

BerryDunn's Presentation to Provide
IT Consulting Services
to the City of Gainesville



Agenda

1. Introductions
2. Firm Overview
3. Answers to the City's Questions
4. Additional Q&A
5. Why BerryDunn?

1. Introductions



Team Members Participating



Chad Snow
CFE, PMP
Principal



Keith Damon
PMP, ITIL, Prosci Certified
Manager



Rick Gamache
CISSP, FQNV
Subject Matter
Expert



Ben Roper
CGCIO
Subject Matter
Expert

2. Firm Overview



Firm Overview



Founded in 1974, the firm now has more than **320 personnel** and **37 principals**, with offices in **Maine, Arizona, New Hampshire, Connecticut, and West Virginia.**



Established national consulting practice, including work with over **275 state, local, and quasi-governmental agencies in all 50 states.**



Designated as an INSIDE Public Accounting (IPA) “Top 100 Firm” and named as a “**Fastest-Growing**” firm in the **2011, 2012, 2013, 2014, 2015, and 2016** IPA 100 Rankings.



Commitment to serving local government organizations through: Industry **involvement** and memberships, regular speaking **engagements, best practice** and client research data, ongoing continuing **professional education (CPE).**

We do not sell or develop hardware or software. We do not partner with software developers or solution providers.

Our independence allows BerryDunn to provide objective system consulting services and to offer recommendations that represent the City’s best interests.



Experience in the State of Florida

The table below presents some of our prior and ongoing work in the State of Florida.

Client Name	Services Provided
City of Boca Raton	ERP System Selection Consulting
City of Coral Springs	ERP Software Consulting
City of Homestead	Workflow Process Review for Development Services
City of Ormond Beach	Project Management Services for ERP Implementation
City of Port Orange	Strategic Technology Planning
Johnson & Wales University	Compliance Consulting, IT Security Assessment, and Development of Policies and Procedures
Northwest Florida State College	IT Assessment and Strategic Technology Planning

3. Answers to the City's Questions



Statement of Understanding

We understand that the City is seeking a consulting partner to assist with evaluating its infrastructure readiness, comparing IT impacts of proposed solutions, securing its data, facilitating better sharing and use of data, and encouraging service improvements throughout the lifecycle of its ERP system replacement.

Question #1

Your technical proposal response included 12 deliverables; which are not in full alignment with the City's Scope outlined in the RFP. For example, in Phase III the deliverable you mentioned was a final business process mapping, which was not one of the deliverables requested in the City's IT requirements (Network Diagram, Equipment Configuration, etc.). Can you provide your understanding of the City's requirements and the approach that will fulfill all the expected IT deliverables as an outcome of this RFP?

Answer #1

Requested Services	Deliverable(s)
Architectural Standards that Support Modernization	D2. Draft IT Assessment Report
Evaluate the as-is IT Infrastructure and Recommend scalable IT Infrastructure for the ERP readiness	D2. Draft IT Assessment Report
Recommend DR Strategy	D2. Draft IT Assessment Report
Recommend Backup Strategy	D2. Draft IT Assessment Report
Liaise with Functional Leads to determine the current state	D5. Draft Business Process Maps D6. Finalized Business Process Maps
Provide details way and means of integrating existing business process, systems, applications with leading ERP products	D7. Draft Business Process Improvement Maps
Liaise with Functional Leads and ERP Development/technical teams to understand business requirements	D8. Business Process Improvement Maps
Bid Evaluation ERP	D9. ERP System Selection Assistance
Bid Evaluation Service Implementer	D9. ERP System Selection Assistance
Project oversight services	D10. Project Oversight Services D11. Project Status Updates
Provide system assessment and report performance criteria	D10. Project Oversight Services D11. Project Status Updates

Question #2

Can you provide a more detailed pricing breakdown of the services provided in your Price Categories in alignment with your revised approach deliverables, including deliverables/services provided in the support category?

Answer #2

Our cost breakdown is presented in the table below.

Deliverables	Price
D1. Updated Project Work Plan and Schedule	\$7,490
D2. Draft IT Assessment Report	\$46,640
D3. IT Assessment Report	\$5,835
D4. Present Assessment Report Findings	\$2,240
D5. Draft Business Process Maps	\$42,580
D6. Finalized Business Process Maps	\$1,265
D7. Draft Business Process Improvement Maps	\$12,865
D8. Business Process Improvement Maps	\$8,020
D9. ERP System Selection Assistance	\$26,250
D10. Project Oversight Services	\$138,300
D11. Project Status Updates	\$39,515
Total Cost	\$331,000

Question #3

It was mentioned in your proposal that you will have six on-site trips. First, what will be the frequency of these trips?

- Are expenses included in the cost?
- What is your criterion for these six visits?
- Will these six trips be throughout the entire life cycle of this project?

Answer #3

- We will make our first 5 trips to align with specific project activities.
- During the provision of project oversight services, we will make a total of 18 trips - one per month for 18 months.
- All travel expenses are included in our proposed cost.

Question #4

From your approach, can you provide an example of a technical feasibility study?

Answer #4

- Tab 2 of this packet provides the Table of Contents from an Infrastructure Readiness Review Report prepared for a BerryDunn client.

Question #5

Do you have experience with Network Diagrams? If so, how did you capture the information to create the diagram and what will be the details of the network diagram you would be providing?

Answer #5

- BerryDunn has more than 50 years combined cybersecurity experience in both public and private sectors and has worked with network diagrams in multiple technical engagements
- Knowledge of frameworks include:
 - ✓ HIPAA – HITRUST
 - ✓ PCI
 - QSA Certified
 - ✓ C2M2
 - ✓ NIST 800 Series
 - ✓ ISO 27000 Series
 - ✓ FISMA
- We've applied these standards in assessments for:
 - ✓ Large metropolitan governments
 - ✓ State governments
 - ✓ Quasi-governmental financial institutions

Question #6

Assuming the City is unaware of what data is being captured. What will be your approach to capturing the data and how will you present the data in a format that can be used for decision making?

Answer #6

- We understand that the City may have data stored in disparate systems and lack an understanding of how this data is maintained and flows between systems.
- This is a common challenge across our ERP consulting engagements and we will work with the City to ensure that its data capture needs are met.
- As part of our proposed business process diagramming activities, we will capture how data is created, stored, transmitted, and used to support business processes.

Question #7

What will be the evaluation criteria during the ERP selection and how will the information be used for decision making?

Answer #7

- We will work with the City's procurement team and other project consultants to determine the criteria.
- Criteria for a technical evaluation of proposed solutions might include:
 - ✓ Alignment with City-defined technical standards (e.g., database, OS, development tools, browsers)
 - ✓ Integration capabilities (i.e., ability to import and integrate to other 3rd party systems or applications)
 - ✓ The GUI and the potential impact on helpdesk resources to support the solution
 - ✓ Role based end user security strength and tools to support ongoing changes
 - ✓ Electronic workflow capabilities and tool for support and modification
 - ✓ Integration with an enterprise document management solution

Question #8

In your proposal you have mentioned that you will only participate in the first round of vendor scoring for the Product RFP (up to six vendors) . What if it is more than six vendors?

- Does this mean you firm will not participate in the evaluations for the Service Implementer RFP?

Answer #8

- We will participate in both rounds of scoring.
- Though we have assumed six proposals as an estimate, we would evaluate up to ten proposals at no additional cost.
- If a large number of proposals were received, we would ask the City to identify the top ten submissions for our review.
- BerryDunn will certainly support the City in evaluating Service Implementer RFPs and our team has experience in this area.

Question #9

How does your firm ensure the compliance of securing data following government rules and regulations such as PCI Compliance, HIPAA, etc.?

Answer #9

- As a consulting and CPA firm, we are held to a high standard for data security, which we maintain through ongoing training and appropriate encryption technology.
- We have a group in our firm that focuses on information security and assessing compliance with regulations including PCI and HIPAA.

Question #10

How do you define your role and responsibilities with the Product and Service Implementer relationship?

Answer #10

- We will act as the City’s “owner’s agent,” working on its behalf to protect its interests.
- We will identify project risks, recommend mitigation strategies, and work to resolve issues that may impact the project.
- Our typical responsibilities include tracking project issues, recommending mitigation strategies, reviewing deliverables, overseeing training, and providing focused on-site support.

Question #11

Could you provide IT work samples from previous services adhering to contract legality?

Answer #11

- Each of our ERP system consulting projects involves an assessment of the technology environment.
- If the City desires, we would be happy to provide sample deliverables or report sections that demonstrate this experience.

Question #12

Could you please provide us some examples of the ROI or success factors that have been generated from previous services?

Answer #12

Our clients have measured and documented many qualitative and quantitative improvement, including:

- Time saved
- Paper saved
- Streamlined business processes
- Tighter system integration
- Access to timely and accurate data
- Improved reporting and forecasting
- Reduced reliance on custom development and integration

4. Additional Q&A



5. Why BerryDunn?



Why BerryDunn?



We have experience in engaging stakeholders across the organization

We have worked on more than 40 ERP consulting and 25 system implementation engagements, which informs our process



We are well versed in working with city contractors and third parties to ensure project success

We will analyze the City's technology maturity and tailor our recommendations to align with future needs



With a flexible approach and deep bench of consultants, we can provide a full complement of IT services

We have two project team members with prior experience in city IT leadership



Thank You!

