



**Federal Engineering, Inc.**

10560 Arrowhead Drive  
Fairfax, VA 22030  
703-359-8200

March 31, 2022

*Submitted via email: Shanalee.Gallagher@hayward-ca.gov*

Shanalee Gallagher, MPP  
City of Hayward  
777 B Street (3rd Floor)  
Hayward, CA 94541

Dear Shanalee:

Federal Engineering, Inc. (**FE**) is pleased to submit this proposal to the City of Hayward, California, to provide business process workshops and a recommendations report.

Federal Engineering understands that the City has needs outside of the current contract scope. During our time on-site gathering information, conducting interviews, and observing operations, our subject matter experts uncovered some areas of the project that require a greater analysis and definition to move the project forward. We will conduct a business process workshop focusing on the reporting requirements for the Hayward Evaluation and Response Teams (HEART) program.

We value the opportunity to continue serving as the City's trusted advisor, providing consulting services, strategic analysis, and reports in support of enhancements to 9-1-1 service delivery. We believe our firm is your best choice because of **FE's** exceptional and broad public safety dispatch experience nationwide. Our team includes former PSAP managers, first responders, and dispatchers with hands-on experience in police, fire, and ambulance communications, experience with agencies of all sizes, involvement with standards organizations, and knowledge of a broad range of systems.

As the founder of **FE**, I will participate in the negotiation of contractual issues. By my signature below, I hereby authorize submission of this proposal and bind Federal Engineering, Inc. to its terms and conditions for 90 days. If you have any questions regarding our response, please contact Jeffrey Paré, Business Development Director, by phone at 530-263-8541 or via email to [jpare@fedeng.com](mailto:jpare@fedeng.com). We look forward to continuing our support of the City of Hayward.

Sincerely,

Ronald F. Bosco  
President and Chief Executive Officer  
Federal Engineering, Inc.



## SCOPE OF WORK

The City of Hayward requested support to set up a process for collecting HEART program data so they can review and assess effectiveness, program outcomes, and make changes as necessary for program success. *FE's* experts will conduct a business process workshop, held virtually to facilitate participation, to help City stakeholders understand each of the programs within HEART and the business process workflows required to support the capture of critical data. This project will define the data requirements, metrics, and reports necessary to properly measure the success of the programs in real time.

The project includes the following tasks, which *FE* will complete in conjunction with the City's Communications Center Assessment project tasks.

- ***Business Process Workshop***

*FE* will lead a business process analysis workshop, to be held online, with program leaders and operational teams, as well as data analysts and stakeholders responsible for mining data, defining metrics, creating reports, providing support to, and reporting on program outcomes. Workshop attendees will address the following outcomes:

- Review the goals of the programs included within the HEART initiative
- Define the metrics and key performance indicators (KPIs) required to measure the success of the programs
- Discuss the reports and dashboards required to properly communicate program progress
- Define the data required to produce the reports and dashboards
- Discuss where and how the data will be captured and aggregated
- Develop recommendations for enhanced data collection

- ***Recommendations Report***

*FE* will prepare a report to help the City of Hayward focus on the steps required to meet the HEART program's reporting requirements and goals. The report will describe where the City is now with required data and current reporting capabilities. We will outline recommendations to gather the required data, which may include workflow modifications, and define the necessary metrics for the City to meet reporting goals to support the HEART program. The report will include change management suggestions to assist with implementation of the recommendations.

*FE* will deliver the *HEART Program Data Analysis Recommendations Report* via email to the City of Hayward project Manager. *FE* will arrange a conference call to review the report with the City's project manager.





**COST PROPOSAL**

**Firm Fixed Price**

The total firm fixed price, including labor, travel, and other direct costs for the City of Hayward, California Business Process project is \$47,833.

**Hourly Rates**

If required by the City of Hayward, *FE* can provide additional services in accordance with the rate schedule below.

**SCHEDULE A**

Effective January 1, 2022 through December 31, 2022

Director/Chief Consultant	\$ 265.00 per hour
Senior Consultant	\$ 220.00 per hour
Consultant	\$ 190.00 per hour
Senior Analyst	\$ 155.00 per hour
Analyst	\$ 115.00 per hour
Administrative / Computer Services	\$ 90.00 per hour

**Proprietary Notice**

This proposal, its contents, and appendices are proprietary to Federal Engineering, Inc. and shall not be disclosed to third parties without prior written permission from Federal Engineering, Inc. Should this proprietary notice conflict with any government procurement regulations, policies, or practices, the government procurement regulations shall take precedence.

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Fairfax, Virginia





## Basis of our Proposal

1. **FE** will provide draft and final deliverables electronically to the City of Hayward, California.
2. This proposal assumes that the City's project manager will schedule meetings, provide meeting facilities, notify attendees, and arrange for onsite visits.
3. Any optional or additional tasking will be authorized by mutual agreement of the City and **FE**. Such tasking will be performed on a time and materials basis in accordance with the rates in Schedule A or on a fixed price basis as mutually agreed upon in a task order by the City and **FE**.
4. **FE's** ability to fulfill this task depends, in part, on the willingness and ability of the City of Hayward, California and City participants, equipment vendors, service providers, third parties, and others to provide information in a timely manner, and upon the accuracy of the information as supplied. The accuracy of input data, whether provided in electronic or hard copy form, and the recommendations, actions, system designs, and system procurements resulting therefrom cannot, therefore, be warranted by **FE** nor can the performance, suitability, or reliability of said systems be warranted by **FE**. **FE** accepts no responsibility or liability to any third party in respect to any information or related content delivered by **FE**. This information is subjective in certain respects, and, thus, susceptible to multiple interpretations and may be in need of periodic revisions based on actual experience and subsequent developments.
5. This proposal is based upon a start date on or before April 30, 2022 and assumes a two-month schedule to completion. Delays to the project schedule due to actions or lack of actions on the part of the City of Hayward, City of Hayward participants, third parties, and others will be brought to the attention of the City's project manager in a timely manner and the schedule and cost impacts will be reduced to writing via a mutually agreed upon contract amendment.
6. In the event of a project delay by the City, **FE** reserves the right to invoice for efforts expended towards the completion of a task or deliverable and client agrees to paid said invoice.
7. This proposal assumes a mutually agreeable invoicing schedule for work completed.
8. Federal Engineering reserves the right to assign/reassign work efforts and associated costs across tasks and between our professional staff members in order to meet our contractual obligations to the City of Hayward.

