



Office of the City Manager

CONSENT CALENDAR  
June 13, 2017

To: Honorable Mayor and Members of the City Council  
From: Dee Williams-Ridley, City Manager  
Submitted by: Savita Chaudhary, Director, Information Technology  
Subject: Contract No. 10264A Amendment: ThirdWave Corporation for RapidWorkflow® Process Modeling (RWPM) Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No 10264A with ThirdWave Corporation for RapidWorkflow® Process Modeling (RWPM) Workshops for an amount not to exceed \$26,250, and a total contract value not to exceed \$255,403 from May 1, 2016 through June 30, 2019.

FISCAL IMPACTS OF RECOMMENDATION

One time funding for this project is allocated in the Department of Information Technology's FY 2017 General Fund and ERP Replacement Fund as follows:

\$15,750	ThirdWave Corp. RapidWorkflow® Workshops FY 2017 Budget Code: 010-2701-410-3038 (General Fund, Information Technology, Professional Services)
\$10,500	ThirdWave Corp. RapidWorkflow® Workshops FY 2017 Budget Code: 609-2702-410-3038 (ERP Replacement, Information Technology, Professional Services)
<b>\$26,250</b>	<b>Total FY 2017 Professional Services</b>

The contract amendment has been entered into the City's contract database and assigned CMS No: EF58I.

CURRENT SITUATION AND ITS EFFECTS

ThirdWave Corporation established the City's Digital (IT) Strategic Plan which defines technology initiatives and objectives that align with the City's Strategic Plan. This Digital (IT) Strategic Plan also improves the balance between demand for more and better technology, and available City resources, including staff, and capital and operating funds.

ThirdWave conducted a series of RWPM Workshops with various departments to map out business processes, identify pain points, brainstorm potential solutions, and outline benefits of those solutions to bring improved efficiency, consistency, and increased customer service. Because this process was both extremely effective and well received by city-wide staff, it is imperative that ThirdWave to conduct additional RWPM Workshops for upcoming projects that include deployment of tools for Capital Planning, Public Records Act management, and Enterprise Resource Planning (ERP) processes changes.

#### BACKGROUND

In February 2016, the City issued a Request for Proposal (RFP) for a Citywide Digital Strategic Plan and Cost Allocation Plan under Specification No. 16-11013-C. Of the eleven responses received, ThirdWave Corporation's proposal best met the City's operational, technological, and fiscal requirements.

In November 2016, ThirdWave completed Phase I of the Citywide Digital Strategic Plan, and in January 2017, Council formally approved implementation of the Digital Strategic Plan ([http://www.cityofberkeley.info/Clerk/City\\_Council/2017/01\\_Jan/Documents/2017-01-24\\_Item\\_14\\_Digital\\_Strategic\\_Plan.aspx](http://www.cityofberkeley.info/Clerk/City_Council/2017/01_Jan/Documents/2017-01-24_Item_14_Digital_Strategic_Plan.aspx)). This plan prioritizes citywide technology projects for the next five years. Phase II is the development of a Cost Allocation Plan, which is currently being finalized.

Also in November 2016, City Council authorized \$82,659 for ThirdWave to provide additional process improvement workshops with Planning, Information Technology and Public Works departments and \$50,000 for an analysis of the City's existing website to provide recommendations and requirements. Project Management, Customer Service, and RWPM training for City staff was also included in this request. RWPM is a patent owned by ThirdWave Corporation to provide these process improvement workshops.

#### ENVIRONMENTAL SUSTAINABILITY

ThirdWave Corporation conducts a portion of their work remotely. When on-site visits are required for face-to-face meetings, they will cluster those visits over multiple days to minimize travel costs and greenhouse gas emissions related to travel. Additionally, by identifying cumbersome business practices the City is able to maintain an environmentally-sound technology infrastructure.

#### RATIONALE FOR RECOMMENDATION

ThirdWave's RWPM Workshops have proven to be an effective and efficient way of documenting business processes and identifying pain points and areas for improvement. ThirdWave's patented RWPM workshops was a critical tool that assisted in the development of the Citywide Digital Strategic Plan. Participating in additional workshops with ThirdWave will continue to increase efficiency, consistency, and customer service.

ALTERNATIVE ACTIONS CONSIDERED

City staff does not currently have the capacity to perform twenty-five complete RWPM workshops in quick succession. ThirdWave Corporation holds the patent for RWPM, they have the extensive experience required to provide the City with as-is and to-be processes.

CONTACT PERSON

Savita Chaudhary, Director, Information Technology, 510-981-6541

Attachments:

1:

Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 10264A AMENDMENT: THIRDWAVE CORPORATION FOR  
RAPIDWORKFLOW® PROCESS MODELING (RWPM) SERVICES

WHEREAS, on February 19, 2016, the City issued a Request for Proposal (RFP) for a Citywide Digital (IT) Strategic Plan and Cost Allocation Plan with Specification No. 16-110-13-C and the RFP review committee determined that ThirdWave Corporation's proposal best met the City's operational, technological, and fiscal requirements; and

WHEREAS, ThirdWave's patented RWPM workshops is a critical tool that assisted in the development of the Citywide Digital Strategic Plan and have proven to be an effective and efficient way of documenting business processes and identifying pain points and areas for improvement; and

WHEREAS, additional RWPM workshops to assist with the deployment of tools for Capital Planning, Public Records Act management, and Enterprise Resource Planning (ERP) processes changes, will continue to increase efficiency, consistency, and customer service; and

WHEREAS, funds have been allocated in budget code 010-2701-410-3038 and 609-2702-410-3038, and entered into the City's Contract Management System (CMS) system and assigned CMS No. EF58I.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 10264A with ThirdWave Corporation for RapidWorkflow® Process Modeling Services, for an amount not-to-exceed \$26,250, and a total contract value not to exceed \$255,403 from May 1, 2016 through June 30, 2019.