



Office of the City Manager

CONSENT CALENDAR  
January 21, 2020

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. 10264B Amendment: ThirdWave Corporation for Digital Strategic Plan Refresh and RapidWorkflow® Process Modeling (RWPM) Certification Training

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No 10264B with ThirdWave Corporation for Digital Strategic Plan Refresh and RapidWorkflow® Process Modeling (RWPM) Workshops for an amount not to exceed \$73,658, and a total contract value not to exceed \$329,061 from May 1, 2016 through June 30, 2021.

FISCAL IMPACTS OF RECOMMENDATION

One time funding for this project is allocated in the Department of Information Technology's FY2020 Information Technology Cost Allocation Fund as follows:

\$46,538	ThirdWave Corp. Digital Strategic Plan Refresh FY 2020 Budget Code: 680-35-361-000-0000-000-472-612990 (Information Technology Cost Allocation, Professional Services)
\$27,120	ThirdWave Corp. RapidWorkflow® Workshops Certification Training FY 2020 Budget Code: 680-35-361-000-0000-000-472-612990 (Information Technology Cost Allocation, Professional Services)
<b>\$73,658</b>	<b>Total FY 2020 Professional Services</b>

CURRENT SITUATION AND ITS EFFECTS

ThirdWave Corporation established the City's Digital (IT) Strategic Plan (DSP) that defines technology initiatives and objectives that align with the City's Strategic Plan. This DSP also improves the balance between demand for more and better technology, and available City resources, including, staff and capital and operating funds. In November 2016, the Council adopted the DSP which included many critical projects such as FUND\$ Replacement, Website Upgrade, New World CAD (Dispatch 911) Upgrade and various

other initiatives to improve efficiencies across the organization. Department of Information Technology (DoIT) has accomplished success in completing many of these initiatives since the deployment of DSP. The staff plans to identify the progress of DSP (projects completed, in progress and cancelled) in the last 4 years, identify the efficiencies achieved and refresh the DSP to develop a new roadmap for the next 3 years.

ThirdWave conducted a series of RWPM Workshops with various departments to map out business processes, identify pain points, brainstorm potentials 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 citywide staff, the DoIT plans to provide the certification training on the RWPM Tool so the staff can continue to provide support on business analysis for various technology projects.

#### 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 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.

RWPM is a patent owned by ThirdWave Corporation to provide these process improvement workshops. ThirdWave will provide the DoIT staff the certification training on the RWPM Tool so the staff can continue to provide support on business analysis for various technology projects. The initial certification training provided to DoIT staff in 2017. There are eleven new staff members, which can benefit from this training to provide ongoing support to the City departments with the technology project deployments. ThirdWave will also provide refresher training to the existing staff who received training in 2017.

#### 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 certification training with ThirdWave will continue to increase efficiency, consistency, and customer service.

ALTERNATIVE ACTIONS CONSIDERED

ThirdWave Corporation holds the patent for RWPM, they have the extensive experience required to provide the City with as-is and to-be processes and provide the certification training to city staff.

CONTACT PERSON

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

Attachments:

1: Resolution

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

CONTRACT NO. 10264A AMENDMENT: THIRDWAVE CORPORATION FOR DIGITAL STRATEGIC PLAN REFRESH AND 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, ThirdWave provides certification training on the RWPM Tool for staff to be able to provide support on business analysis for various technology projects; and

WHEREAS, the City desires to amend the existing contract with ThirdWave to refresh the DSP to develop a new roadmap for next 3 fiscal years; and

WHEREAS, funding for this one-time project is available in the Department of Information Technology's Cost Allocation Fund.

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 \$73,658, and a total contract value not to exceed \$329,061 from May 1, 2016 through June 30, 2021.