



CITY OF HOUSTON
HCD Purchasing Unit 3200

PO NUMBER MUST APPEAR ON ALL PAYMENT AND
DELIVERY CORRESPONDENCE

**Change to
PURCHASE ORDER**

Vendor Address
Vendor Address Number 158243
SKLAR MEDIA
394 FAIR OAKS STREET, #2
SAN FRANCISCO CA 94110
USA

Mail Invoice to
COH HOUSING & COMMUNITY DEV
FINANCIAL SERVICES SEC, ACCT PAY
P.O. Box 1562
HOUSTON TX 77251-1562

Information
Purchase Order Number/Date 4500308261-2 / 08/20/2019
CoH Vendor Number 158243
Page 1 of 2
Buyer's Name Coryie J. Gilmore 457
Buyer's Telephone Number
Buyer's Fax Number
Buyer's E-mail Address

**CONFIRM RECEIPT AND ACCEPTANCE OF PURCHASE ORDER
TO BUYER'S E-MAIL ADDRESS**

Shipping Address HOUSING & COMMUNITY DEVELOPMENT
PROCUREMENT SERVICES
2100 TRAVIS, 9TH FLOOR
HOUSTON TX 77002
USA

Terms of payment : Pay net 30 w/o deduction Currency USD

Shipping Terms FOB(Free on board) /DESTINATION

Your person responsible: SKLAR SHARAN
Business Process Analysis

City of Houston Contact: Sharon Washington @ (832)394-0111
sharon.washington@houstontx.gov

Item	Quantity	UM	Material # / Description	Unit Cost	Extended Cost
10	1.00	AU	96110 BUSINESS PLAN DEVELO Review and Analysis Deliverables - 20%	8,000.00 / AU	8,000.00
			Project objectives, requirements, milestones, and timelines.		
			Gross Price	8,000.00 USD	8,000.00
			1 AU	1.000	8,000.00
			*** Goods recipient changed ***		
			*** Description changed ***		
			*** Net price changed ***		
			*** Item reactivated ***		
			*** Services changed ***		
			Changed Expected value of unplanned services:	8,000.00	
			Delivery Date: 03/31/2020		



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**Change to
PURCHASE ORDER**

PO number/date 4500308261 -2 / 08/20/2019 Page 2 of 2

Item	Quantity	UM	Material # / Description	Unit Cost	Extended Cost
20	1.00	AU	96110 BUSINESS PLAN DEVELO Evaluation - DR Home Repair Deliverables - 30%	12,000.00 / AU	12,000.00
			Documentation and mapping existing business process and systems.		
	Gross Price		12,000.00 USD	1 AU	1.000 12,000.00
			*** New item ***		
			Delivery Date: 03/31/2020		
30	1.00	AU	96110 BUSINESS PLAN DEVELO Stakeholder Needs and Conduct Gap Deliverables - 35%	14,000.00 / AU	14,000.00
			Conduct Gap Gap Enumeration and Analysis		
	Gross Price		14,000.00 USD	1 AU	1.000 14,000.00
			*** New item ***		
			Delivery Date: 03/31/2020		
40	1.00	AU	96110 BUSINESS PLAN DEVELO Recommendations Deliverables - 15%	6,000.00 / AU	6,000.00
			Make Recommendations to provide solutions to the gaps and implement urgent requirements as needed.		
	Gross Price		6,000.00 USD	1 AU	1.000 6,000.00
			*** New item ***		
			Delivery Date: 03/31/2020		
Total ****					USD 40,000.00

The Terms and Conditions specified on <http://purchasing.houstontx.gov> will apply.

I hereby certify a certificate of the necessity of this expenditure is on file in this department.

I hereby certify that the expenditure for the above goods has been duly authorized and appropriated and that sufficient funds are available to liquidate same.

[Signature] Mayor
[Signature] Chief Procurement Officer
[Signature] Controller

- Payment Schedule

Activity	Deliverable	%	Payment
1. Conduct initial review and analysis to define project scope	Project objectives, requirements, milestones, and timeline	20%	\$8,000
2. Evaluate current state of the DR-Home Repair business processes	Documentation and mapping existing business process and systems	30%	\$12,000
3. Assess stakeholder needs to define ideal future state	Gap Enumeration and Analysis	35%	\$14,000
4. Conduct Gap Enumeration & Analysis			
5. Make Recommendations to provide solutions to the gaps and implement urgent requirements as needed.	Recommendations to provide solutions	15%	\$6000
	TOTAL	100%	\$40,000



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394 FAIR OAKS STREET, #2
SAN FRANCISCO CA 94110
USA

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FINANCIAL SERVICES SEC, ACCT PAY
P.O. Box 1562
HOUSTON TX 77251-1562

Information
Purchase Order Number/Date 4500308261-0 / 08/20/2019
CoH Vendor Number 158243
Page 1 of 1
Buyer's Name Coryie J. Gilmore 457
Buyer's Telephone Number 832-394-6306
Buyer's Fax Number
Buyer's E-mail Address Coryie.gilmore@houstontx.gov

**CONFIRM RECEIPT AND ACCEPTANCE OF PURCHASE ORDER
TO BUYER'S E-MAIL ADDRESS**

Shipping Address HOUSING & COMMUNITY DEVELOPMENT
PROCUREMENT SERVICES
2100 TRAVIS, 9TH FLOOR
HOUSTON TX 77002
USA

Terms of payment : Pay net 30 w/o deduction Currency USD

Shipping Terms FOB(Free on board) /DESTINATION

Your person responsible: SKLAR SHARAN
Business Process Analysis

City of Houston Contact: Sharon Washington @ (832)394-0111
sharon.washington@houstontx.gov

Item	Quantity	UM	Material # / Description	Unit Cost	Extended Cost
10	1.00	AU	96110 BUSINESS PLAN DEVELO	40,000.00 / AU	40,000.00
			Business Process Analysis		
	Gross Price		40,000.00 USD	1 AU	1.000 40,000.00
			Expected value of unplanned services:	40,000.00	
			Delivery Date: 03/31/2020		
Total ****				USD	40,000.00

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I hereby certify a certificate of the necessity of this expenditure is on file in this department.

I hereby certify that the expenditure for the above goods has been duly authorized and appropriated and that sufficient funds are available to liquidate same.

Sharon Washington Mayor
Sharon Washington Chief Procurement Officer
Coryie Gilmore Controller



CITY OF HOUSTON

HCD Purchasing Unit 3200

REQUEST FOR QUOTATION

Vendor Address
Vendor Address Number 154913
 PRECISE PROCESS CONSULTING LLC
 DBA PRECISE PROCESS CONSULTING PPC
 211 RILEY LN
 HOUSTON TX 77003
 USA

Return Quote to:

CONFIRM RECEIPT OF REQUEST FOR QUOTATION TO BUYER'S E-MAIL ADDRESS

Information
THIS IS NOT A PURCHASE ORDER

RFQ Number/RFQ Date 6000087333 / 08/01/2019
 CoH Vendor Number 154913
 Page 1 of 2
 Buyer's Name Coryie J. Gilmore 457
 Buyer's Telephone No 832-394-6306
 Buyer's Email Address Coryie.gilmore@houstontx.gov
 Collective Number CJG 031
 Requirement Number C.GILMORE

Quotes are due by close of business on: 08/08/2019
 Quotes are valid until close of business on: 11/08/2019

Shipping Address City of Houston
 HOUSTON TX 77002
 USA

Delivery Date: 11/08/2019

Your person responsible: VALERIE HOSKINS

Item	Quantity	UM	Material/Description	Net Unit Price	Extended Price
10	1.00	AU	96110 BUSINESS PLAN DEVELO BUSINESS PROCESS ANALYSIS *See Attachment for SCOPE OF WORK* The item covers the following services:		
			10 BUSINESS PROCESS ANALYSIS	1.00 AU	
DESCRIPTIVE LITERATURE MUST BE SUBMITTED IF QUOTING OTHER THAN WHAT IS SPECIFIED				Total	

"1 - Successful bidder/contractor shall produce proof of insurance (Certificate of insurance) and all drug detection/deterrence documentation required to show compliance with the City of Houston Insurance and Drug Detection and Deterrence policies within three days of notification. (SERVICE / LABOR ONLY)

2 - If Item or Equipment Quoted, indicate manufacturer and submit part/model and specifications. (MATERIAL ONLY)"



CITY OF HOUSTON
HCD Purchasing Unit 3200

REQUEST FOR QUOTATION

Page: 2 of 2

RFQ number/date 6000087333 / 08/01/2019

The Terms and Conditions specified on <http://purchasing.houstontx.gov> will apply.

Payment Term:

Bidder offers an early payment discount of 2%/10 days, 1%/20 days, net 30 days to apply after receipt of invoice or receipt of goods or services, whichever is later. If the bidder does not select "No" below, it will be deemed to have accepted the City's early payment discount term. Discount offer is not factored into award calculation.

No. Select "No" if the bidder chooses not to offer an early payment discount. If "No" is selected, bidder will be paid net 30 days after receipt of invoice or receipt of goods or services, whichever is later.

Supplier's Printed Name:

Supplier's Title:

Address:

Telephone Number:

Fax Number:

E-mail Address:

Supplier's Signature:

Date:



CITY OF HOUSTON
HCD Purchasing Unit 3200

REQUEST FOR QUOTATION

Vendor Address
Vendor Address Number 116104
 SENTIGY, INC.
 THREE RIVERWAY SUITE 1430
 HOUSTON TX 77056
 USA
 Salesperson: CINDY BOYD

Return Quote to:

Information
THIS IS NOT A PURCHASE ORDER

RFQ Number/RFQ Date 6000087335 / 08/01/2019
 CoH Vendor Number 116104
 Page 1 of 2
 Buyer's Name Coryie J. Gilmore 457
 Buyer's Telephone No 832-394-6306
 Buyer's Email Address Coryie.gilmore@houstontx.gov
 Collective Number CJG 031
 Requirement Number C.GILMORE

CONFIRM RECEIPT OF REQUEST FOR QUOTATION TO BUYER'S E-MAIL ADDRESS

Quotes are due by close of business on: 08/08/2019
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 HOUSTON TX 77002
 USA

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Item	Quantity	UM	Material/Description	Net Unit Price	Extended Price
10	1.00	AU	96110 BUSINESS PLAN DEVELO BUSINESS PROCESS ANALYSIS *See Attachment for SCOPE OF WORK* The item covers the following services:		
			10 BUSINESS PROCESS ANALYSIS		

DESCRIPTIVE LITERATURE MUST BE SUBMITTED IF QUOTING OTHER THAN WHAT IS SPECIFIED

Total

*1 - Successful bidder/contractor shall produce proof of insurance (Certificate of insurance) and all drug detection/deterrence documentation required to show compliance with the City of Houston Insurance and Drug Detection and Deterrence policies within three days of notification. (SERVICE / LABOR ONLY)

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REQUEST FOR QUOTATION

Page: 2 of 2

RFQ number/date 6000087335 / 08/01/2019

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___ No. Select "No" if the bidder chooses not to offer an early payment discount. If "No" is selected, bidder will be paid net 30 days after receipt of invoice or receipt of goods or services, whichever is later.

Supplier's Printed Name:

Supplier's Title:

Address:

Telephone Number:

Fax Number:

E-mail Address:

Supplier's Signature:

Date:



CITY OF HOUSTON

HCD Purchasing Unit 3200

REQUEST FOR QUOTATION

Vendor Address

Vendor Address Number 147866

ATHENIAN CONSULTING GROUP LLC
 1980 POST OAK BLVD
 HOUSTON TX 77056
 USA
 Salesperson: JOHN JEFFERSON

Return Quote to:

CONFIRM RECEIPT OF REQUEST FOR QUOTATION TO BUYER'S E-MAIL ADDRESS

Information

THIS IS NOT A PURCHASE ORDER

RFQ Number/RFQ Date 6000087336 / 08/01/2019
 CoH Vendor Number 147866
 Page 1 of 2
 Buyer's Name Coryie J. Gilmore 457
 Buyer's Telephone No 832-394-6306
 Buyer's Email Address Coryie.gilmore@houstontx.gov
 Collective Number C.JG 031
 Requirement Number C.GILMORE

Quotes are due by close of business on: 08/08/2019
 Quotes are valid until close of business on: 11/08/2019

Shipping Address

City of Houston
 HOUSTON TX 77002
 USA

Delivery Date:

11/08/2019

Your person responsible: JOHN JEFFERSON

Item	Quantity	UM	Material/Description	Net Unit Price	Extended Price
10	1.00	AU	96110 BUSINESS PLAN DEVELO BUSINESS PROCESS ANALYSIS *See Attachment for SCOPE OF WORK* The item covers the following services:		
			10 BUSINESS PROCESS ANALYSIS	1.00 AU	
DESCRIPTIVE LITERATURE MUST BE SUBMITTED IF QUOTING OTHER THAN WHAT IS SPECIFIED				Total	

*1 - Successful bidder/contractor shall produce proof of insurance (Certificate of insurance) and all drug detection/deterrence documentation required to show compliance with the City of Houston Insurance and Drug Detection and Deterrence policies within three days of notification. (SERVICE / LABOR ONLY)

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REQUEST FOR QUOTATION

Page: 2 of 2

RFQ number/date 6000087336 / 08/01/2019

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Supplier's Printed Name:

Supplier's Title:

Address:

Telephone Number:

Fax Number:

E-mail Address:

Supplier's Signature:

Date:



CITY OF HOUSTON

HCD Purchasing Unit 3200

REQUEST FOR QUOTATION

Vendor Address
Vendor Address Number 158243
SKLAR MEDIA
304 FAIR OAKS STREET, #2
SAN FRANCISCO CA 94110
USA
Salesperson: SKLAR SHARAN

Return Quote to: ssklar@sklar
SSKLAR@SKLARMEDIA.COM

Information
THIS IS NOT A PURCHASE ORDER
RFQ Number/RFQ Date 6000087332 / 08/01/2019
CoH Vendor Number 158243
Page 1 of 2
Buyer's Name Coryle J. Gilmore 457
Buyer's Telephone No 832-394-6306
Buyer's Email Address Coryle.gilmore@houstontx.gov
Collective Number CJG 031
Requirement Number C.GILMORE

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Quotes are due by close of business on: 08/08/2019
Quotes are valid until close of business on: 11/08/2019

Shipping Address City of Houston
HOUSTON TX 77002
USA
Delivery Date: 11/08/2019
Your person responsible: SKLAR SHARAN

Table with 5 columns: Item, Quantity, UM, Material/Description, Net Unit Price, Extended Price. Row 1: 10, 1.00, AU, BUSINESS PLAN DEVELO BUSINESS PROCESS ANALYSIS, \$40,000. Row 2: 10, BUSINESS PROCESS ANALYSIS, 1.00, AU. Total \$40,000.

DESCRIPTIVE LITERATURE MUST BE SUBMITTED IF QUOTING OTHER THAN WHAT IS SPECIFIED

1 - Successful bidder/contractor shall provide proof of insurance (Certificate of Insurance) and all drug detection/denial documentation required to show compliance with the City of Houston Insurance and Drug Detection and Denial policies within three days of notification. (SERVICE / LABOR ONLY)
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REQUEST FOR QUOTATION

Page: 2 of 2

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Supplier's Printed Name:

Sharon Sklar

Supplier's Title:

President, Sklar Media

Address:

394 Fair Oaks Street, #2, San Francisco
CA, 94110

Telephone Number:

212-979-6306

Fax Number:

E-mail Address:

SSklar@Sklarmedia.com

Supplier's Signature:

[Signature]

Date:

8/5/19

ATTACHMENT C

Contractor's Certification of No Safety Impact Positions
In Performance of a City Contract

I, Sharan Sklar President as an owner or officer of
(Name) (Print/Type) (Title)

SKlar Media (Contractor) have authority to bind the Contractor with respect to its bid, and I hereby certify that Contractor has no employee safety impact positions as defined in §5.18 of Executive Order No. 1-31 that will be involved in performing this City Contract. Contractor agrees and covenants that it shall immediately notify the City's Director of Personnel if any safety impact positions are established to provide services in performing this City Contract.

8/16/19
Date

Contractor Name Sharan Sklar
Signature [Handwritten Signature]
Title President



**City of Houston
Finance-Strategic Procurement Division**

Professional Services Justification

General Information	Date:8/6/19
Department: Housing & Community Development	Phone No. 832-394-8862
Contact Name: Sharon Washington	Email: swashington@houstontx.gov

Vendor Information	Requisition No.
Name: <i>Sklar Media</i>	Purchase Order No.
Address:	Contract No.

Description. Please provide a description of the goods or services required, the duration or frequency of the requirement, and where will the services or goods be delivered. Please also identify the **annual** cost of this good or service.

Description: Business process modeling and business analysis services. Contractor will examine, align, and re-design business processes to improve performance, productivity, efficiency, and quality of service to DR-Home Repair clients.

Duration & Delivery: Services and deliverables are to be performed and completed within a 6-month timeframe at 2100 Travis Street, 4th floor, and at Contractor’s place of business.

Annual Cost: \$40,000

Explanation: Why is this product or service the only one that would satisfy the requirement(s)?

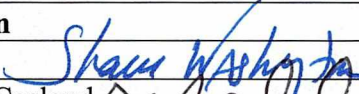
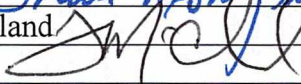
The selected Contractor’s experience with building and/or aligning processes and systems includes a comprehensive set of services, from research and assessment to planning and implementation. Their track record of creating achievable plans, the ability to test, adapt, and revise that plan throughout the implementation process, their ability to work in close collaboration with leadership, staff and consultants, and their ability to align business process with systems advances this proposal.

DR-Home Repair is in need of business process modeling and business analysis services that understand the assumptions and constraints of not currently having such services in place, and the need to build those services into the process, while the process continues to serve applicants. The selected Contractor demonstrates an understanding of the need to move quickly and with great care as the business processes and systems to be analyzed and improved are currently responsible for managing mission critical business. The selected Contractor demonstrates an understanding of the need to implement improvements to address urgent issues as they emerge iteratively, and not waiting to complete a comprehensive work plan.

The identified approach demonstrates the need to address currently unmet needs that are essential to identifying where to streamline processes, redundancies, contradictions in policies, services, data collection, and federal and state requirements and reporting. Such work will increase efficiency and prevent risks that could be detrimental to the programs.

City of Houston
Finance-Strategic Procurement Division

<p>Due Diligence. Describe the due diligence performed that led to the conclusion that this service provider offers the best value to the city.</p>
<p>The service provider has extensive experience in business process analysis, design and implementation; systems analysis and improvements; alignment of business process with systems used to manage that process; operational planning; product development, including user research; strategy design based on rigorous research and analysis; and capacity development. The performance track record reflects the capabilities to excel in providing the services and deliverables needed. The quality of the provider's services, products, and technical expertise surpasses the expectations of the requirements needed to meet the immediate goals of the division.</p>

Department Recommendation	
Requestor: Sharon Washington 	Date: 8/6/2019
Department Director: Tom McCasland 	Date: 8/6/2019

Chief Procurement Officer's Approval	
Signature:	Date:

Gilmore, Coryie - HCD

From: Adams, Jerry - FIN
Sent: Tuesday, August 20, 2019 7:13 AM
To: Shah, Ketan - FIN
Subject: FW: Request for Professional Services Justification Approval
Attachments: Professional Services Justification Form - Business Process Analysis.PDF; Procurement Request and Scope of Work - Business Analysis.PDF; Sklar Media Proposal - Fee Schedule.PDF; SKLAR_MEDIA_CERTIFICATE OF INSURANCE (COI).Pdf.pdf; Sklar_Media_Drug_Form_2019.pdf

Approved

From: Shah, Ketan - FIN <Ketan.Shah@houstontx.gov>
Sent: Tuesday, August 20, 2019 6:58 AM
To: Adams, Jerry - FIN <Jerry.Adams@houstontx.gov>
Subject: FW: Request for Professional Services Justification Approval

Jerry

As On today, FY20 Citywide non-contract spending w/o council action for Vendor #158243 SKLAR MEDIA: \$0

Current Professional Service Justification requirement: \$40,000.00

For your review and approval please.

Ketan

From: Gilmore, Coryie - HCD <coryie.cook@houstontx.gov>
Sent: Monday, August 19, 2019 9:57 AM
To: Shah, Ketan - FIN <Ketan.Shah@houstontx.gov>
Cc: Rhone, Tywana - HCD <Tywana.Rhone@houstontx.gov>; Washington, Sharon - HCD <Sharon.Washington@houstontx.gov>
Subject: Request for Professional Services Justification Approval

Good Morning Mr. Shah,

I hope you are doing well this morning!!

The Housing and Community Development Department is needing a Business Process Analysis done. Attached to this email you will find all the supporting documentation and PR# 10265827 has been created and all supporting documentation has also been attached to line 10 of the PR.

Please have Mr. Adams review and approve the attached Professional Services Justification Form at his earliest convenience.

Thank you in advance,
Coryie J. Gilmore



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
08/16/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER USAA INSURANCE AGENCY INC/PHS 65812845 The Hartford Business Service Center 3600 Wiseman Blvd San Antonio, TX 78265	CONTACT NAME: PHONE (888) 242-1430 FAX (888) 443-6112 (A/C, No, Ext): (A/C, No):	
	E-MAIL ADDRESS: INSURER(S) AFFORDING COVERAGE NAIC#	
INSURED Sharon Sklar DBA Sklar Media 394 FAIR OAKS ST APT 2 SAN FRANCISCO CA 94110-3886	INSURER A : Sentinel Insurance Company Ltd. 11000	
	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/Y YYY)	LIMITS	
A	COMMERCIAL GENERAL LIABILITY			65 SBM AB0677	08/19/2019	08/19/2020	EACH OCCURRENCE	\$2,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000
	<input checked="" type="checkbox"/> General Liability						MED EXP (Any one person)	\$10,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PERSONAL & ADV INJURY	\$2,000,000
	<input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC						GENERAL AGGREGATE	\$4,000,000
	OTHER:						PRODUCTS - COMP/OP AGG	\$4,000,000
A	AUTOMOBILE LIABILITY			65 SBM AB0677	08/19/2019	08/19/2020	COMBINED SINGLE LIMIT (Ea accident)	\$2,000,000
	<input type="checkbox"/> ANY AUTO						BODILY INJURY (Per person)	
	<input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS						BODILY INJURY (Per accident)	
	<input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	
	UMBRELLA LIAB EXCESS LIAB						EACH OCCURRENCE	
	<input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE						AGGREGATE	
	DED RETENTION \$							
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY						<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)						E.L. EACH ACCIDENT	
	If yes, describe under DESCRIPTION OF OPERATIONS below	<input type="checkbox"/> Y/N <input checked="" type="checkbox"/> N/A					E.L. DISEASE -EA EMPLOYEE	
							E.L. DISEASE - POLICY LIMIT	
A	DATA BREACH - DEFENSE & LIAB COVG			65 SBM AB0677	08/19/2019	08/19/2020	Limit	\$50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Those usual to the Insured's Operations.

CERTIFICATE HOLDER

Coryie J Gilmore SR Buyer
City Of Houston Housing and Community Development Dept Finance Procurement
2100 TRAVIS ST FL 9
HOUSTON TX 77002-8766

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Susan L. Castaneda

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BUSINESS PROCESS ANALYSIS SOLICITATION

RFQ # 6000087332

Presented to:

The City of Houston's Housing and Community Development Department (HHCD) for the Harvey Homeowner Assistance Program (HoAP)'s Disaster Recovery-Home Repair Division (DR-Home Repair).

Date:

September 5th, 2019

Presented by:

Sklar Media

394 Fair Oaks Street, #2

San Francisco, CA 94110

T: 212-979-6306

E: Info@sklarmedia.com

City of Houston Vendor Number: 158243

Contact:

Sharan Sklar

President and Founder

T: 212-979-6306

E: sssklar@sklarmedia.com

SKLAR MEDIA PROPOSAL FOR REQUESTED SERVICES

I. Project Goal

The purpose of this project is to examine, align, and re-design business processes to achieve a dramatic improvement in performance, productivity, efficiency, and quality.

II. Assumptions and Constraints

The City of Houston and its citizens have suffered greatly from the devastating effects of Hurricane Harvey. COH has received Federal funding for relief and there is great urgency to have that relief funding awarded efficiently and accurately. The process for moving this work forward is already in motion. An outreach campaign has been conducted; the City of Houston is accepting applications and has begun to identify eligible applicants for funding. Therefore:

- It will be essential to move quickly and with great care as the business processes and systems to be analyzed and improved are currently responsible for managing mission critical business.
- Instead of completing a comprehensive work plan and then implementing changes to improve and align work processes and systems, improvements will likely be implemented iteratively to address urgent issues as they emerge. The project will likely require a staged approach, so that some improvements can be implemented immediately, without waiting for final report to be delivered.
- The vendor providing business process analysis services must be able to work closely and collaboratively with the COH to ensure the DR Home Repair division and key stakeholder's ability to implement process improvements without disrupting the current operations.

III. Strategic Approach & Methodology

Sklar Media's years of experience creating value for organizations informs our strategic approach. Over the years we have learned that it is essential for people, business process, and technology systems, to be aligned, integrated, and "talk to each other" in order to optimize productivity and ensure quality.

In order to develop, document, and implement an improved business model process for DR-Home Repair, as well as document core business requirements for this more efficient business model, Sklar Media will take the following approach.

1. Conduct initial review and analysis to define project scope

- Determine DR-Home Repair objectives and metrics for success; and catalog systems, processes, and tools to be reviewed through:
 - **Interviews.** Interview appropriate stakeholders involved with the project. These interviews will include groups and individuals comprising of DR-Home Repair leadership, staff, vendors, and applicants.
 - **Document Review.** Identify and review all available documentation including website, internal communications, and external communications (i.e. press, applicants and others).

- Define project objectives, requirements, milestones, and timeline in order to clarify the details of the scope of work to be performed and specifically how the scope will be performed.
2. Evaluate the current state of the DR-Home Repair business processes
 - Review all business processes and systems including project management process, IT systems, staffing structure, websites, communications, press, workflows, and other available materials.
 - Document and map existing business process and systems including workflows, controls, meeting protocols, naming protocols, project management system and tools, staffing structure, communications protocols and processes. This will be done through staff interviews, onsite observation, review of systems and process, and available documents.
 - Work with the DR-Home Repair team to advance the development of the graphic representations of existing business processes and systems.
 3. Assess stakeholder needs to define ideal future state
 - Research and document the needs and desires of key stakeholders in the process including leadership, staff, and clients via elicitation techniques including, 1-1 interviews, group discussions and structured walk throughs of business processes.
 4. Conduct Gap Enumeration & Analysis
 - In collaboration with staff and executive leadership identify pain points (inefficiencies, redundancies, missing integrations, alignments, training, and management tools)
 - Investigate gaps and the source of those gaps via staff interviews, observation, and review of systems and processes.
 - Identify priorities.
 5. Make Recommendations to provide solutions to the gaps and implement urgent requirements as needed.
 - Create report which includes an overview of:
 - DR-Home Repairs' Current State, User Needs, and Gaps.
 - Recommendations for the requirements for a future improved business model and how to achieve that future business model.
 - Work with leadership to design and implement solutions to urgent pain points impeding workflow throughout the process.

IV. Cost proposal & Payment Schedule: \$40,000

- Professional fees: \$35,000 -- 35 days at a rate of \$1000/day
- Travel: \$5000 -- 2-3 site visits (Transportation, lodging, and per diem costs at United States HUD rates)

BUSINESS PROCESS ANALYST – SCOPE OF WORK

A. Purpose

The Housing and Community Development, Harvey Homeowner Assistance Program (HoAP) is soliciting proposals from qualified Offerors to provide services to develop, document, and implement a business model process for the Disaster Recovery-Home Repair Division that reflects structural representation, and defines an improved specified flow of activities.

B. Background Information

The Housing and Community Development Department is administering the City of Houston's Harvey Homeowner Assistance Program (HoAP), which is intended to assist eligible City of Houston (City) applicants whose residences were directly impacted by Hurricane Harvey. The Disaster Recovery, Home Repair (DR-Home Repair) Division is comprised of intake & eligibility, preconstruction, and construction.

C. Summary Scope of Work

DR-Home Repair is soliciting business process modeling and business analysis services to be provided by a qualified Offeror with the technical expertise in business process modeling, other business analysis, research and business strategy disciplines, and have background knowledge of systems analysis and improvements. The Contractor will develop, document, and implement business process models of DR-Home Repair, as well as document core business requirements for a more efficient business model.

The business process model must be developed and documented from the current/historic activity (now, as it is happening) and future DR-Home Repair business needs and processes to provide a consistent graphical representation of business processes that facilitate a common understanding and means of communicating our business.

Offeror will conduct a gap identification identifying redundancies, contradictions in regards to policies, services, data collection (internal/external), federal and state requirements and reporting, or any other type of difference between how the DR-Home Repair currently operates and how it could operate with a new business model process for increased efficiency.

The current DR-Home Repair business process is to be evaluated at a level of detail necessary to provide full transparency and clarity of the current state of processes, allowing management and staff to identify efficiencies, inefficiencies and a possibility of a new business process model.

The Contractor will analyze documentation provided by DR-Home Repair of all work performed and services provided within the division. Contractor will work with internal staff to generate activity diagrams and analysis documentation to determine the most feasible business models appropriate to support and implement a future business model process and practices.

The business process models for DR-Home Repair are to be developed in conjunction with internal staff, using standard process modeling and business analysis tools, methods and formats.

D. Deliverables

At a minimum, Offeror shall provide the following:

1. Project timeline and plan.
2. Analysis report of current DR-Home Repair business processes and practices.
3. Identify improvements to business processes, tools, task flows and internal controls.
4. Working with internal staff to generate a detailed activity diagram for all employee tasks.
5. Working with internal staff to generate a master list of all tasks grouped by section and employee position.
7. Future business process modeling for DR-Home Repair.
8. Submit a final report.

E. Timeframe for Performance of Service & Milestones

The work is to be completed within a 4 to 6 month timeframe. Monthly milestones will be established in alignment with Deliverables.

F. Location of Work

The work is to be performed, completed, and managed onsite at City of Houston, 2100 Travis Street, 4th Floor, and at Contractors place of business. Where Contractor may be required to be on site, DR-Home Repair will provide workspace at 2100 Travis Street, 4th Floor, Houston TX 77002. The Contractor should include in its cost proposal: transportation, lodging, and per diem costs at United States HUD rates sufficient to complete the project.

CAPABILITY STATEMENT

SKLAR MEDIA

394 Fair Oaks Street, #2

San Francisco, CA 94110

Contact: Sharan Sklar

T: 212-979-6306

E: ssklar@sklarmedia.com

City of Houston Vendor Number: 158243

For RFQ # 6000087332

Company Overview:

Sklar Media has been building processes and systems that build efficient and sustainable businesses since 2000. We offer a comprehensive set of services, from research and assessment to planning and implementation for businesses, nonprofit organizations, and government agencies. Sklar Media's track record of creating achievable plans is the cornerstone of our success. We understand that success relies on a strong plan and the ability to test, adapt and revise that plan throughout the implementation process. Repeat clients attribute their return to us for multiple projects to Sklar Media's rigorous approach and ability to work in close collaboration with leadership and staff.

Sklar Media has the following core competencies:

- Business process analysis, design, and implementation
- Systems analysis and improvements
- Alignment of business process with systems used to manage that process
- Operational planning
- Product development, including user research
- Strategy design based on rigorous research and analysis
- Capacity development

Comparable Experience Over The Past Three Years

1) Temenos Community Development Corporation

- Analyzed, researched, developed, and worked in close collaboration with Executive Director to implement improved business processes and systems for HUD funded organization, which provides affordable housing opportunities, supportive services, and employment resources. The project included:
 - Analysis of business processes, systems, and tools including the CRM, project management tools, Board management and Human Resource practices.
 - Identified gaps and provided recommended solutions to streamline and improve organizational efficiency and effectiveness.
 - Researched and worked with the Executive Director to implement project management system and CRM.
 - Systemized and strengthened HR, policies and practices including employee file requirements, onboarding process, job descriptions, and performance evaluation process.
 - Designed board development strategy and meeting protocols.

- 2) San Francisco Film Festival (SFFILM)
- Created and supported implementation of operational plan for business process and IT systems integration and improvements. The project included:
 - Analysis of business process, staff capabilities, and technology systems (CRM, ticketing platform, website, and FileMaker).
 - Segmentation of pain points into three categories -- IT, process, and people.
 - Worked with key stakeholders including staff and leadership to define and prioritize pain points.
 - Researched solutions via interviews with vendors, staff, and experts.
 - Worked with leadership and staff to address urgent pain points during business critical production season.
 - Researched and assessed new business opportunity to invest in new technology product development.
- 3) Not In Our Town
- Developed information management systems.
 - Analyzed client's existing CRM including its structure, the business process the CRM supports, current protocols, reports, data management process and integrity.
 - Developed recommendations to improve current protocols, data management process, and CRM structure.
 - Oversaw "clean up" and redevelopment of CRM to meet business process needs and integrate with other IT systems.
 - Developed and worked with staff to implement data tracking system which included people, systems, and technology.
- 4) Independent Television Service (ITVS)
- Oversaw product development for Social TV Platform designed for PBS and funded by the Corporation for Public Television.
 - Built operations infrastructure for technology startup including Salesforce implementation, project management system, internal operating protocols, staffing plan, and financial systems.
 - Designed and integrated business processes and systems including project management, CRM, and team meetings.
 - Implemented Salesforce CRM to manage sales pipeline, partners, and contracts.
 - Secured user adoption of platform, which included user training strategy and communications.

Specific Team Member experience:

- See <https://www.linkedin.com/in/sharansklar/> for Sharan Sklar's Experience



THE HARTFORD
BUSINESS SERVICE CENTER
3600 WISEMAN BLVD
SAN ANTONIO TX 78251

August 16, 2019

Coryie J Gilmore SR Buyer
City Of Houston Housing and Community
Development Dept Finance Procurement
2100 TRAVIS ST FL 9
HOUSTON TX 77002-8766

Account Information:

Policy Holder Details :	Sharon Sklar DBA Sklar Media
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Contact Us

Business Service Center

Business Hours: Monday - Friday
(7AM - 7PM Central Standard Time)

Phone: (888) 242-1430

Fax: (888) 443-6112

Email: agency.services@thehartford.com

Website: <https://business.thehartford.com>

Enclosed please find a Certificate Of Insurance for the above referenced Policyholder. Please contact us if you have any questions or concerns.

Sincerely,

Your Hartford Service Team



CITY OF HOUSTON
HCD Purchasing Unit 3200

REQUEST FOR QUOTATION

Vendor Address
Vendor Address Number 146792
 DARBY CONSULTING LLC
 800 TOWN AND COUNTRY BLVD SUITE 300
 HOUSTON TX 77024
 USA
 Salesperson: SHELIA DARBY

Information
THIS IS NOT A PURCHASE ORDER

RFQ Number/RFQ Date 6000087334 / 08/01/2019
 CoH Vendor Number 146792
 Page 1 of 2
 Buyer's Name Coryie J. Gilmore 457
 Buyer's Telephone No 832-394-6306
 Buyer's Email Address Coryie.gilmore@houstontx.gov
 Collective Number CJK 031
 Requirement Number C.GILMORE

Return Quote to:

CONFIRM RECEIPT OF REQUEST FOR QUOTATION TO BUYER'S E-MAIL ADDRESS

Quotes are due by close of business on: 08/08/2019
 Quotes are valid until close of business on: 11/08/2019

Shipping Address City of Houston
 HOUSTON TX 77002
 USA
Delivery Date: 11/08/2019
Your person responsible: SHELIA DARBY

Item	Quantity	UM	Material/Description	Net Unit Price	Extended Price
10	1.00	AU	96110 BUSINESS PLAN DEVELO BUSINESS PROCESS ANALYSIS *See Attachment for SCOPE OF WORK* The item covers the following services:		
			10 BUSINESS PROCESS ANALYSIS	1.00 AU	6 months @ \$125/hour = \$121,000 (see page 18 of Proposal for more information)
DESCRIPTIVE LITERATURE MUST BE SUBMITTED IF QUOTING OTHER THAN WHAT IS SPECIFIED				Total	

*1 - Successful bidder/contractor shall produce proof of insurance (Certificate of insurance) and all drug detection/deterrence documentation required to show compliance with the City of Houston Insurance and Drug Detection and Deterrence policies within three days of notification. (SERVICE / LABOR ONLY)

2 - If Item or Equipment Quoted, indicate manufacturer and submit part/model and specifications. (MATERIAL ONLY)"



CITY OF HOUSTON
HCD Purchasing Unit 3200

REQUEST FOR QUOTATION

Page: 2 of 2

RFQ number/date 6000087334 / 08/01/2019

The Terms and Conditions specified on <http://purchasing.houstontx.gov> will apply.

<u>Payment Term:</u>	
Bidder offers an early payment discount of 2%/10 days, 1%/20 days, net 30 days to apply after receipt of invoice or receipt of goods or services, whichever is later. If the bidder does not select "No" below, it will be deemed to have accepted the City's early payment discount term. Discount offer is not factored into award calculation. <u>Darby Consulting is pleased to provide 1% discount for ACH payment received within 15 days of invoice.</u>	
____ No. Select "No" if the bidder chooses not to offer an early payment discount. If "No" is selected, bidder will be paid net 30 days after receipt of invoice or receipt of goods or services, whichever is later.	
Supplier's Printed Name:	<u>Darby Consulting, LLC Attn: Shelia Darby</u>
Supplier's Title:	<u>President & Managing Director</u>
Address:	<u>1880 S Dairy Ashford Rd, Ste 402, Houston, TX 77077</u>
Telephone Number:	<u>832-516-6072 (direct)</u>
Fax Number:	<u>800-677-1331</u>
E-mail Address:	<u>shelia@darbyconsulting.com</u>
Supplier's Signature:	<u><i>Shelia Darby</i></u>
Date:	<u>August 1, 2019</u>



**Housing and Community Development, Harvey
Homeowner Assistance Program (HoAP)**

Business Process Analysis

Statement of Work

August 2, 2019

Housing and Community Development



PROCUREMENT REQUEST FORM



Note: The Procurement Request form is to solicit quotes through an informal (Small Purchase) bid process for purchasing transactions \$100,000 or less using Federal Funds (2 CFR 200.301 and \$3,000 to 49,000 using non-Federal funds (COH AP 5-8, Executive Order 1.14). Signature of this document is still required.

* Required Fields [must be completed]

Description of Purchase *	Business Process Analyst	HCDD Division: *	Director's Office
Deadline Date of Request: *	8/2/2019	Purchase Type: *	Service Under <50K
Requester Name: *	Garcia, Rebecca - HCD / Sharon	Created:	7/30/2019
Requester Phone Number: *	832-394-0111 Washington		

Brief Description of Scope of Work for Goods/Services:
 Proposal to provide services to develop, document, and implement a business model process for Disaster Recovery-Home Repair Division. Scope of Work is attached.

Note: Please allow a minimum of three (3) days for bid responses.

PR# 10265827

FINANCE USE ONLY	PROCUREMENT USE ONLY
Fund Number: 5030 Funding Source: DR-Harvey Cost Center: 3200030002 G/L Account: 520110 Business Area: 3200 Internal Order: BH3200077-19 BFY: FY2020 Grant: 3200077-2019 Funds Reservation: Funds Approval Mgr:	Status: Pending Purchase Order No#: 4500308261 Name of Vendor: Sklar media Date Processed: Date Received: 7/31/19 Total Amount: \$42,000.00 Procurement Staff: Corjie Gilmore 107630 Priority: Notify Department: Notify Department:
Justification of Need for Goods/Services	Procurement Notes:

Requestors Signature: <u>Rebecca Garcia</u> Date: _____	Supervising Manager (Purchase under \$5,000) Manager: _____ Date: _____
Buyer's Signature: <u>Corjie Gilmore 7/31/19</u> Date: <u>107630</u>	Funds Approval Signature: <u>[Signature]</u> Date: <u>8/7/19</u>
Procurement DPU Signature: <u>Jyvana L. Rene</u> Date: <u>8/8/19</u>	(Purchase over \$5,000) CFO Signature: <u>[Signature]</u> Date: <u>8/7/19</u>
Assistant or Deputy Director: _____ Date: _____	Director Signature (Only Consultant Services) Director or Designee: <u>[Signature]</u> Date: _____
Attachments	

10/10/2020
10/10/2020

10/10/2020

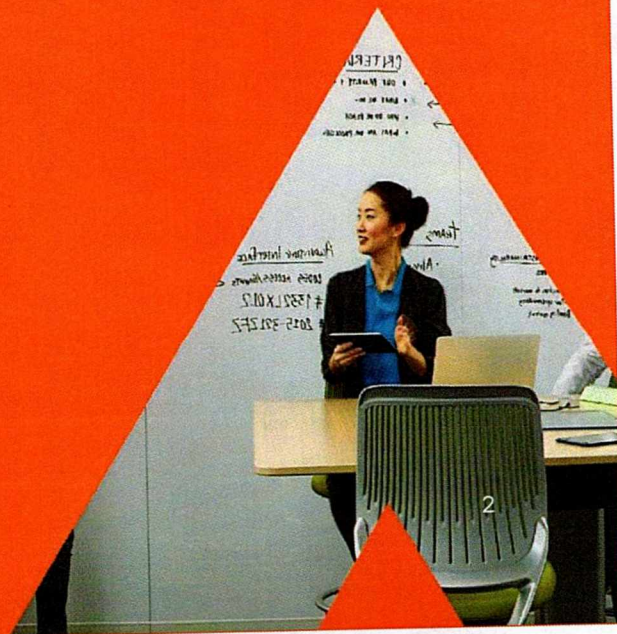
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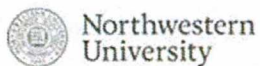
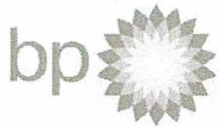
10/10/2020
10/10/2020

ABOUT US



We've got a lot to show
after 11 years in business.

But don't take our word for it, take theirs.



When we say we bring real value to your IT projects, we mean it...

and we've got the numbers to prove it.

98%

Projects delivered on-time, under-budget and within scope

High standards are our only standards

1000+

Certified IT consultants in our network ready to deliver results

\$1.8M

Average we save clients on annual IT project costs

12yrs

Average number of years of consultant experience

7wks

Average number of weeks projects are delivered ahead of schedule

Our value: a next-level network of IT pros

What we do

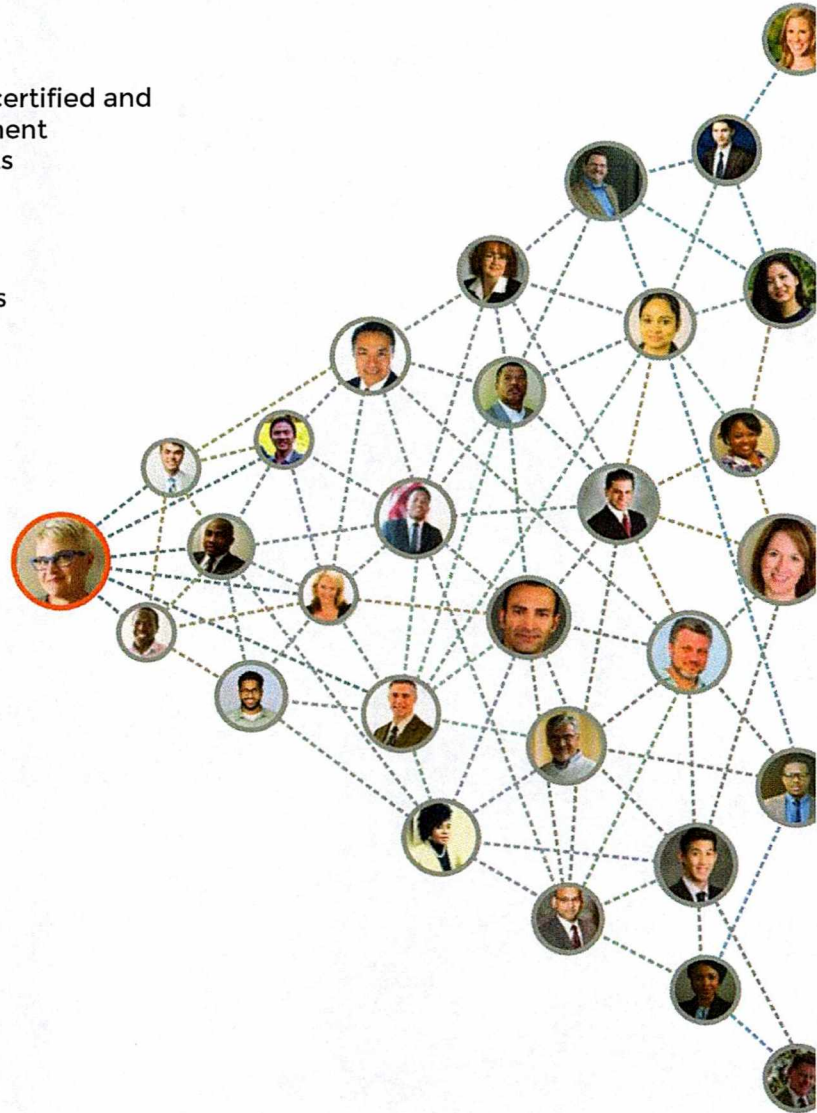
We select, develop and manage a network of certified and experienced IT consultants to plan and implement complex software and IT infrastructure projects

What you get

- ↑ Highly experienced, technical consultants
- ↑ Certified IT pros
- ↑ Lower hourly rates
- ↑ Robust methodology and tools
- ↑ Minimized inefficiency
- ↑ Reduced cost
- ↑ Maximized project success

What you can forget

- ↓ Travel costs
- ↓ Partner fees
- ↓ Chargeability and sales targets
- ↓ On-the-job training
- ↓ Astronomical rates
- ↓ Unqualified consultants



Our IT Consultants

Local, certified professionals

PROJECT MANAGEMENT

PORTFOLIO MANAGER

- ✓ Develops project portfolio strategy
- ✓ PfMP / CSM / SAFe Certified
- ✓ Hires and onboards project resources
- ✓ Designs, plans, and coordinates portfolio

SENIOR PROJECT MANAGER

- ✓ 12+ years experience
- ✓ PMP / CSM / SAFe Certified
- ✓ Plans, manages and reports on project
- ✓ Provides technical and analytical guidance

PROJECT MANAGER

- ✓ 8+ years experience
- ✓ PMP / CSM / SAFe Certified
- ✓ Plans, manages and reports on project
- ✓ Provides technical and analytical guidance

PROJECT ASSISTANT

- ✓ 6+ years experience
- ✓ Updates and creates reports
- ✓ Onboards new team members and manages schedules
- ✓ Maintains document repositories

DIGITAL TRANSFORMATION

FULL-STACK DEVELOPER

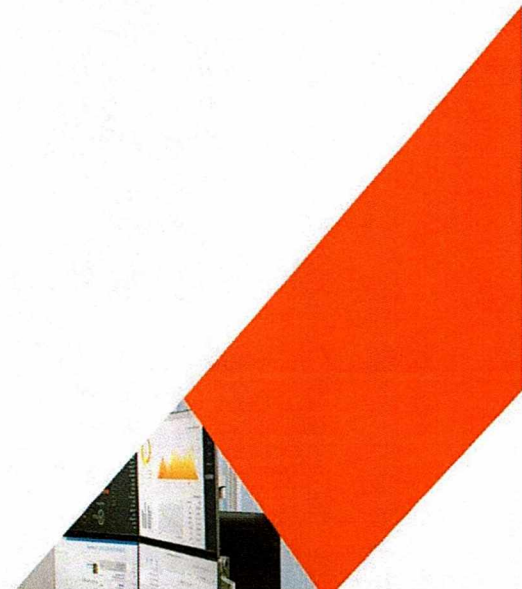
- ✓ Converts system requirements into programmable code
- ✓ Creates, enhances, and/or modifies computer programs

DIGITAL SOLUTION ARCHITECT

- ✓ Extensive solution design experience
- ✓ Designs solutions based on best-practice concepts and methods
- ✓ Implements and tests solutions

SYSTEMS / PROCESS ANALYST

- ✓ 8+ years experience, CBAP certified
- ✓ Reviews, analyzes and evaluates business systems and user needs
- ✓ Formulates systems to parallel business strategies
- ✓ Identifies new technology applications to solve problems and make business more effective



USER ADOPTION

CHANGE MANAGER

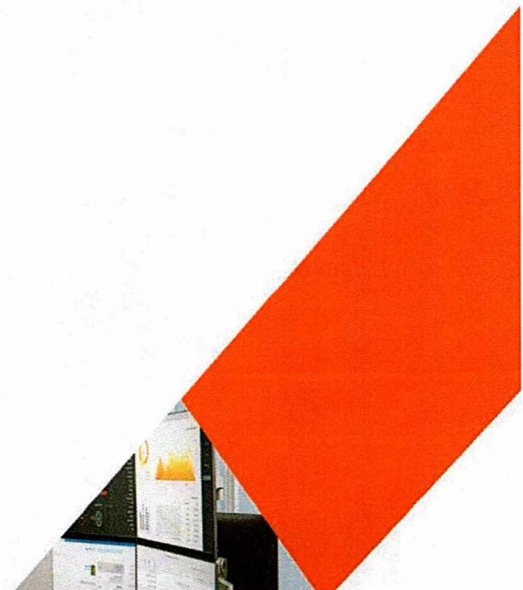
- ✓ Engages and informs stakeholders from each line of business
 - ✓ Anticipates necessary changes to training, messaging, change sponsorship and behavioral change
 - ✓ Facilitates successful implementation of applications and systems
-

INSTRUCTIONAL DESIGNER

- ✓ Designs curriculum
 - ✓ Breaks down complex subject into simplified units of instruction
 - ✓ Offers courses that are instructor, computer or simulator-based
 - ✓ Provides interactive and non-interactive course offerings
-

SHAREPOINT ADMINISTRATOR

- ✓ Facilitates SharePoint form, workflow and content design workshops
- ✓ Designs custom applications and integrations built on Microsoft Office SharePoint Server
- ✓ Writes queries using MS SQL to extract and report data
- ✓ Manages user access and provides support



The Perfect Consultant – Delivered.

A consultant matching program that's
transparent, efficient and effective.

Backed by data-science and co-developed by behavioral experts from MIT and Harvard, you'll be partnered with the right professional equipped to meet your unique project needs – guaranteed.

Our matching program includes:

- Cloud-based requisition form and process
- Consultant profiles
- Past project review scores
- Technical skills scores
- Behavioral skills analysis results
- Background check results
- Schedule of availability



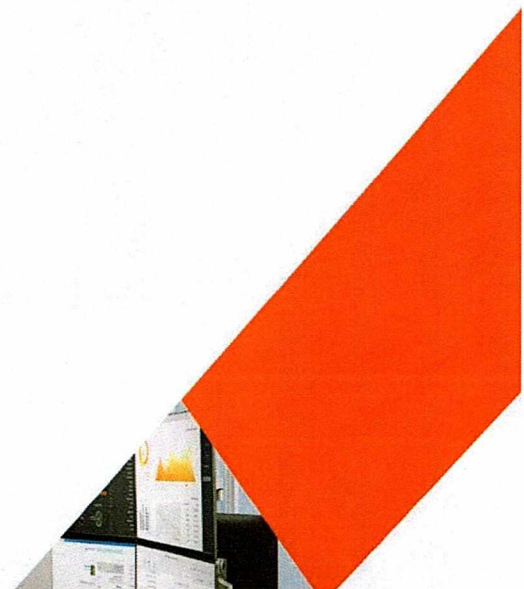
Technical Skills – Verified.

We verify your consultant's technical fit with our library of 1000+ skills tests

We've raised the predictability of success with a powerful skills assessment and data-analytics platform which culminate in identifying the right technical consultant for the right job role.

Our skills testing program includes:

- 1000+ technical skills & aptitude tests
- Webcam proctoring & window violation monitoring
- Focus on leading information technology software packages
- Software configuration, development, testing, data science, machine learning & artificial intelligence



Customer Service – Driven.

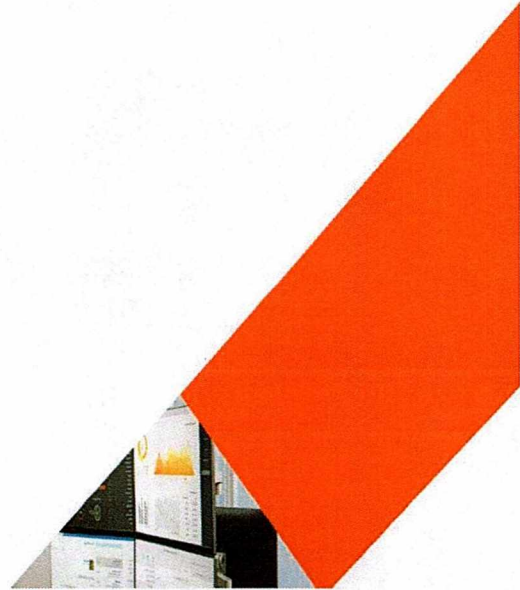
Our program is designed to ensure we're focused on meeting your expectations.

We actively check in with you and monitor our consultants work so that we are continuing to ensure Darby Consulting delivers the highest quality people and performance on every project we support.



Our customer service program:

- Dedicated Darby Consulting portfolio manager
- Monthly supervisor touchpoint meetings to discuss past performance, goals and needs
- Customer service tracking system
- Consultant performance tracking system
- Consultant BEAM (Be Amazing!) Performance Management Program





Best practice Agile methods - Leveraged.

We believe your IT Consulting firm should deliver more than just people. That's why we continuously pioneer innovative and new methods to plan and deliver IT projects. The result? An IT Project experience that is customized and results driven for every client and every project.

Exceptional tools & templates

- Waterfall & Agile-based toolkits
- 70+ best practice tools & templates
- How-to videos & work examples
- Phase gate & quality assurance reviews

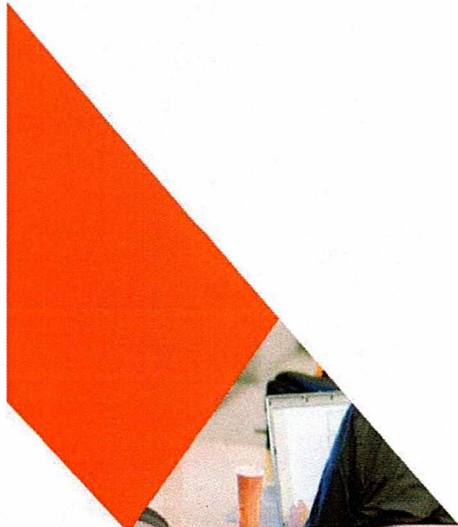


Real-time Project Success – Tracked.

Our project tracking system, blueprints, and tools mean your project will be delivered on-time, within budget, and to business specifications.

Exceptional quality and satisfaction – assured.

- Project performance dashboards
- Customized status reports
- Online scheduling & monitoring
- Online collaboration & communications
- Cloud-based library of 70+ tools and templates
- Best practice “hybrid” methodology
- Regular progress meetings with Managing Director



OUR BUSINESS PROCESS ANALYSIS CAPABILITIES

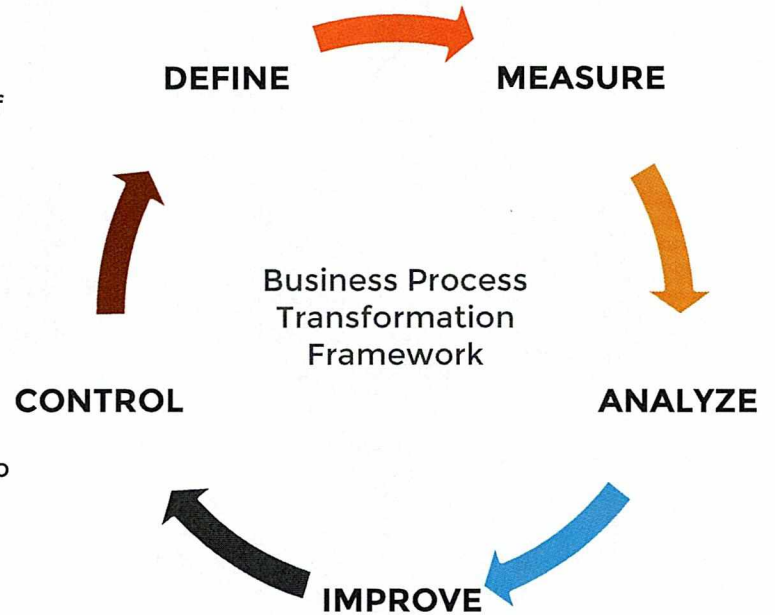


Business Processes - Transformed.

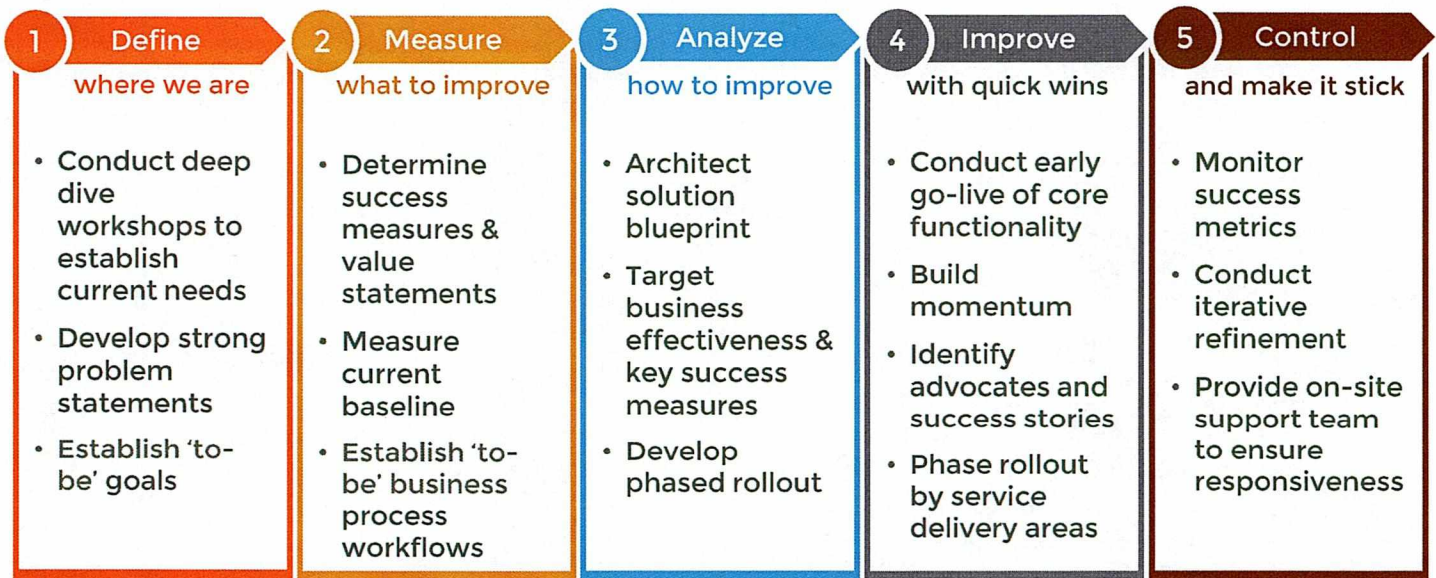
Darby Consulting's Business Process Transformation (BPT) program includes a set of activities that map future state business processes to business roles and - where relevant - to end users. The work undertaken in this process ensures the people and processes are matched so that the desired Future State can be realized.

Working onsite at your office or ours, our systems analysts:

- Facilitate workshops with our client teams to determine their business needs and transform them into system requirements.
- Determine solutions to business software/hardware system problems.
- Analyze business processes to write system process specifications to be used.
- Develop Request for Information (RFI) and Request for Proposal (RFP) documentation.
- Facilitate software selection evaluations and reports.

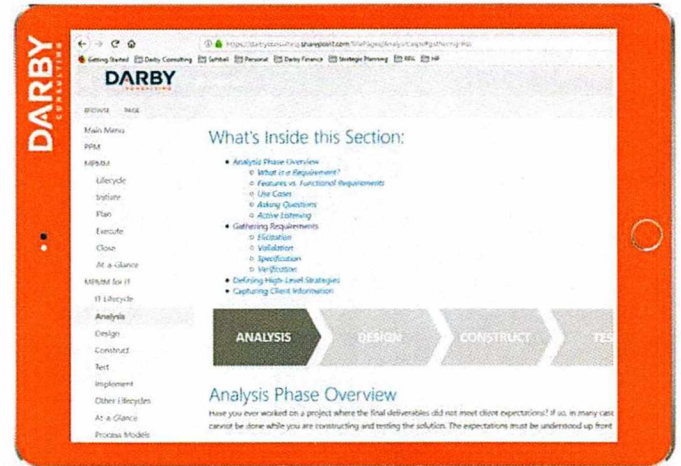


Business Process Transformation Roadmap



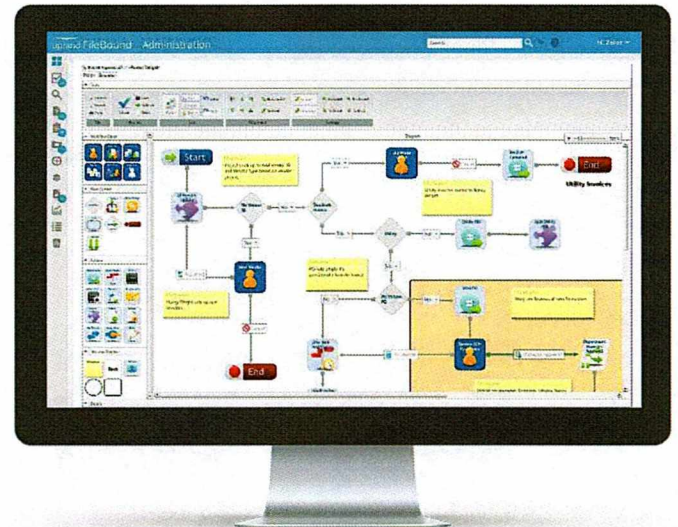
Business Process Mapping – Toolkits.

Gathering systems requirements to design, build or integrate critical systems is at the core of what we do. From gathering business and technical requirements to facilitating software selection, every systems analyst we hire completes rigorous technical and personality assessments so you can feel confident you have the best talent on your project. We provide more than just the best people – we support our systems analysts with a full suite of best-practice methodologies, tools and templates so you can more quickly deliver results.



Best Practice Tools & Templates

Our system analysts deliver results on Day 1 utilizing our comprehensive library of requirements gathering tools and templates to help gather and validate accurate requirements in the most efficient way possible. Our methodology for gathering requirements consists of four steps: Elicitation, Validation, Specification and Verification.



PLEASE NOTE: Darby Consulting is proud to work with you in a flexible and open, collaborative environment. We welcome the opportunity to work with DR-Home Repair staff utilizing any process modeling and business analysis tools, methods and formats required by DR-Home Repair. Our intention of showing our tools and templates is to demonstrate our experience and ability to utilize tools or templates that support business process transformation. Our tools or yours, we feel confident in our ability to work collaboratively with you!

Experienced, Certified Business Process Analysts



Verified, Certified Consultants

Augmenting your project team with exceptional business systems and process analysts has never been easier and more cost-effective.

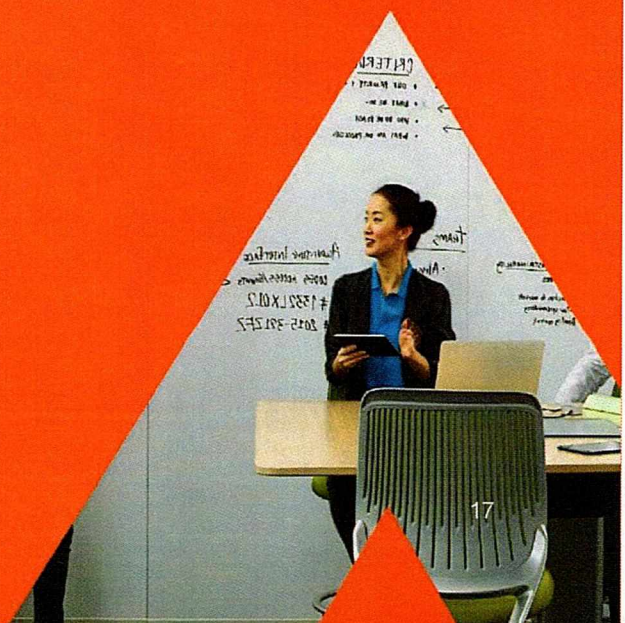
Darby Consulting provides experienced analysts with Certified Business Analysis Professional (CBAP) designations from the International Institute of Business Analysis (IIBA), Lean 6 Sigma or similar certifications.

Darby also utilizes predictive analytics and data science to help match the best systems analysts to your unique needs. We've also developed our own proprietary skills tests specific to helping us identify the most qualified systems analysts in the marketplace.

IIBA[®] International Institute
of Business Analysis[™]



PROPOSAL



PROPOSAL

CONTRACT REFERENCE

This Proposal gives notices and activates the Standing Agreement (“Agreement”), Department of Information Resources Master Services Agreement [Contract No. DIR-TSO-3601] between Darby Consulting (“Contractor”) and Department of Information Resources (“DIR”). Terms defined in the Agreement have the same meaning in this Statement of Work. Contractor is hereby authorized to proceed with the specific Work described hereunder in accordance with the terms and conditions set forth in the Agreement.

AGENCY	BUYER
City of Houston Housing and Community Development Department Finance-Procurement 2100 Travis Street, 9th Floor Houston, TX 77002	Coryie J. Gilmore Senior Buyer coryie.cook@houstontx.gov 832-394-6306

PROJECT DESCRIPTION		
Contract Type	<input checked="" type="checkbox"/> Initial Contract <input type="checkbox"/> Renewal	
Roles & Rates	Project Manager II (8+ Years Experience)	<i>IT Staff Augmentation Project Manager Emerging Rate \$125 / hr.</i>
	Business Systems Analyst III (8+ Years Experience)	<i>IT Staff Augmentation Business Analyst Emerging Rate \$105 / hr.</i>
Interview Trial Period	2 Weeks (10 business days)	Darby Consulting to provide a qualified consultant from our network for a 2-week interview trial period. If during or immediately following the trial period, Metro decides not to select our preferred consultant, Metro will not be billed for time billed to the project during the 2-week period upon which an alternative consultant will be provided.
Duration	4 months (Estimated)	<i>Estimated Start Date: September 2, 2019</i> <i>Estimated Completion Date: December 31, 2019</i> <i>Estimated Hours: 792 (Project Manager) + 792 (Business Systems Analyst) = 1,584</i> <i>Estimated Budget: \$99,000 (Project Manager) + \$83,160 (Business Analyst) = \$182,160</i>
Work Arrangement	<ul style="list-style-type: none"> • 100% onsite at client offices • 8-5 M-F; not to exceed 40 hours per week • Consultant to notify client via email in advance of exceeding 40 hours per week • Consultant to send timesheet to client by 2:00pm on Friday for digital approval via Darby Consulting’s Project Management & Tracking System • Client to provide timesheet approval within 1-2 business days • Managing Director to conduct Supervisor Touchpoint meeting with client supervisor on the 1st Friday of every month • Consultant to provide the Customer contract manager with weekly written progress reports of the project. • Travel to/from client office in Houston is included • Net 30 terms 	

Statement of Work (continued)

PROJECT DESCRIPTION	
<p>Scope of Work</p>	<p>Darby Consulting to provide business process modeling and business analysis services to develop, document, and implement business process models of DR-Home Repair, as well as document core business requirements for a more efficient business model.</p> <p>The business process model will be developed and documented from the current/historic activity (now, as it is happening) and future DR-Home Repair business needs and processes to provide a consistent graphical representation of business processes that facilitate a common understanding and means of communicating our business.</p> <p>Darby Consulting will conduct a gap identification identifying redundancies, contradictions in regards to policies, services, data collection (internal/external), federal and state requirements and reporting, or any other type of difference between how the DR-Home Repair currently operates and how it could operate with a new business model process for increased efficiency.</p> <p>The current DR-Home Repair business process will be evaluated at a level of detail necessary to provide full transparency and clarity of the current state of processes, allowing management and staff to identify efficiencies, inefficiencies and a possibility of a new business process model.</p> <p>Darby Consulting will analyze documentation provided by DR-Home Repair of all work performed and services provided within the division. We will work with internal staff to generate activity diagrams and analysis documentation to determine the most feasible business models appropriate to support and implement a future business model process and practices.</p> <p>The business process models for DR-Home Repair will be developed in conjunction with internal staff, using standard process modeling and business analysis tools, methods and formats.</p>
<p>Deliverables</p>	<p>At a minimum, Darby Consulting will provide the following:</p> <ol style="list-style-type: none"> 1. Project timeline and plan. 2. Analysis report of current DR-Home Repair business processes and practices. 3. Identify improvements to business processes, tools, task flows and internal controls. 4. Working with internal staff to generate a detailed activity diagram for all employee tasks. 5. Working with internal staff to generate a master list of all tasks grouped by section and employee position. 6. Future business process modeling for DR-Home Repair. 7. Submit a final report.

Statement of Work (continued)

CAPABILITIES	
<p>Vendor Capabilities</p>	<p>QUALIFICATIONS</p> <p>Darby Consulting is a Texas-based company that provides IT project management, change management, ITIL advisory, training and IT staffing. We currently have four offices in Texas – Houston, Austin, Dallas and San Antonio – capable of serving state agencies, local governments, K-12 and higher education.</p> <p><i>Recognized Experience</i></p> <p>We are proud to be a recognized company by the Project Management Institute (PMI) – the world’s leading not-for-profit professional membership association for the project and program profession. Our inclusion in the selective PMI Consultant Registry indicates our commitment to excellence and high performance in IT program and project management support.</p> <p><i>Unique Approach</i></p> <p>We believe experience matters in order to deliver services and projects on-time, on-budget and within scope. The way we differ from other staffing firms is that we are a consulting firm that provides staff augmentation. We do more than just staff individuals, we provide experienced professionals who have access to our project software, methodologies, tools and templates so we can provide thought capital, efficient processes and exceptional service to our clients.</p> <p><i>Technology Enabled</i></p> <p>Our cloud-based IT PMO (project management office) software tools keep our consultants and clients connected in real-time so everyone knows where initiatives and projects stand. Our IT project management methodology is also cloud-based and accessible by all consultants. It provides robust tools and templates that support the effective coordination of tasks and projects. Our proven methodology and tools are in-line with Project Management Institute’s Guide to the Project Management Body of Knowledge (PMBOK® Guide).</p> <p><i>Quality of Service</i></p> <p>Our clients have repeatedly commented on our consultants’ ability to combine expertise in IT project and change management to deliver better transformational projects. This skill is at the core of Darby Consulting’s consultant training. BEAM (Be Amazing) is Darby Consulting’s proprietary onboarding and consultant development program that starts on Day 1 and continues throughout the consultant’s career. BEAM consists of four focus areas to enable every consultant to realize their full potential: (1) Project Success, (2) Customer Service, (3) Individual Brand and (4) Stewardship.</p> <p><i>Exceptional Talent</i></p> <p>Currently, over 80 percent of our consultants are employees of the company, they undergo extensive training on our tools and methods, and we pay them a competitive salary along with benefits and retirement. We take great pride in hiring experienced IT professionals who have an average of 15 years’ experience along with a master’s degree or equivalent professional certification.</p>

Statement of Work (continued)

CAPABILITIES	
<p>Vendor Capabilities (continued)</p>	<p>CONSULTING SERVICES</p> <p>Darby Consulting also provides the following consulting services:</p> <p><i>Project Management</i> We coordinate the selection, planning and delivery of IT projects that transform how efficiently your employees work. Our project management consulting services include:</p> <ul style="list-style-type: none"> • Portfolio Optimization • Project Management • Business Analysis • Change Management • IT Assessment • Software Selection <p><i>Systems Design</i> We design technology solutions based on the needs of the client, while helping internal stakeholders quickly adapt to change. Our IT system design services include:</p> <ul style="list-style-type: none"> • Requirements Gathering • Process Design • Data Modeling • Technical Systems Design • End-user Training <p><i>Software Deployment</i> From commercial off-the-shelf systems to custom applications, we serve as an extension of your in-house project team to deliver success. Our software deployment consulting services include:</p> <ul style="list-style-type: none"> • Enterprise Resource Planning (ERP) • Customer Relationship Management (CRM) • Data Management Systems • Project & Portfolio Management (PPM)

Statement of Work (continued)

Management Team	<p><i>Shelia Darby, Managing Director / DIR Contract Manager</i> Shelia has over 18 years of experience and currently directs the project support practice that is responsible for providing project staffing to commercial, government and higher education organizations. Shelia has developed accounts with Penn State University, Department of Homeland Security and numerous Fortune 500 companies. Shelia is a certified Project Management Professional (PMP), holds an MBA from Rice University and a bachelor's degree from Baylor University.</p> <p><i>Ashley Edwards, Business Operations Manager</i> Ashley has more than 12 years of experience and supports Darby Consulting's consultant workforce for government and higher education clients. She has significant experience providing customer service to large client organizations and manages Darby Consulting's project tracking system, payroll and benefits administration. Ashley holds a bachelor's degree in business management from Texas A&M University.</p> <p><i>Phil Molaison, AR/AP Manager</i> Phil has more than 20 years of experience providing accounting, invoicing and accounts payable services supporting medium to large clients in Texas. Phil holds a bachelor's degree in accounting.</p> <p><i>Dan Darby, Customer Success Manager</i> Dan has served for over 20 years as a management consultant and is widely recognized for his ability to bring project teams and stakeholders together to successfully implement global technology initiatives for Government, Education and Fortune 500. Prior to Darby Consulting, Dan held Big 5 management consulting positions with Arthur Andersen and KPMG Consulting where he honed his IT project management expertise by leading world-class project teams to implement strategic initiatives. Dan holds a Master of Science in Learning and Organizational Change from Northwestern University's School of Education and Social Policy and a Bachelor of Business Administration in Performance Improvement Technologies from Baylor University.</p>
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Statement of Work (continued)

REFERENCES		
Reference #1	Name of reference:	Curtis Coffey, Director of IT
	Phone number and/or email:	512-936-1708 Curtis.Coffey@oag.texas.gov
	Name of client:	Texas Office of Attorney General – Information Technology PO Box 12548 Austin, Texas 78711-2548 P: 512-463-2008 F: 512-397-1645
	Length of service:	December 2016 – September 2017 (Phase 1)
	Project name:	MFCU Case Management System
	Scope and responsibilities:	Placed an experienced IT business analyst to conduct requirements gathering and stakeholder engagement to elicit information necessary for the request for qualifications (RFQ) document, which was the final deliverable of Phase 1. Phase 1 was considered very successful by the agency so Darby Consulting had the opportunity to staff the project manager for Phase 2, which commenced October 2017 and is expected to close-out January 2019.
	FTE position(s):	IT Business Analyst
	Project budget:	\$128,000 (Phase I)
Reference #2	Name of reference:	Chris Hardick, Staff Services Officer, HHSC Applications
	Phone number and/or email:	Chris.Hardick@hhsc.state.tx.us
	Name of client:	Health of Human Services Commission (HHSC) 1100 W 49th St PO Box 149347 Austin, Texas 78756 P: 512-406-2511 F: 512-458-7442
	Length of service:	1st Contract: April 2018 – August 2018 2nd Contract: Will commence on September 1, 2018
	Project name:	TxEver
	Scope and responsibilities:	The Texas Electronic Vital Events Registrar (TxEVER) Project is to implement a comprehensive vital events registration system. The project's start date was 09/09/2015 with the estimated finish date of 07/18/2019. Darby Consulting was awarded the opportunity to place a Senior Project Manager on the project mid-phase to manage this in-flight project. Darby's Sr. Project Manager works closely with the program area, vendor and Health and Human Services Information Technology executive management. The Sr. Project Manager also controls the scope, cost and duration of the project as it is currently estimated.

Statement of Work (continued)

	FTE position(s):	Sr. Project Manager (coded at Project Manager 2)
	Project budget:	1st Contract: \$109,392 2nd Contract: \$229,080
Reference #3	Name of reference:	Stormy Kelly, Division Chief, Medicaid Fraud Control Unit
	Phone number and/or email:	512-371-4767 Stormy.Kelly@oag.texas.gov
	Name of client:	Texas Office of Attorney General - Medicaid Fraud Control Unit (MFCU) PO Box 12548 Austin, Texas 78711-2548 P: 512-463-2008 F: 512-397-1645
	Length of service:	October 2017 – December 2018 (Phase 2)
	Project name:	MFCU Case Management System
	Scope and responsibilities:	Placed an experienced IT project manager to lead the data migration and system implementation for the client. Our project manager has received tremendous positive feedback for her sensitivity toward stakeholders while maintaining her ability to push the project forward.
	FTE position(s):	IT Project Manager
	Project budget:	\$197,440 (Phase II)

AUTHORIZED SIGNATURE

Authorized Signature

The below named individual, submitting and signing this response, verifies that he/she is a duly authorized officer of the company, and that his/her signature attests that all information, assumptions, terms and conditions contained in this proposal are understood and accepted.

HOUSING AND COMMUNITY DEVELOPMENT

Authorized Signature

Date

DARBY CONSULTING, LLC

Sheli Darby

Authorized Signature

08/01/2019

Date



CAPABILITY STATEMENT

COMPANY PROFILE

Darby Consulting is a full-service IT consulting firm specializing in IT project and portfolio management, systems design and deployment of software and hardware-related projects. Supporting clients in the energy, government and education sectors, Darby helps growing organizations to maximize the value from their IT projects by integrating experienced and specialized IT project professionals, portfolio management methodology and cloud-based project management tools at affordable rates.

COMPANY SNAPSHOT

OFFICE LOCATIONS: Seven (7) U.S. locations

DISTINCTIONS: PMI Consultant Registry

CERTIFICATIONS: Woman-Owned Business (Texas HUB) and WBE Certification (City of Houston)

DIR CONTRACT: DIR-TSO-3601

NAICS: 561320, 541611, 541990, 541512, 541618

DUNS: 929622210

CONTACT INFORMATION

Darby Consulting, LLC
1880 S. Dairy Ashford, Suite 402
Houston, TX 77077
800-677-1331 | www.darbyconsulting.com

Shelia Darby
Managing Partner
832-516-6072 | shelia@darbyconsulting.com

CERTIFICATIONS & CO-OPS

We are proud to be a City of Houston WBE and Texas HUB certified consulting company with a DIR cooperative contract.



SERVICE AREAS

PROJECT & CHANGE MANAGEMENT

Darby Consulting's IT Project & Change Management solutions combine people, processes and advanced technologies to help the world's leading organizations consistently deliver projects on-time, on-budget and within scope.

IT CONSULTING

We support a range of IT projects related to financial, human resources, learning, student information and customer relationship management systems.

IT STAFF AUGMENTATION

We do more than just staff projects, we provide experienced IT professionals who have access to our project software, methodologies, tools and templates. IT staffing roles include:

- Programmer/Developer Analyst
- Programmer/Developer
- Software Test Analyst
- Technical Writer
- Business Analyst
- System Analyst
- Database Architect
- Database Warehouse Architect
- Project Manager
- Project Lead
- Change Management Analyst
- Communication Coordinator
- End User Trainer
- Contract Manager
- Database Administrator

PAST PERFORMANCE

Abbreviated list:

- The University of Pennsylvania (*US News Best College*)
- Northwestern University (*US News Best College*)
- Indiana Wesleyan University (*US News Best Regional College*)
- Lurie Children's Hospital (*US News Best Hospital*)
- Department of Homeland Security (*Top 20 Agency*)
- Chevron (*#4 Fortune 500*)
- BP (*#6 Fortune 500*)
- Applied Materials (*#319 Fortune 500*)
- Hewlett-Packard (*#17 Fortune 500*)

