



Recommendations for Consultative Services

Fall 2003

Submitted by:

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PROPRIETARY INFORMATION: Jonesboro (AR) acknowledges that all materials and documents associated with this project are proprietary and confidential in nature. This specifically includes pricing information, training materials and consulting documents as described. Jonesboro further agrees not to copy or otherwise make available such materials outside of the City and its divisions and departments without the prior written consent of CartêGraph Systems, Inc.

Executive Summary

The City of Jonesboro, Arkansas', goal for 2003 is to implement a Citizen Service Request tracking process that allows the City to record and track the nature and status of citizen's calls made to the Street Department and/or Mayor's office. The City then wishes to expand the system in 2004, as part of a two phased approach to implementation, to include Activity Based Costing of labor, equipment, materials and contracted services for Street Department Work Orders. The City also wishes to expand the system in 2004 to include sign and pavement infrastructure inventories.

Service Request and Work Order management is the key to managing a maintenance operations department and the infrastructure being maintained. Service Request and Work Orders are the foundation upon which a beneficial Asset Management System (AMS) is built. The City of Jonesboro is looking for CarteGraph Systems Inc. to provide them with software, standard operating procedure recommendations and training for implementing the foundation of a new City AMS. Data capture processes utilizing an integrated database (WORKdirector®/CALLlink®) will be implemented in the City's Street Department and Mayor's Office. The implemented solution will create the foundation for an integrated Asset Management System operated within an enterprise SQL database environment. This foundation will then be able to be expanded to accommodate future goals of the City; Work Order costing, sign and pavement inventory management.

This document formulates CarteGraph's understanding of the City's needs and recommends to you our approach to address and evaluate the City's objectives. Our consultative approach to your solution will provide you recommendations to better track and manage Service Requests, Work Orders and infrastructure, communicate this information more efficiently across departments within the City, and to provide useful reports to Management, City Council and others as needed in a timely and accurate manner.

This document does not constitute an agreement and is in no way binding to either party. If these recommendations are agreeable to you, we will then, at your request, proceed to express these recommendations in contract form for your further review and formal acceptance.

Our recommendations for phase one begin with an Operations Consultation review of the work flow and data needs for the Street Department and Mayor's office via telephone conference calls. The second step will be internet installation/configuration of the CarteGraph software applications and connection to the SQL database. The following software applications will be implemented as part of this first phase of services: WORKdirector & CALLlink.

The third step will then be an onsite visit by a CarteGraph consultant to finish the data needs analysis started via the conference calls and to modify the Service Request data entry forms in WORKdirector and CALLlink, provide training on logging and retrieving information on Service Requests and to help the City think through their standards and Standard Operating Procedures.

CarteGraph also recommends our assistance in the planning and management of the implementation, installation and configuration of, as well as training on the CarteGraph applications selected by the City for a phase two of implementation.

We will begin project planning immediately upon your formal authorization of an Agreement. The length of this project is subject to the availability of your personnel to participate in the project, particularly from the standpoint of participating in interviews and planning sessions.

If you agree that this document fairly describes the project and the deliverables and terms to successfully complete it, please contact me and we will develop a formal agreement for your review and authorization.

We appreciate this opportunity to serve the City of Jonesboro, and look forward to a long-term partnership that assists you in meeting your current and future business challenges.

Thank you,
Tim McAndrew
Territory Manager

Asset Management System Consultative Review

Objectives

The primary objective of this consultative service is to evaluate CartêGraph Systems, Inc. software and ensure it will adequately meet the needs of the City for the following objectives:

2003 Objectives

1. Implementation of a Citizen Service Request system

2004 Objectives

2. Utilization of Work Order costing
3. Implementation of a Sign Information Management System
4. Implementation of a Pavement Management System

The 2003 Objectives will be accomplished via conference calls and 3 days of onsite services that will:

- Review Service Request and Work Order requirements by performing:
 - Work Flow Analysis
 - Data Needs Analysis
 - Standards & Standard Operating Procedure Analysis
 - Implementation Process Development
- Review future goals related to sign and pavement inventory management
- Modify Service Request data entry forms to meet City objectives
- Review and recommend reporting options
- Train City users on CartêGraph functionality as it relates to Service Requests in WORKdirector and CALLink

Scope of Services

Operational Consultation Services

CartêGraph recommends a consultative service package focused on addressing the Objectives of this project. Expert technical resources will host conference call interviews, one day onsite for interviews and process review and two days onsite to modify the software to meet the City's unique needs and train the City on the system. The consultation will include data field recommendations, workflow patterns, escalation paths and resolution processes. In addition, Cartegraph will prepare prototype form modifications and reports for WORKdirector and CALLink.

- The services and time spent onsite based on this document is an up-to effort. CartêGraph will recommend how best to utilize the contracted services but it is the ultimate responsibility of the City to choose what CartêGraph does and what City staff is willing to do to ensure a successful implementation. Please refer to the Description of Terms and Conditions section at the end of this document.

Staffing

The most critical element in the successful completion of any engagement of this nature is the personnel assigned to carry out the responsibilities.

Responsibilities of each project participant:

1. **Project Manager** – This individual is entrusted with the day-to-day coordination and responsibility for the asset management implementation project. It is their responsibility to see that the detailed project approach steps are completed and that efforts of the other project team members are coordinated to provide for the efficient and timely completion of the project. This person is also directly involved with performing the project tasks and may be one-in-the-same as the assigned Project Consultant.
2. **Project Consultants** – This individual(s) are responsible for providing advice and direction relating to specific technical aspects of the project, including database management systems and software application installation. CartêGraph professional staff members are highly qualified consultants with broad and detailed knowledge of the CartêGraph asset management applications and the public works asset management industry and are responsible for application knowledge transfer to the designated City of Jonesboro employees.
3. **City of Jonesboro Project Coordinator** – This individual is responsible for coordinating the efforts and involvement of City of Jonesboro with the CartêGraph project team members. This person will help identify the internal personnel who are best qualified to assist CartêGraph on specific matters and will act as the communication focal point between CartêGraph and City of Jonesboro personnel.

Project Fees

WORKdirector software applications	2 licenses	\$15,000.00
CALLink software applications	2 licenses	
Platinum Maintenance Service Agreement	Annual	3,000.00
Internet Installation		3,000.00
Operational Consultation Services	3 days onsite	4,350.00
Expenses		1,350.00
< Discount >		6,700.00
TOTAL PROJECT COST		\$20,000.00

Description of Terms and Conditions

Invoicing & Payment Terms

It is our normal practice to invoice monthly for all professional services and expenses as they are incurred on the project. Payment terms are Net 30 from date of invoice.

Additional Expenses

All travel and out-of-pocket expenses associated with delivery of the consulting and customer education services are separately and additionally billable to City of Jonesboro, Arkansas.

Additional Service Fees

In the event it becomes apparent to CartêGraph Systems, Inc., that fees estimated in the Agreement will be exceeded due to unforeseen issues or complications or due to any changes in the scope of services required, CartêGraph Systems, Inc. will notify you and secure written authorization to proceed in the form of a purchase order prior to

exceeding the approved engagement estimate. In either event, fees and expenses associated with software and services delivered are due and payable by the City of Jonesboro as per the terms of the Agreement.