



PROPOSAL PREPARED FOR

City of Superior #24-20-FIN

April 12, 2024



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Contact Information

Our single point of contact is as follows:

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Litigation Disclosure

Our firm has never had and currently does not have any pending disciplinary actions or investigations for alleged improper, fraudulent, disreputable, or unfair activities against our firm with state regulatory bodies or professional organizations.

Knowledge of Wisconsin Laws

We plan to utilize the BDO Alliance partnership that we are members of as a source to assist us in the Wisconsin Laws and practices as applicable to this contract. Furthermore, Creative Planning has offices in Wisconsin.

Letter of Transmittal

Nicholas Rhinehart, Finance Director
City of Superior
1316 North 14th Street, 2nd Floor
Superior, WI 54880

Dear Mr. Rhinehart,

On behalf of Creative Planning Business Services, I am pleased to submit this proposal in answer to the City of Superior's (the City) RFP #24-20-FIN. We appreciate the opportunity to bid on these services and your consideration of our firm.

Creative Planning Business Services is a full-service professional firm with offices in all 50 states and a presence in the Midwest for over 77 years. Our firm is uniquely positioned to provide expert services to regional governmental clients. We are powered by experienced individuals who deliver business, financial, and technology solutions.

As you read through the attached proposal, you will find our team's approach to your advisory needs. The proposal addresses the information you requested, including the unique qualifications of Creative Planning Business Services, the depth and breadth of our services, and our commitment to providing the highest quality work through an efficient and effective process.

In our Public Services Channel, our team derives a deep knowledge of Government Services and organizational health; we are uniquely positioned to respond to your RFP.

Our ability to see both in the weeds and from the treetops gives you the comfort that we will have your fiduciary responsibilities covered; you can then focus on the City's core mission, which you do best!

Our bench strength comes from the firm's talented individuals, with over 2,200 employees. We will work to ensure we are meeting your deadlines. We promise to be more than "your project consultants" We will be your trusted advisor and a member of the team - the City of Superior team.

As sought-after experts in the government industry, we're confident that Creative Planning Business Services will be an integral part of your daily operations. We will work as your partner and provide the facts, figures, and information you need to make good decisions.

What sets us apart from our competition is our core values but also the following:

- **Respect for Your Time.** We will be straightforward with you on what we need for the project, including timing and deadlines. We will meet your expected timelines.
- **Effective Communication.** You will work with professionals willing to communicate effectively and collaboratively with you throughout the project. We will provide practical suggestions for operational and internal control improvements as needed and as situations arise, creating a positive two-way communication experience. We will always communicate effectively with you, your staff, and the governing body. Creative Planning Business Services understands this is a massive undertaking for the City.
- **We are Grounded in World-Class Principles of Operational Excellence.** Creative Planning Business Services has a fact-based, data-driven philosophy of business improvement. We work to engage the right people to align the solutions that best fit your needs. We focus on building trust, gaining support, and accepting the desired outcome.
- **A Personalized Approach to Our Services.** Our process includes an agreed-upon schedule that works with your needs. The team will work with you to discuss any challenges, desires, and changes you need in the current system so we can design a plan to help you achieve your future strategies.
- **Value for Time and Fees Invested.** Receiving value for your fee investment is critical in all governments. In addition to offering highly competitive fees, we work diligently to avoid incurring fee surprises. Our goal is to be your first call when you experience organizational challenges, and our current clients report that this has helped them save time, reduce costs, and build confidence when solving issues.
- **Government Finance Expertise.** We understand how political entities operate and how the environment in which they function is regulated. Creative Planning Business Services professionals are dedicated to your industry; we strive to be your trusted resource in all areas. Our dedicated team members include over **35** individuals who serve our government clients in all areas, from audit to consulting.
- **Innovative thinking, project management trained, Lean Six Sigma, and solutions driven.** We solve problems. Whether that problem is technology, financial, or operations related, we will find a way to help. Creative Planning Business Services is leading the way with an Innovation Team, Project Management Training, and Lean Six Sigma training for staff.
- **Our Philosophy –** To provide timely, quality services that exceed the expectations of our clients. We do this by providing you with a **Team** of subject matter experts who truly understand your organization. We have resources and staff dedicated by **Channel (Public Services)** to provide actionable advice and practical solutions.

We have an extensive background in working with clients through a strategic approach in all aspects; we don't just keep pace with the trends; we stay ahead of the curve. We explore new ways to reduce costs and operate more efficiently.

We bring significant resources and a down-the-street service delivery model. You can expect us to listen and bring a commitment to make a difference.

How do we work? By scheduling, managing our people's time, and paying attention to our client's needs we are a full-service professional firm with workload and project management experience. As a firm we have been organized and trained to manage various deadlines from tax filings to compliance reporting, to project expectations we have been balancing and servicing client needs with the goal of providing a WOW experience for over 77 years.

You will work with a firm that prides itself on our long-term client relationships. We have heard from clients about our team members' commitment to their organization and how easy we are to do business with.

This proposal is a firm and irrevocable offer for 90 days. The undersigned is authorized to make representations for the firm.

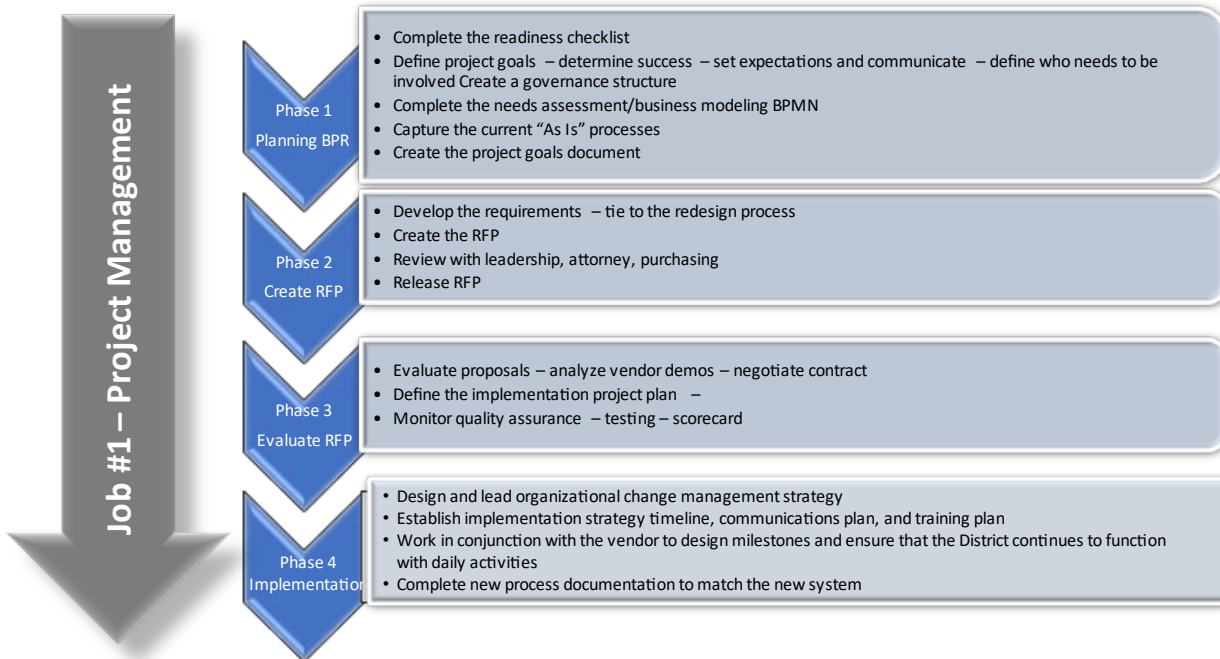
Sincerely,



Catherine Demes Maydew, CPA, MBA, CISA, CFRE
Catherine.maydew@creativeplanning.com 402-203-4243

Addendum 1 Acknowledged

Executive Summary



As detailed in the Scope of Work section the above slide defines our approach to the City’s request of work listed in the RFP. Project management will be more than just a task, it is job #1 and will be incorporated throughout the whole project. Project management timelines will be set up through our integrated project management software allowing all users to have access to the calendar and due dates during the project.

We have divided the project into Phases as outlined above.

Phase 1 – Planning - The project team leaders assigned to this proposal are committed to seeing this through to completion. Working internally with our project manager we will coordinate the team’s calendars and schedule out the work that will need to be accomplished. This will include obtaining vacation and “no work” calendars from the City’s lead team members. Starting at the beginning with an overall project timeline we will set two major meetings: a project implementation plan meeting and a project operation plan meeting.

Executive Summary (continued)

These two meetings will define how we will all work together to move forward in the project. These meetings will help define the scope, the risks, the changes, and the management of the project.

Phase 1 – BPR - Needs assessment/business modeling - during this work we will be guiding the teams to capture the current/existing processes and working our way through to the future design of the process (as they “Should Be”). The object is to deliver a project goals document and develop the requirements for the new system (the beginning of Phase 2).

Phase 2 – Create, write, and develop, the RFP for ERP – during this work, the RFP will be drafted, reviewed, and presented to the leadership team, the City’s purchasing department, and the Attorney for thorough examination. We will help the City evaluate, rank, interview, and score the proposals to conclude on the best option for the City.

Phase 3 – Evaluate- assisting the City we will help you understand and rank the proposals received. The City will ultimately make the final decision but working together as a team we will manage the demonstrations, the questions, and references of the vendors on your behalf.

Phase 4 – Implementation – the largest part of the project and critical for change management, includes developing an actionable solution plan to ensure that the City has the resources needed to implement the changes as designed. We will bring to the team our HR implementation team and our subject matter experts skilled in ERP implementation to help define the “vendor-speak” into understandable terminology.

Because we offer the services of ERP and HRIS/Payroll software implementation and support we have experts on hand that can bridge the divide and translate for the City the “vendor speak”. Our proposal includes the leverage of our deep bench of firm SMEs to help the City during this long process. Our team of ERP and HRIS implementation specialists know both sides of the project. They will be able to assist in defining what the Vendor team needs and what the City should provide. The ability to translate this “tech” speak is something that our clients value in our approach to implementation assistance.

We will monitor the risk by conducting a change management risk analysis. This will allow us to identify those change risks associated with change management in the City. From this, we can help the Organization and the team develop plans to minimize these risks and keep them from becoming a reality.

We have an extensive background in working with clients through a strategic approach in all aspects; we don’t just keep pace with the trends; we stay ahead of the curve. We explore new ways to reduce costs and operate more efficiently.

Executive Summary (continued)

We understand that ERP projects are large and complex. There can be numerous pieces surrounding your core systems. To manage all this, it takes highly organized leaders, teams, and process management software to ensure that communications are maintained and that the project stays on track. Our method is not to have meetings just to have meetings; productive check-ins can occur quickly and can be in various methods, in person, virtual, or through applications. Our goal is to meet your expectations on project status communication. This will be discussed and laid out in our initial meetings.

For past clients, we have held weekly "huddles", attended virtual leadership meetings monthly, as well as having attended board/council meetings to present on project status.

We have built into our project time for project status meetings with leaders outside of the project team. As it is our goal to stay on top of the progress of the project it is also our goal to keep top leaders apprised of the project. Our hands-on approach by the project leaders ensures that delays and issues will be identified and immediately communicated and resolved.

Creative Planning did not learn to communicate virtually and work remotely during COVID, we already had processes, technology, and leadership structure in place. COVID did not put a hiccup in our daily work schedules. Whether remote to clients from our office or our homes, we did not close or miss a day of work.

Our Creative Planning team comes prepared to meet your preferred experience requirements.

- ◆ Our staff is trained in Lean Six Sigma, and Theory of Constraints (TOC) methodologies. We work to streamline projects, meetings, and processes to ensure the best possible outcome with the least amount of waste. We practice what we teach and launched a firmwide Lean Program in 2022.
- ◆ Creative Planning has been working with clients for more than 77 years defining and solving their most complex business problems.
- ◆ Our team has experience in working with agencies and their compliance requirements.
- ◆ Over the past several years we have had over 1,000 situations where we helped clients with introductions to our network to save them time and help increase confidence with a plan or strategy.

Creative Planning is aware that every good-intentioned project can be derailed somewhere in the process by unexpected risk. We work to prepare all clients and project teams to be aware of the change management risk associated with a business process change. Every business process change management project is unique. Not all risk is the same. Clients are different and have different risk factors involved in their risk analysis.

Executive Summary (continued)

WHO IS CREATIVE PLANNING- COMPANY PROFILE - SIZE

Dating back to 1945 BerganKDV has been firmly rooted in the local communities we serve. As of 7/1/2023, BerganKDV, led by CEO Dave Hinnenkamp, has joined forces with Creative Planning LLC, one of the largest Registered Investment Advisors (“RIA”) in the country to become Creative Planning for Business.

Creative Planning for Business remains rooted in exceptional client service and has grown to offer a wide array of comprehensive business, financial and technology solutions including tax and audit, accounting services, business advisory, wealth management, and more.

Creative Planning, LLC has over \$210B combined assets under management and advisement across all 50 states and 65 countries as of 12/31/22. Creative Planning, LLC is an independent wealth management firm that provides a financial planning led investment management approach, retirement planning, estate planning, trust services, tax planning and family office services for individuals as well as 401(k) and institutional clients.

VISION AND VALUES



We continue to align Creative Planning team members’ core values and sense of purpose with our firm core values and mission. We hire towards our core values and manage performance through real-time feedback corresponding to our core values. We’ve found that this work results in more open conversations at Creative Planning which impacts employee engagement and client care.

By partnering with our team, we’ll not only give you the outlook of your current situation, but we’ll also work to collaborate with your team as frequently as requested providing proactive advice and solutions to assist in everyday operational needs and concerns.

Executive Summary (continued)

VALUE CREATION PROCESS

We have aligned our team around our core values and are driven in our commitment to help clients and team members achieve their potential. We help clients reach their goals by utilizing our value creation process. Results of this process have led to more robust client relationships – deeper trust, enhanced communication, and minimization of time for all. This process is a key component of our strategy in supporting and helping our clients further their organizations.



Executive Summary (continued)

OUR PROMISE TO YOU

We are intimately familiar with the rules, regulations, and requirements that govern Governmental entities. In that regard, we make the following affirmation:

- ◆ Our firm has no conflict of interest regarding any other work performed by our firm for the City.
- ◆ Our firm has never had and currently does not have any pending disciplinary actions or investigations for alleged improper, fraudulent, disreputable, or unfair activities against our firm with state regulatory bodies or professional organizations.
- ◆ We acknowledge and have adequate personnel to comply with the Scope of Work provided in the request for proposals.

Scope of Services

DEFINITIONS

The following definitions are used in the proposal:

- ◆ **BPM** – Business process modeling
- ◆ **BPR** – Business process redesign
- ◆ **City** - The City of Superior
- ◆ **Gaps** - in the context of this proposal, a stated inability of a proposed system to meet requested requirements
- ◆ **Pop-up team** – a coordinated ensemble pulled together for the purpose of solving an issue during the project
- ◆ **Primary stakeholders** - the process participants – the people that do the work every day, the “Do-ers”
- ◆ **VSM** – a value stream map is a comprehensive process map which in its fullest embodiment includes systems and artifacts, task times, queues, total turnaround time, value-added / enabling / non-value added, and process data and metrics

Our team has been trained to follow the best practices set out by the GFOA for ERP readiness. Utilizing the training acquired through GFOA, Lean-Agile, and our Governmental understanding, we have developed a proven approach to plan for the project before the implementation.

We will guide the City through the many critical decisions on the project scope, governance, staffing, project goals/expectations, and more. Preparing for the ERP requires focus and attention to the “readiness activities.”

We intend to work with the City through the following steps as noted by the scope of work requested by the City:

- ◆ Develop and document the “as-is.” Processes.
- ◆ Prepare the needs assessment from analysis of current system to functionality desired by the City in a new robust system.
- ◆ Propose the “to-be” requirements and prepare the RFP.
- ◆ Advise on challenges and opportunities we have experienced.
- ◆ Assist with vendor comparisons, selection, demonstrations, and on-site visits.
- ◆ Assist with vendor negotiations.
- ◆ Guide the City through the implementation, assisting where needed.

- ◆ Provide project management throughout the project – act as Executive Project Manager.
- ◆ Participate regularly in the implementation.
- ◆ Assist the City with internal training for all users and assist with the new process/procedures' documentation required.
- ◆ Assist the City with staff readiness.
- ◆ Guide the City through change management to ease the transition.

JOB #1 - PROJECT MANAGEMENT

Our team brings a commonsense approach and proven tools that emphasize value delivery to our customers. Overlay this with a facilitated process that enables the individuals to model working as a team, and the City's project will have a more significant overall impact. We emphasize that a change in the work environment leads to a successful transition in the ERP system. If the current system's incentives, policies, and processes are still in place, a new ERP system will not drive the change by itself.

Facilitate identification of all project stakeholders: Working with the City to establish the team that will help in the project. Assign roles and responsibilities and create a timeline to help avoid scope creep. The project leaders from BerganKDV will be working with leadership at the City to ensure a successful project from start to finish.

We will work with the City to establish the team that will help in the project. Assign roles and responsibilities and create a timeline to help avoid scope creep. The project leaders from Creative Planning Business Services will work with City leadership to ensure a successful project from start to finish.

We have learned that successful projects have strong leadership that understands that their attitudes, behaviors, and decisions will be closely observed by the team and will set the tone for the project and the ultimate success of this journey. Successful leaders know that at a high level their role includes some of the following:

- ◆ Establish the vision and guide the implementation
- ◆ Communicate and lead the organizational change
- ◆ Serve as and support sponsors
- ◆ Reap the results and celebrate successes

We recommend at least three teams to be Initially set up from within the City.

- ◆ **Leadership team** comprised of the heads of each department, including, Finance, Budget, Payroll, HR, Project Management, and IT. Sets policy, is the tiebreaker, if needed, and manages the consultants.

- ◆ **Project management team** consists of the day-to-day user and IT who should be included in the project's process and will be beneficial in their "knowledge" of what is needed in the new system.
- ◆ **Process-specific pop-up teams** will be the teams that come together across solutions to help capture the process "As-Is" and will aid in the design of the "Should-Be" process and requirements.

Deliverables: Project plan, communication plan, define executive status reports, change management risk assessment

PHASE 1: PLANNING AND BPR

PLANNING:

Our team has been trained to follow the best practices set out by the GFOA for ERP readiness. Utilizing the training acquired through GFOA, Lean-Agile, and our School understanding, we have developed a proven approach to plan for the project before the implementation.

Formalize a consultant communication plan/develop a project plan including timelines: We will guide the City through the many critical decisions on the project scope, project governance, project staffing, project goals/expectations, and more. Preparing for the ERP requires focus and attention to the "readiness activities." Project management timelines will be set up through our integrated project management software allowing all users to have access to the calendar and due dates during the project.

Facilitate project meetings: We intend to work with the City through the following readiness checklist steps as enhanced by the summary of services in the phases requested by the City following this list:

- ◆ Project Goals
- ◆ Project Scope
- ◆ Project Governance
- ◆ Technology Requirements
- ◆ Implementation Approach
- ◆ Project Management/Change Management
- ◆ Training
- ◆ Quality Assurance
- ◆ Ongoing Support
- ◆ Facility Requirements
- ◆ Personnel Requirements
- ◆ Payment Schedule
- ◆ Project Communications

Track all Decisions and issues with proposed actions: Our goal for the City is to create value and minimize surprises. To achieve that, we will work to support the City through the following steps of the project, to keep the process moving and running as best as can be:

- ◆ The City and project team will be completing the complex needs document. This document answers critical questions: “what do day-to-day users, as well as the leaders who consume the data, need?” Focusing our attention on all departments, users, and stakeholders we will note how they impact the future data and system. Once this document is created, we will then be able to explain the needs of the City in a concise RFP.
- ◆ The work performed in the business process review, as noted above, will aid in determining what can stay and what will be improved with a new ERP.
- ◆ Our subject matter experts will be working with the various process-specific pop-up teams as well as evaluating the technical needs in the existing system, customizations, interfaces, and conversion requirements.

Deliverable project documents: From the “Detailed Needs Document,” the building of the requirements by section will begin. The functional requirements are arguably the most critical part of the ERP document. These will define the scope, hold the project accountable, and serve as a benchmark at many points throughout the project, including vendor selection, system design, pre-live testing, and post-live final acceptance.

BPR: ASSESSMENT / GAP ANALYSIS / BPR

We also understand that the City is using this project not only to implement new software but to implement significant changes to the current policy and business processes. The City should expect that all the goals recognized during this Phase will be met upon completion of the implementation of the new software.

In consideration of the City’s goals and objectives, we plan to review, evaluate and document existing systems as noted below.

Our proposal project expectations are that we will include in-person assessments: business process redesign workshops with direct members of the City’s staff. Collaborative work is very challenging to do remotely. The best solutions come from having cross-functional groups of people together in the same room to solve an issue.

Our objective for the business process review is to assess the current state of processes, identify the successes and “gaps,” and create the redesigned processes to facilitate the correct requirements for the new ERP system. BerganKDV has a proven method that relies on a **two-step approach**.

In collaboration with City's function experts: In step one, we plan to pull together a cross-functional pop-up team for each of the significant processes comprised of City staff members to "go to the Gemba" (where the work gets done) and capture the "As-Is" processes, capturing all the activities, the inputs, the outputs, the systems, gaps, and error rates.

Our proposal cost is based on the initial assessment as described in the RFP:

- ◆ General and technical (system, data, security/configuration)
- ◆ General ledger/Accounting
- ◆ Financial Reporting
- ◆ Project/Grant Management
- ◆ Payroll
- ◆ Budget
- ◆ Human Capital Management
- ◆ Accounts Payable/Purchasing (not listed in RFP but added)
- ◆ Cash Receipting

Based on this knowledge of "what is," we will teach the Lean Design Principles; this will allow the team to develop a Vision, a "Could-Be" process and work to temper it with the known constraints to a "Should-Be" proposal that is robust, efficient, and user friendly.

Our second step, BPR, will work from the "gap" report, an outcome of step one, and improve organizational efficiency and methodology for better performance. We plan to utilize BPM (Business Process Modeling) to create diagrams representing activities (performed by people) and the connection points with IT systems. BPM is also defined by the various computerized tools and software used in the City team's daily work. These "Should-Be" process proposals are the basis for the Project Goals Document for the RFP.

The redesign of processes will improve organizational performance and increase the efficiency and effectiveness of processes across the City organization. In addition to redesigning the processes, the redesigning of associated systems will help identify the needed requirements for the new ERP system.

The deliverable assessment/GAP analysis The outcome of this work will be a "Project Goals" document. A project goals document defines to the vendors that This document will be included in the RFP for the general understanding of potential vendors and the scope the City intends this project to have.

PHASE 2: RFP CREATION

We understand that the City is requesting proposals for assistance from consultants to provide the following services:

- ◆ Create the formal RFP.
- ◆ Consolidate and formalize the functional requirements lists.
- ◆ Review the RFP with the City's Purchasing Policies and Procedures and City Code for approval.
- ◆ Review with the City legal department before submitting to City Purchasing for release.

Our goal for the City is to create value and minimize surprises. To achieve that, we will work to support the City through the following steps of the project, to keep the process moving and running as best as can be:

- ◆ Walking through each step in the process maps, we will identify what the system needs to do.
- ◆ The requirements will be built based on the "to be" process decisions. The requirements serve as a checklist for system acceptance.

It is essential to understand that the functional requirements will **not** describe system features of what the ERP system will be able to do but represent functions built into the system by the vendor and available for use by the organization.

Design and release the RFP: The RFP will be drafted during the work above. We will prepare the document with the Leadership team, City Attorney, and Bid/Purchasing requirements. We assume there will be several reviews of the RFP and plan to obtain a sign-off from City's Legal team before the completion of the final RFP.

A list of qualified vendors obtained from GFOA-approved vendors and other reputable referrals will be used as the distribution list for the RFP, as well as the use of the City's purchasing department process.

Deliverables: Completed ERP for new ERP, including requirements.

PHASE 3: ERP EVALUATION

We understand that the City is requesting proposals for assistance from consultants to provide the following services:

- ◆ **Establish rating criteria:** Creative Planning Business Services will build the rating criteria that will form the survey for vendor evaluation.
- ◆ **Vendor evaluation:** Through a survey tool created specifically for this project, the team members will evaluate the vendor proposals after carefully reading the supplied responses. We will assist in tabulating the survey results and discussing these with the team.
- ◆ **Demo invitation:** The team's overall analysis will create a short list of vendors to invite for demonstrations. We will coordinate the schedules of the City and the vendors to allow for adequate time for this essential and critical part of the process.
- ◆ **Vendor reference check:** After team members have evaluated the vendor proposals, a series of questions will be developed to be posed to the references given by each of the vendors invited to the demo. The answers will be collected and shared with the team for further analysis or questions for the references.
- ◆ **Vendor negotiation:** Post demo, and after the team has re-evaluated the vendors through the survey tool, Creative Planning Business Services will assist in the review of the cost proposals. A line-by-line comparison of cost proposals between vendors will be created if necessary. During this process, we have found that additional questions may arise. We will manage these questions with the vendors and monitor their responses.
- ◆ If necessary, we have assisted our clients in negotiating with the vendor to obtain satisfactory services and pricing.
- ◆ **Select vendor:** The City will lead the final decision. We will guide you and provide all the supporting documentation to help you find the best solution for your needs. The most exciting project time is when the vendor is selected, but we have learned from past clients that this can also lead to trepidation for the current staff and teams. The change will be coming and will also still take some time. We encourage the City to celebrate arriving at this stage of the project with everyone. Creative Planning Business Services will assist with the team's announcement to the City Council.

Deliverables: Evaluation and internal team recommendation of vendor proposals for the new ERP solution.

PHASE 4: IMPLEMENTATION AND PROJECT MANAGEMENT

During this phase of the project, **we are prepared** to assist the City through to the completion of the implementation. The City would like the vendor to provide customer support and oversee the training and configuration of the selected system to ensure it meets the requirements in the developed RFP.

Implementation kick-off: Working with the City and selected vendor, we will work through the following steps:

- ◆ Assemble the implementation team.
- ◆ Identify the processes that will be handled in-house.
- ◆ Recognize which processes the vendor will manage.
- ◆ Design the training team schedule.

Creative Planning Business Services team members have served in various capacities meeting clients' needs during the implementation process. We will lead from directing, guiding, and training staff members to rolling up our sleeves to assist during the data implementation.

Creative Planning Business Services – Outsourced Accounting & Payroll (OAP) staff is available for the City for supplemental staffing needs for day-to-day operations during implementation. Discussion on needs, timing, staff level, and pricing will be negotiated under a separate agreement. Our BAS team is an experienced team of advisors, accountants, and CPAs who will be available to work with the City as needed during this transition.

User acceptance testing: Working with the vendor we will assist and review the user testing process. In this step, the staff will test out the "script" to access and use the system. Users will need to know how to access and log in to the required modules of the system, follow the training processes, and how to access the help tutorials when in doubt.

Cutover: This is the time to transition from the old to the new system. The vendor should help with the transition period and timing of rollover to the individual modules. A well-developed cutover plan will minimize the risks of moving from one system to another. The plan will have identified the vital activities roll out order so that the project team knows when they need to be completed. The cutover plan also includes the handoff of the new processes to the end users.

- ◆ Prepare the production environment.
- ◆ Decide the date of the last transaction in old systems.
- ◆ Data conversions.
- ◆ Complete the final month reconciliations in the old system.
- ◆ Ensure that a contingency plan is in place to ensure operations continue should something go wrong in the cutover process.

Go live: Let the users transact! Test after one month during the month-end close.

Postmortem: Project closed, and lessons learned. Complete the final checklists with the vendor to ensure that all operate per the scheduled plan, especially if the cutover is in phases.

Deliverables: Project management assistance throughout the implementation and completion of the new ERP solution.

Qualifications

CLIENT REFERENCES AND PROJECT DESCRIPTIONS

We encourage you to speak with our clients and hear the benefit and value they realize as a result of working with us a few of our School references/recommendations for Creative Planning's expertise and professional services are below:

Consulting projects that include process redesign, and RFP for ERP assistance are below for Catherine Demes Maydew:

City of La Vista:

Served this client as a consultant representing City during work with Barry Dunn in the RFP to ERP process. Assisted the City with the implementation of the system as needed which included assistance in the conversion of the client's fixed asset records into the new system. Project dates: 2018-2020

Recommendation for Catherine's skills in the software implementation process comes from former City of La Vista Director of Finance Cindy Miserez:

"I recommend Catherine as a consultant for your software implementation process. Here is what she will bring to your project:

- ◆ will improve the connection between current processes and the transition to the new system by researching and documenting current data flows and uses.
- ◆ will provide valuable conversion tables of data for import to the new system.
- ◆ will build team cohesiveness by listening to and sorting out resistance to change from current staff and helping management address concerns.
- ◆ can communicate with the end user and the technicians and put all the puzzle pieces together.
- ◆ will be that extra resource not consumed with the day-to-day who can quickly spot issues and produce solutions during implementation.

Putting in a new system is a daunting effort. Conversion never really ends. The more work you do upfront and right after conversion correlates with a successful conversion. Catherine will increase your conversion success. She will tie up loose ends after conversion."

Kevin Pokorny, Dir. Admin Services | Brenda Gunn, City Administrator | Meg Harris, Dir. Finance
Client representative in RFP process
System adopted: BS&A
402-331-4343

CLIENT REFERENCES AND PROJECT DESCRIPTIONS (CONTINUED)

City of Willmar: Size: 21,000 population. \$21 million FY23 Budget
Currently serving the City as a consultant project leader to develop the needs assessment, software evaluation, and software selection. Additionally, assisting with the start of the implementation schedule with the vendor as the client representative. Project dates: 2022- current

Leslie Valiant, City Administrator
City of Willmar, MN
Project Leader – RFP to ERP
System adopted: Tyler Munis
320-214-5160

City of Corcoran: Size: 7,860 population. \$5.7 million FY22 Budget
Served as the consultant project leader to develop the needs assessment, software evaluation, and software selection. Project dates: 2020-2021

Jessica Beise, Former Admin. Services Director/City Administrator
City of Corcoran, MN
Project Leader - RFP to ERP
System adopted: BS&A and KPay
763-400-7029

City of Pine City: Size: 3,130 population. \$2.2 million FY23 Budget.
Served as Outsourced Treasurer for 18 months. Assisted in the selection of ERP, Asset Management and HR/PR system as well as implementation manager. Project dates: 2021-2022 Systems adopted: BS&A, Brightly Asset Management

City of Valley, NE: Size: 3,100 population. \$2.2 million FY23 Budget.
Currently serving the City as a consultant for system clean-up, audit prep, and Treasurer training. 2023 – current. Mayor Cindy Grove, Lori Sorensen, Treasurer.

Omaha Douglas Public Building Commission: \$10.5 million FY23 Budget.
Served as a consultant advisor for over 15 years. Supporting the Administrator, Board, and finance department in audit prep, accounting assistance, and as vCFO for 1 year. Created RFP for ERP, evaluated and demo vendors, however, the project is on hold at the current time. Paul Cohen, Administrator.

CLIENT REFERENCES AND PROJECT DESCRIPTIONS (CONTINUED)

Over the past year, CPBS has served as an independent auditor or consultant for many governmental entities as listed below. Audit clients awarded the GFOA Certificate of Excellence in Financial Reporting are identified with an asterisk.

Cities and Townships

Population (0-2,000)	Population (2,001-5,000)	Population (5,001-15,000)	Population (15,001 <)
Bock, MN	Ashland, NE	Baldwin Township	Cottage Grove, MN*
Browns Valley, MN	Moorhead, MN	Big Lake, MN	Crystal, MN*
Carlton, MN	Cascade, IA	Corcoran, MN	Eagan, MN*
Clear Lake, MN	Deephaven, MN*	Dayton, MN	Faribault, MN*
Clearwater, MN	Elko New Market, MN	Falcon Heights, MN*	Forest Lake, MN*
Cyrus, MN	Greenfield, MN	Fergus Falls, MN*	Hastings, MN*
Eden Valley, MN	Hanover, MN	Gretna, NE	La Vista, NE
Freeport, MN	Haven Township	Lake Elmo, MN	Maplewood, MN*
Hilltop, MN	Park Rapids, MN	Mendota Heights, MN	New Brighton, MN*
Maine Prairie Township	Princeton, MN	Oak Grove, MN	Papillion, NE*
Millerville, MN	Princeton Township	Osseo, MN*	Richfield, MN*
Osakis, MN	Rockford Township	Ostego, MN	St. Cloud, MN*
Richmond, MN	Rockville, MN	Sauk Rapids, MN	Sartell, MN
Royalton, MN	Two Harbors, MN	St. Joseph, MN	Shakopee, MN*
Silver Bay, MN	Valley, NE	Shorewood, MN	Woodbury, MN*
Watkins, MN			Wyoming, MN*
Waverly			Sarpy Co, NE

QUALIFICATIONS - DEDICATED SERVICE TEAM

Creative Planning has a personalized team of professionals to meet your unique needs. Your Creative Planning team has extensive experience working with governmental organizations, CIOs, and Technology solutions. This translates into a greater ability to understand your unique organization. Our team will be comprised of specialists who will dedicate themselves to serving your needs.

PROJECT MANAGER: CATHERINE DEMES MAYDEW, CPA, MBA

PARTNER | DIRECTOR PUBLIC SERVICES

Catherine has over 20 years of extensive experience working with public service clients such as nonprofits, governments, governmental entities, schools, hospitals, and foundations. A seasoned certified public accountant, Catherine began her career in public accounting and most recently ran her own consulting firm for 17 years serving government and nonprofit clients in the Omaha area. She has been with Creative Planning Business Services for over four years.



RELEVANT EXPERIENCE

Catherine's work with Public Service clients of Creative Planning Business includes the following:

- ◆ Assist with business process redesign
- ◆ Software/system implementation
- ◆ Outsourced CFO/Controller
- ◆ Lead consultant to many of our RFP to ERP projects
- ◆ ERP software system experience: Oracle, BS&A, Tyler Munis, Workiva, Sage, Brightly, and NetSuite.

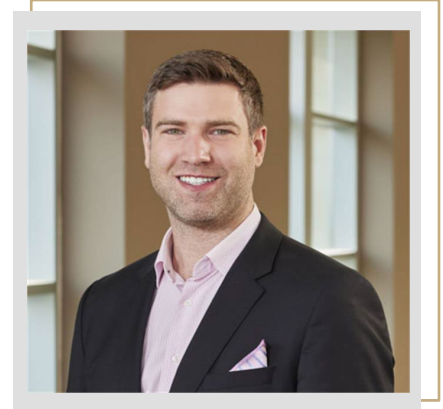
EDUCATION AND MEMBERSHIPS

- ◆ BS, Accounting, DePaul University
- ◆ MBA, Emphasis in IT, Creighton University
- ◆ Anna Tylor Waite Leadership Fellow while at Creighton.
- ◆ American Institute of Certified Public Accountants
- ◆ Government Finance Officers Association
- ◆ Yellow Belt and Green Belt Certification, Lean Six Sigma
- ◆ Adjunct Professor, Nonprofit and Government Accounting, University of Nebraska Omaha.

JON LAMB

PARTNER | ENTERPRISE SOLUTIONS

Jon is a distinguished NetSuite professional with over a decade of experience, specializing in implementations, systems integrations, and customizations. He has successfully executed over 30 NetSuite implementations for medium-sized businesses across a variety of sectors, integrating more than 50 systems and developed multiple NetSuite applications. Jon is a comprehensive expert in the NetSuite ecosystem and a valued leader in technology solutions for businesses.



RELEVANT EXPERIENCE

Jon's work with clients of Creative Planning Business Services includes the following:

- ◆ Ten years of implementation expertise
- ◆ Five years leading a team of developers for advanced system customizations.
- ◆ Four years in ERP sales

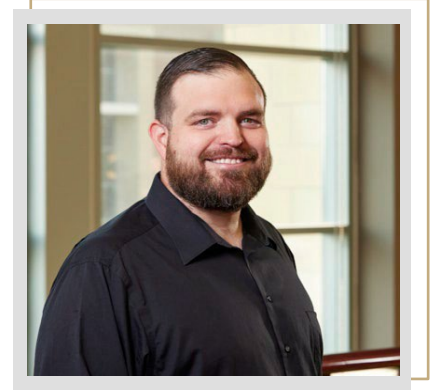
EDUCATION & CERTIFICATIONS

- ◆ BA, Finance, University of Portland
- ◆ NetSuite SuiteFoundations and SuiteSuccess certifications
- ◆ Level 4 Celigo certification
- ◆ Greenbelt Certification (April 2024)

SCOTT RISOFF

SOLUTION ARCHITECT | ENTERPRISE SOLUTIONS

Scott is a highly technical ERP Consultant who applies dynamic thinking and advanced business logic to help strategically design and support real world software solutions. He has over 15 years of expertise providing functional software solutions to client with challenges in the manufacturing process, warehouse operations, inventory management and quote to cash sales. Scott participates in operational process consulting, solution implementations, and long-term system configuration support.



RELEVANT EXPERIENCE

Scott’s work with clients of Creative Planning Business Services includes the following:

- ◆ Design and document processes through process mapping
- ◆ Apply lean and dynamic logic
- ◆ ERP Implementation leader responsible for overall project success
- ◆ Oversee service ticket responses post ERP “go live” for daily support requests
- ◆ Bi-annual client “health checks”
- ◆ ERP software system experience: NetSuite (11 years), Microsoft (20 years), Salesforce (7 years) Technical

STRENGTHS & ERP SOFTWARE BACKGROUND

[Modules Business Functions Process Knowledge]			
Financial Management	Inventory Management	CRM: Service	CRM: Service
Warehouse Management	Pick, Pack, Ship	BINS/LOTS	Demand Planning
NetSuite OneWorld	Order Management	Procure to Pay	Order to Cash
Project Management	Resource Management	Job Costing	Billing/Invoicing
Production: Work Order & Assemblies	Production: WIP & Routing	Production: Advanced Manufacturing	BOMs/KITS/Assemblies
Fixed Asset Management	Incentive Compensation	Progress & Custom Billing	Importing & Data Migration
Accounts Receivable	Accounts Payables	General Ledger	Chart of Account
Dunning Letters	SuiteApp Specialist	User Training	Reporting
Advanced Custom Reporting	Workflows	Campaigns	Segmentation
Exporting Specialist	Revenue Management (RevRec)	Landed Cost	Quality Management
Procurement Management	Contract Renewals	Roles & Permissions	Grid Order Management
Planning & Budgeting	SuiteBilling	Dashboard Design	Email Marketing Automation
SuiteWorld Attendee	UAT	Implementation Project Leader	Go Live Expert
EDI	ERP Evaluations	Process Consulting	Customer/Vendor/Employee Portals

SAILU TIMBO

PARTNER | BUSINESS ADVISOR HR

Sailu is a partner and business advisor at Creative Planning, providing modern HR/DEI consulting for the firm's Business Services team. With 24 years of experience, Sailu brings a wealth of knowledge to the panel due to his prominent tenure as Vice President of DEI, talent, and community relations at a major regional retailer. Sailu has been with Creative Planning Business Services for 2 years.



RELEVANT EXPERIENCE

Sailu's work with clients of Creative Planning Business Services includes the following:

- ◆ Diversity, Equity, and Inclusion
- ◆ Human Resources and Talent Acquisition
- ◆ HR Technology
- ◆ Compensation
- ◆ Sailu was the PM for HRIS implementation of Workday for HyVee

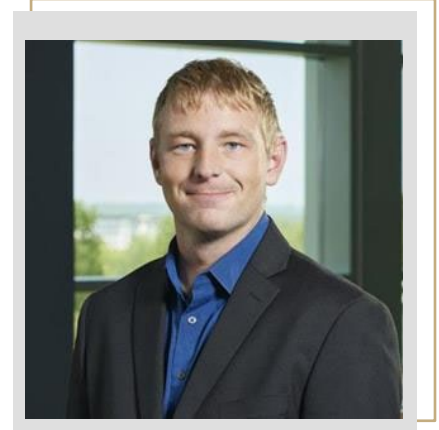
EDUCATION AND CERTIFICATIONS

- ◆ BA, African American World Studies, University of Iowa
- ◆ Certificate in Entrepreneurship, University of Iowa
- ◆ Certified Diversity Executive (April 2024)

DUSTIN OPATZ, CPA

AUDIT MANAGER

Dustin has over 8 years of experience with financial reporting in accordance with Generally Accepted Accounting Principles, Annual Comprehensive Financial Reporting requirements, and analysis of internal controls. As an Audit Manager in our GASB Public Services group Dustin performs financial statement and single audits in accordance with OMB Circulars and Uniform Guidance.



RELEVANT EXPERIENCE

Dustin's work at Creative Planning Business Services includes the following:

- ◆ Financial Audits
- ◆ Review of internal controls
- ◆ Single Audits

EDUCATION AND CERTIFICATIONS AND MEMBERSHIPS

- ◆ Bachelor of Science in Accounting from St. Cloud State University.
- ◆ Certified Public Accountant, Licensed in Iowa
- ◆ Iowa Society of CPAs
- ◆ American Institute of CPA
- ◆ Minnesota Government Finance Officers Association
- ◆ Minnesota Association of School Business Officials

CASSIE BELAY

CONTINUOUS IMPROVEMENT ANALYST

Cassie is the Continuous Improvement Analyst at Creative Planning and is deeply passionate about creating positive change. With ten years of experience leading cross-functional teams, she leverages her expertise as a Lean Six Sigma Black Belt to coach a team of 25 Lean Champions across the firm. Cassie has been driving efficiency and improvement efforts across the organization for just over a year—her dedication to making a difference fuels her work every day.



RELEVANT EXPERIENCE

Cassie's work at Creative Planning Business Services includes the following:

- ◆ Operational Change Management
- ◆ People-focused Process Improvement
- ◆ Leadership Development
- ◆ Tech Steering Committee

EDUCATION AND CERTIFICATIONS

- ◆ BA, Studio Art and Spanish, Luther College
- ◆ Certificate in the DMAIC Way
- ◆ Certified SAFe 6 Scrum Master
- ◆ Dale Carnegie Certificate of Achievement
- ◆ Lean Six Sigma Black Belt

MARCIA LEIGHTY

SENIOR IT | FINANCE CONSULTANT

Marcia has over 20 years of providing success and outstanding achievement in IT and Finance back-office operations. Her vast experiences as well as complex and niche subject areas of IT make her a force multiplier to any IT project. She brings a wealth of knowledge to any project coupled with formal education and certifications.

RELEVANT EXPERIENCE

Marcia’s work includes the following:

- ◆ Project Management/Agile
- ◆ Configuration/Change Management
- ◆ Enterprise Resource Planning Platforms (ERP)
- ◆ Lifecycle Development (SDLC)
- ◆ System Analysis/Testing, Development, System Deployment, and Implementation

EDUCATION AND CERTIFICATIONS

- ◆ Master’s IT Project Management, Bellevue University
- ◆ Certified Project Manager: American Management Association
- ◆ Certified System Administrator: Salesforce
- ◆ Certified MS Dynamics Integration Manager

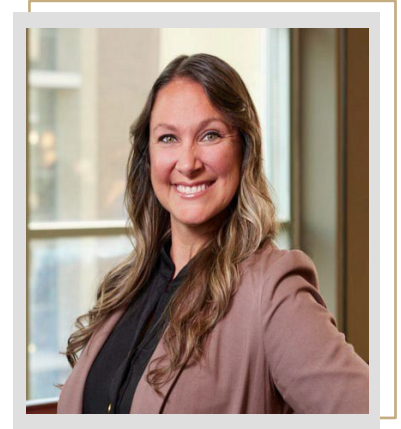
STRENGTHS & ERP SOFTWARE BACKGROUND

Applications (SysAdmin/Expert User)			
Dynamics 365 GP NAV AX	In Eight	SAP Business One	TrackIt
Oracle Business Suite	Salesforce	Provenworks	Jira
Zuora	DocuSign	FastPath	

MONICA SCOTT

PROJECT MANAGER ADMINISTRATION

Monica is a Project Manager on the Creative Planning Business Services (formerly BerganKDV) Business Consulting team. Having been with the firm for a year and a half, Monica is a passionate, results-driven leader, who manages projects of all shapes and sizes for clients and for the firm by leveraging her skills as an expert in organization and communication.



RELEVANT EXPERIENCE

Monica's work with clients of CPBS includes the following:

- ◆ Project Management

EDUCATION AND MEMBERSHIPS

- ◆ BA, Business with an emphasis in management, Excelsior College
- ◆ Pursuing a Project Management Professional (PMP) certification, to be completed next year.

MICHAEL E. DUSCHER

PARTNER | BUSINESS MANAGER

Mike has served clients in the government sector at CPBS for over nine years. He is responsible for growing the client base in the government market by building relationships with potential clients and working with them to help solve pain points they are experiencing in their business operations.



RELEVANT EXPERIENCE

Mike's work with nonprofit government clients of Creative Planning Business Services includes the following:

- ◆ Handles any concerns that clients have with the project and address internally with our team.
- ◆ Ensures questions are answered and all contract documents are signed and delivered during the initial setup phase
- ◆ Client advocate

EDUCATION AND MEMBERSHIPS

- ◆ BA, Organizational Communication and Sociology, Winona State University

ADDITIONAL TEAM MEMBERS

We will also utilize staff and senior associates on the engagement to perform services as needed. All these individuals will be under the direct supervision of our directors and managers.

All the associates assigned to the engagement will have experience working on government, security, technology, or consulting engagements performed by our firm and have attended annual staff-level training from a nationally recognized training program.

COMMITMENT TO PROJECT MANAGEMENT CONTINUITY

We understand the need for project continuity and your primary contact and project manager devoted to this entire project will be Catherine Demes Maydew, her bio is above. She will work closely with the City's team members and Creative Planning Business Services' team members to ensure continuous support for the entire project.

Attachments

VALUE ADDED SERVICES

Resources To Public Services

With over **50 years of experience** serving the government community, we have a great appreciation for the unique issues and complexities that you face. We currently work with over 500 governmental entities, including cities, counties, charter schools, school districts, colleges and universities, and other governmental entities, providing a wide array of services including accounting, auditing, and consulting services.

We are dedicated to **keeping informed** of significant developments in the public/private school community and the impact of those developments on our clients. We accomplish this through formal training, including annual seminars, workshops, and professionally sponsored classes on governmental accounting, auditing, and reporting requirements.

In addition, many employees of our firm are members and have participated as instructors and speakers at seminars. These presentations have included the following topics:

- ◆ GASB Statement Nos. 34, 40, 45, 54, 63, 65, 68, 74, 75, 84 and 87 implementations
- ◆ Internal controls, segregation of duties, and corrective action plans
- ◆ Property taxes and general fund budget
- ◆ The Role of Effective Audit Committees in Internal Controls
- ◆ Accounting and finance policies and procedures
- ◆ Overview of investing and related legal compliance
- ◆ Fraud



VALUE ADDED SERVICES (CONTINUED)

Firm Resources In Consulting And Project Management

With the addition of the Government & Nonprofit Consulting group and now the firmwide move to Business Advisory, Creative Planning can meet clients' needs in multiple facets of consulting. From Business Process Modeling (process mapping, process discovery, process simulation, process analysis, and process improvement) to assisting in a planned approach to ERP readiness, we are committed to helping prepare your organization to make the many key decisions on risk management, project scope, project governance, project staffing, project goals/expectations and more.

Firm Resources For Technology Solutions And Security

With over **20 years of experience** serving all clients with technology and security solutions, we understand that as technology becomes more complex and sophisticated, so do the threats you face. Creative Planning has a dedicated team of experts working to minimize your risk by first understanding and assessing your security posture and crafting a plan to mediate your organization's security exposure.

Creative Planning Business Services team members are thought leaders and will bring their talent to your project.

Creative Planning Business Services ERP leader Tim Ernst knows the questions to ask when deciding to make that decision to change ERP solutions.: [Top Things to Consider when Assessing ERP Software](#) and [3 Top Business Benefits of Cloud ERP Software](#)

Creative Planning Business Services team members recently released the following blog: [Balancing Act: Optimizing Technology Without Risking Security](#)

Team member Catherine Demes Maydew understands the criticality of high-functioning finance departments for governments to rely on the importance of IT support services. You can see her 3-part series at this link: [Part 1: Best Practices for Achieving a High-Functioning Finance Department for Government Agencies - BerganKDV](#)

Creative Planning ERP leader Tim Ernst knows the questions to ask when deciding to make that decision to change ERP solutions. You can read his recent blog from May, 2022: [Top Considerations to Make Before Upgrading Your ERP Software - BerganKDV](#)

Creative Planning team members recently released the following blog: [How to Find the Right Accounting Software for Your Business - BerganKDV](#)

Fee Proposal

We understand that the City is seeking a lump sum for the project scope and would like a fee schedule of hourly rates by proposed team members.

We would be happy to discuss how we arrived at our estimated hours with the City, and what lead us to this amount, based on experience and past work.

Project pricing by phase:

Description	Lump Sum Pricing	Hours Estimate
Phase 1 – Needs assessment/market scan	\$91,000	312
Phase 2 – ERP RFP Creation	\$24,000	60
Phase 3 – Bid eval to contracting	\$15,000	50
Phase 4 – Implementation (estimate -mid-range)**	\$162,000	540
Weekly meetings – Council Meetings, Leadership, and Regular updates not built into totals above – will be billed as used	\$28,000	94
Travel Estimate (not included above) – based on 5 trips for 5 days Includes Airfare, hotel, per diem, ground transportation	\$31,500	

**Phase 4 of the project is completely based on the ERP vendor selected. We are prepared to renegotiate this phase of the project with the City when the vendor has been selected and the implementation phase is more solidified. For now, an estimate was selected for our lump sum for the project.

The scope of work on this engagement in hours can vary based on many factors. Change in size of the project, organization changes, and unanticipated expectations from the City's team. As your trusted advisor, we want the City to feel that you can count on us to perform high-quality work, be responsive to your needs, and be easy to work with. To achieve this, we require communication often and active listening from our team and the City.

We promise to keep the City well informed of what the team is working on to minimize the chances that the whole team may waste effort on something we believe to be wrong or otherwise does not add value.

Our proposed cost fee is an estimate and to ensure that the project will continue to move forward; even as small changes occur, we promise to communicate changes as they arise, but should we encounter a significant scope change, we promise not to proceed before discussion and change in cost proposal is agreed upon by the City.

We understand that the three most common reasons for a change to a fixed-price contract can occur in the following:

- ◆ The initial requirements did not contain sufficient detail or clarity.
- ◆ Requirements change due to new information and the project's needs (better ideas occur as work progresses).
- ◆ Functionality for a product may not have been sufficiently identified or known and subsequently not built into the specifications for the project.

Current Creative Planning Role Rates per Hour:

Creative Planning Role	Hourly Rate
Project Manager Admin	\$140
Consultant Staff	\$180
Managers	\$225
Partners	\$400
Project Managers	\$425

BILLING AND COLLECTION EXPECTATIONS

Our fees are due as services progress and are generally billed monthly. CPBS utilizes an ACH process to ensure timely payment. Invoices are delinquent if not paid within 90 days as a courtesy for our Governmental Clients.

OUT-OF-SCOPE PROFESSIONAL SERVICES

We do not surprise bill. If during our engagement you request additional services which require more than a minimum amount of time, we will provide an engagement letter with the fees and services specified, only after we have verbal communication and agreement. Additional special projects and consulting requested during the year will be billed at an hourly rate commensurate with the level of experience required.



Thank you.

This presentation is provided for general information purposes only and should not be construed as investment, tax, or legal advice, and does not constitute an attorney/client relationship. Past performance of any market results is no assurance of future performance. The information contained herein has been obtained from sources deemed reliable but is not guaranteed.

11. Addenda Acknowledgement (Must be submitted with Proposal)

Enterprise Resource Planning Software Selection Advisory Services

I/we hereby acknowledge receipt of the following addenda(s):

Addendum No. <u> 1 </u>	Dated	<u> 4/9/24 </u>
Addendum No. <u> </u>	Dated	
Addendum No. <u> </u>	Dated	
Addendum No. <u> </u>	Dated	

I/we further certify that no agreement has been entered into to prevent competition for said work and that I/we carefully examined the site where the work is to take place, and the plans, specifications, form of contract and all other contract documents.

I/we further agree to enter into the contract, as provided in the contract documents, under all the terms, conditions and requirements of those documents.

* If no addenda were issued, the consultant/firm shall so indicate and sign this document.

Creative Planning Business Services

Company

Catherine Demes Maydew

Representative Signature

12. Qualification Evaluation Checklist

Owner: Creative Planning Business Services

Contact Person: Catherine Demes Maydew

Address: 16924 Frances Street Suite 210

City: Omaha State: NE

Zip: 68132

Telephone: 402-330-7008

Instructions:

1. When filling out the checklist check "YES" only to those services provided "in-house" by your firm (or prior experience of key personnel anticipated to perform a substantial amount of the project work) and check "SUB" for services you intend to subcontract out. List the subcontracting firm in the "Comments/Explanation" area.
2. Respondents are encouraged to add comments and to attach more detailed information where appropriate in response to checklist items. Such clarification can greatly assist the evaluation process. **Firms may include other information as they deem appropriate.**
3. Attach to this checklist any appropriate licenses, certification, degrees, or appropriate training that will assist in qualifying your firm for these services.
4. Consultant qualifications will be determined using this checklist along with the information provided as outlined in the "Requirements for Statement of Qualifications".
5. Firms are expected to answer "YES" to some of the checklist items, but not all of them.
6. False, inaccurate or misleading information shall be grounds for disqualification at any time during and after the selection process. When in doubt attach a detailed answer or call for clarification.

Yes	Sub	No	#	Question
			1.	How many years has your firm been engaged in the consulting business under the present firm name? <u>since July 1, 2023 see note below</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	2.	Has your firm ever failed to complete any work awarded to you? Comment/Explanation:

As of 7/1/2023, Creative Planning LLC acquired BerganKDV. BerganKDV has been in existence since 1945, and has provided quality professional services including advisory and consulting since that time. Under our new name Creative Planning Business Services, we still provide the same customer services as trusted advisors since our founding 79 years ago.

Yes	Sub	No	#	Question
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	3.	Has your firm ever defaulted on a contract? Comment/Explanation:
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	4.	Has your firm ever had claims filed for errors and omissions or been sued for services you provided? Comment/Explanation:
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5.	Is your firm willing to provide (at no cost to the City) an on-site presentation to the City regarding your firm's qualifications? Comment/Explanation: We would be happy to visit the City to further discuss the needs of this proposal and introduce our team to your team.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6.	Have you reviewed the example of the service contract attached and are willing to sign a similar agreement? Comment/Explanation:

13. Statement of Qualifications Reference Form

Applicant Firm Name: Creative Planning Business Services
Contact Person: Catherine Demes Maydew
Address: 16924 Frances Street Suite 210
City, State, and Zip Code: Omaha, NE 68130
Telephone: 402-330-7008

Reference #1

Owner or Company Name: City of Willmar
Contact Person: Leslie Valiant, City Administrator
Type of Service(s) Provided: Needs assessment, RFP creation, vendor evaluation, negotiation, assistance with implementation
Calendar Year(s) of Service(s) Provided: 2 years - implementation still in progress - GL completed
City, State, and Zip Code: Willmar, MN 56201
Telephone: 320-214-5160

Reference #2

Owner or Company Name: City of La Vista
Contact Person: Kevin Pokorny Dir Admin Services, Brenda Gunn, City Administrator
Type of Service(s) Provided: Consultant for over 8 years - including assistance on RFP to ERP, implementation Fixed asset implementation, ACFR creation, and training for Director of Finance
Calendar Year(s) of Service(s) Provided: over 8 years
City, State, and Zip Code: La Vista, NE 68128
Telephone: 402-331-4343 ext 108
former Finance Director Cindy Miserez provided the written reference as noted in the proposal - she is available For reference if needed.

Reference #3

Owner or Company Name: Omaha Douglas Public Building Commission
Contact Person: Paul Cohen
Type of Service(s) Provided: consultant for over 15 years, served as vCFO for 1 year, assisted with RFP for ERP trained COA, assist with audit prep
Calendar Year(s) of Service(s) Provided: over 15 years
City, State, and Zip Code: Omaha NE 68183
Telephone: 402-444-5345