

Addendum 3 to Agreement for RFP 2020-207
Business Process Management and Strategic Consulting Services for the Tarrant County Dispute Resolution
Program

1.1 This Addendum is made and entered between Solutions Cube Group LLC ("SCG") and Tarrant County ("COUNTY"), collectively known as "parties", pursuant to the terms and conditions of RFP 2020-207, dated, February 9, 2021 ("Agreement"). The terms and conditions contained in the Agreement shall govern the relationship of the parties as described herein.

2.1 SCG shall conduct facilitated meetings for approximately six (6) days to engage the project stakeholders in discussions enabling them to identify, clarify and document the scope of the project, document processes, and create a prioritized list of User Story / Business Requirements which describe the Dispute Resolution Program (DRP) case management business needs.

2.2 Facilitated meetings are scheduled to be completed in the March 2022 to April 2022 timeframe.

3.1 DRP is tasked with managing cases referred for mediation from Tarrant County courts.

3.2 DRP Staff needs to acquire and implement a secure solution to manage all referred mediation requests, schedule, track, and manage all DRP volunteer mediators, and report on program and mediator performance. System capabilities will include:

3.2.1 Accept case referrals for mediation

3.2.2 Allow DRP staff to identify/configure mediation sessions

3.2.3 Allow mediators to sign up for mediation sessions

3.2.4 Provide case information, contacts, etc., to an assigned mediator

3.2.5 Receive and update case status/actions

3.2.6 Transmit completed case disposition/agreement received from mediator to the Court for action

3.2.7 Allow authorized staff to view case status

3.2.8 Report on mediator participation and mediation program results

3.3 DRP case management requirements defined in this effort will be used to determine the viability of existing systems to meet DRP needs and may also be used to evaluate other case management systems.

4.0 DELIVERABLES:

4.1 Business and Project Objectives. Business Objectives communicate specific high level, measurable and time-based outcomes which the DRP business area is striving to achieve.

4.2 Context Diagram. This is a conceptual one-page future-state model depicting the five (5) to eight (8) DRP business processes which are expected to be performed by the Project solution. The model contains a list of the business processes and depicts related external entities, outside of the DRP processes, which will need to be interfaced/integrated with to share information. Business processes include automation of defendant screening and data updates, means to visually identify a defendant's status, capture and management of case management artifacts, compliance stats reporting, and artifacts for future court proceedings.

4.3 Business Processes. These are unique high-level categories of work performed by a system, typically five (5) to eight (8) processes. Each story is uniquely categorized under a single business process to substantiate the story that is in scope for the project.

4.4 Assumptions. This is a list of the assumed decisions whose confirmation is outside the control of the Project team, but which influence work the team includes or excludes from the scope of the Project.

4.5 Project Constraints. This is a list of the limitations which will be imposed on the project effort and will either limit how the project is executed or limit the solution which can be implemented by the

Project.

4.6 Critical Success Factors. This is the list of known high level measurable outcomes which must be achieved, regardless of the solution implemented, for the Project to be considered a success.

4.7 User Stories / Business Requirements. This is a list of capabilities the Project stakeholders expect to be able to perform to track, measure and support the mediation services managed by DRP. These requirements describe the business needs but do not contain information for what solution will be implemented to meet the needs.

4.8 Follow Up Tasks. This is a list of action items, identified throughout the meetings by Project stakeholders, which need to be addressed and closed outside of the meetings to move forward with the Project work (e.g., perform gap analysis of potential solutions, acquire, and implement a solution, etc.)

5.0 PRIMARY POINTS OF CONTACT:

5.1 For COUNTY: Janet Denton – Dispute Resolution Program Director

5.2 For COUNTY: Theresa Lee – Business Technology Consultant (BTC)

5.3 For SCG: Paul Burek

6.0 SCG KEY PERSONNEL:

Role	Individual	Responsibility
Meeting Facilitator Process Subject Matter Expert	Paul Burek	Conduct Facilitated JAD Meeting activities to enable Meeting Participants to create the meeting deliverables
Meeting Co-Facilitator and Documentation Specialist	Carly Jones	Create and manage meeting deliverables throughout the meetings
Meeting Co-Facilitator and Documentation Specialist (Alternate)	Jenina Roberts	Create and manage meeting deliverables throughout the meetings

7.0 SCHEDULE:

7.1 Six (6) meeting days will be scheduled during March and/or April 2022. If the meeting participant schedules cannot accommodate up to six (6) days during this time frame, then a subset of meetings can be postponed until the following month via mutual written agreement between the parties.

7.2 Meeting participants will be actively engaged in the meetings each day from 9:30 a.m. (CDT) through 4:00 p.m. (CDT). Any changes to the meeting dates and times will be mutually agreed by COUNTY and SCG. SCG will spend time each day, outside of the scheduled meeting times, to make any formatting adjustments needed for deliverables to be ready for the next meeting day.

7.2.1 Facilitated Meeting Day 1: Engage all meeting participants in activities to clarify and document the scope of the project.

7.2.2 Facilitated Meeting Day 2: Engage all Meeting Participants in activities to complete the scope documentation, document processes, and to brainstorm and begin elaboration on the list of project User Stories.

7.2.3 Facilitated Meeting Days 3 – 6: Continue the elaboration of the User Stories and identify and assign next steps as needed to keep the Project moving forward.

8.0 REVIEW AND ACCEPTANCE. SCG will provide the daily meeting deliverables to the project team at the end of each meeting day. The complete set of deliverables will be provided to the project team at the end of the last conducted meeting. These deliverables are interactively produced by and in the words of the meeting stakeholders and reviewed by these stakeholders throughout each meeting day; therefore, the Project team


will be able to provide SCG acceptance of the deliverables at the completion of the last facilitated meeting day.

9.0 FEES

- 9.1** The total fee for completing the Facilitated Meetings to create the Project deliverables will be billed at \$3,250.00 per meeting day for a Not to Exceed total fee of \$19,500.00. Any portion of the proposed six (6) days not needed to be conducted will not be billed.
- 9.2** SCG will submit an invoice referencing a COUNTY PO for services rendered upon receipt of a Business Acceptance form, which will be provided upon successful completion of the final Facilitated meeting. Payment of invoices shall be within 30 days of receipt of properly billed, undisputed invoices.

This Amendment is effective as of the date of signature of the last party to sign as indicated below.

AGREED: SOLUTIONS CUBE GROUP LLC



Name: Paul Burek
Title: Chief Operating Officer
Date: 03/07/2022

AGREED: TARRANT COUNTY

Name: B. Glen Whitley
Title: County Judge
Date:

APPROVED AS TO FORM:



Criminal District Attorney's Office*

CERTIFICATION OF AVAILABLE FUNDS:

Tarrant County Auditor

*By law, the Criminal District Attorney's Office may only approve contracts for its clients. We reviewed this document as to form from our client's legal perspective. Other parties may not rely on this approval. Instead, those parties should seek contract review from independent counsel.