

# **City of Columbus**

## **Change Management Implementation**



**Early Morning Software, Inc.**

PRISM Compliance Management – Diversity & Inclusion Unit

June 14, 2013

## Overview

The City of Columbus is advancing the management of its MBE program by implementing the PRISM Compliance Management solution. During the implementation of the solution, the Department of Public Utilities engaged the PRISM Diversity and Inclusion team to conduct a Process Analysis for its supplier diversity program. The deliverable of the Process Analysis provided an implementation plan which identified process gaps. The Process Analysis also provided a set of recommended services or actions that would afford the Department of Utilities structure transition to the new MBE and supplier diversity processes. The document includes an approach to implement several of the recommendations which to establish a framework for adoption of the service level agreement, communication plan, training in processes, and measurement of department performance.

## PRISM Compliance Management Approach

### SCOPE

Provide change management support services to DPU to maximize utilization of the PRISM™ Compliance Management application.

### STATEMENT OF WORK

#### **Deliverables Proposed:**

- End-Phase Performance Review and Evaluation

#### **Detail and Cost Proposal:**

- End-Phase Performance Review and Evaluation
  - Conduct and evaluate user-acceptance of PRISM™ and new business processes
  - Conduct assessment of process execution against established benchmark goals
  - Submit report on findings and recommendations

**Level of Effort: 140 hours**

## Quotation

The following itemizes the services that PRISM Compliance Management proposes to perform for City of Columbus Department of Utilities.

No.	Item	Level of Effort	Hours	Rate	Extended
1	End-Phase Performance Review	Management Consultant Sr. PRISM Consultant	40 100	\$225.00 \$150.00	\$24,000
		<i>EMS Discount</i>			<i>(\$4,500)</i>
		<b>Estimated Project Charges</b>			<b>\$19,500</b>

## Options

The following services may be purchased in its entirety or as independent tasks.

## Terms

1. This quotation is valid for forty-five (45) days.
2. All tasks requiring DPU review will be invoiced at 50% for submittal of Draft and 50% upon final acceptance.
3. All invoices are due Net 30 days.
4. All travel will be billed at cost.