plante Moran Government Technology Consulting team is available to begin providing Implementation Management assistance upon approval of this change order. The term of the implementation process and this engagement is expected to conclude approximately eighteen months after the initial kick-off. It is anticipated that the City will maintain a primary project manager who will be our main point of contact during the course of the project and will have the authority to make decisions on behalf of or in coordination with the City management team (i.e., the Change Management Team, Project Team and/or Project Sponsors). The Plante Moran Government Technology Consulting team also anticipates active participation of City and ERP software vendor staff throughout the implementation as necessary to ensure a successful implementation.

PROFESSIONAL SERVICES FEES

Our fees for providing the additional assistance to the City of Hallandale Beach will be based on Plante Moran staff time spent providing the requested services and will be billed at a rate of \$170 per hour, which will include all travel related expenses.

Based on the City's expected level of involvement, the level of services anticipated to be negotiated with the ERP vendor, as well as the City's consulting budget, the City has requested

Appendix A: Summary Implementation Management Assistance Activities

Project Role	Summary of Activities
Pre-Implementation and Initial Project Planning Assistance	<ul style="list-style-type: none"> a) Work with the City and selected ERP vendor in project start-up activities. b) Conduct a project expectation alignment session with City staff c) Facilitate a risk management session with City staff and the selected ERP vendor. d) Develop and implement appropriate tools for managing the project. e) Participate in up-front kick off consulting sessions conducted by Tyler. f) Participate in development and review of up-front project management related deliverables (e.g., Tyler implementation plan).
Functional Team Project Manager (Financial & Payroll/HR phases - 11 months)	<ul style="list-style-type: none"> a) Act as a member of the Financial and Payroll/HR functional teams providing team oversight and ensuring that existing business processes are challenged during the course of implementing those module(s). b) Manage activities of the Financial and Payroll/HR teams to ensure that activities are monitored and tracked for completion. c) Participate in team consulting sessions with the City and Tyler. d) Participate in status meetings with the City and Tyler. e) Provide project management advisory activities described below.
Project Management Advisor (Additional 6 months of project)	<ul style="list-style-type: none"> a) Monitor project timeline progress as updated by the selected ERP vendor. b) Work with team leads and steering committee members to stay on task. c) Assist in managing the issues/actions item list. d) Monitor project risks. e) Participate in project steering committee meetings. f) Participate in project management meetings. g) Review project change orders. h) Review and comment on project deliverables. i) Monitor vendor compliance to the negotiated contract. j) Provide acceptance testing guidance. k) Review and comment on project progress. l) Assist in facilitating resolution to key project issues. m) Participate in ad-hoc meetings as needed.