

## City Innovate Professional Services

# Helping Governments Better Serve Their Citizens Through Expert Professional Services.

Our professional services team is dedicated to transforming state and local government through a step-by-step disciplined process, turning ideas into concrete realities. With passion and proficiency, we excel at leveraging our experience to address novel challenges and collaborate across functional boundaries.

City Innovate's Professional Services Team is made up of former state procurement officials with subject matter expertise in complex information technology projects. We pride ourselves in empowering our clients to operate more efficiently, amplify program impact, and foster meaningful engagement with citizens and communities. Our approach involves crafting solutions that effectively combine cutting-edge methodologies, state-of-the-art technologies, and deep domain knowledge.

City Innovate offers services across all stages of the project lifecycle, from the kickoff of a new project all the way through project delivery and oversight. Our proven methodology allows us to deliver seamlessly for clients, including problem statement and outcome workshops, discovery sprints, market research/RFI, procurement administration, contract management, and project delivery and oversight.



City Innovate processes documents for thousands of procurement & business users representing over \$12 Billion in purchases.



## Solution Areas

### Market Research as a Service (MRaaS) (inclusive of Vendor Day)

With new procurements, governments must find the right balance of attracting a diverse vendor pool and conducting thorough analysis with the pressure of purchasing the right goods or services quickly. City Innovate can help develop quick, comprehensive, and multi-stage market research projects that will help agencies assess feasibility, cost, and risks to help inform procurement next steps.

Market Research includes: RFI development, potential vendor solutions (COTS, MOTS, Custom, etc.), high-to-mid level requirements, market summary, demonstration rubrics, and Vendor Day presentation.

### Statement of Work as a Service (SOWaaS)

Statement of Work (SOW) development is the cornerstone of all procurement projects, regardless of contract value and project type, and City Innovate has the unique ability to draw upon millions of SOWs seamlessly to create documentation that will set departments up for robust RF(X). City Innovate's Consulting team of experienced ex-government procurement officials produce comprehensive and complete SOWs that will help take projects into the procurement stage and, eventually, hold vendors accountable.

SOW Development includes: SOW, Minimum Viable Product (MVP) refinement, Terms and Conditions analysis, Contract and Procurement Method Assessment, Task and Deliverable refinement, Procurement Timeline.

### Business Process Reengineering (BPR)/Business Process Improvement (BPI)

Implementation of a procurement cannot be effective without a thorough examination of the policies and procedures of an existing agency. City Innovate will work with teams to ensure documentation is created and updated for large transformation projects, as well as help guide procurement teams to thoughtfully review and streamline operations to allow for faster processing times and eliminate redundancies.

BPR/BPI includes: Workflow visualizations, RACI matrices, Policies and Procedures, Knowledge Transfer Plan, Change Management Plan, After Action Reporting, Continuity of Operations Plan (COOP), Readiness Assessment, journey maps.

### Standard Template Development

Templates reduce redundancy, increase efficiency, ensure compliance, and include various components and sections. Our team can drive the creation and development of standard, baseline forms and documents around existing or new processes. City Innovate templates possess a program-centric structure, making them easily administrable and customizable on a per-project basis. They also offer the flexibility to be updated to accommodate evolving needs and requirements.

Standard template development includes: Standard templates for solicitations, agreements, contracts, and forms. Templates will include sample narratives, instructions, and compliant sections.

### Requirements Gathering and Documentation

Rigorous research across multiple sources to gather enough information to make the right decisions. Our team of Consulting experts can help drive this process. We begin by performing a discovery session that includes a survey of the client's pre-existing technical environment, program process, and workflows and then translate the information gathered into mandatory/desirable business rules/requirements. We provide an expert opinion related to the integration and processing of the data workflow.

Requirements gathering and documentation includes: Functional and non-functional requirements sheet that is required in SB exhibits for RFO, RFP, etc. Journey Mapping, workflow diagrams, and documented "As-Is" and "To-Be" stages.

### Challenge-Based Procurement

At City Innovate our team of professional consultants has helped hundreds of agencies conduct challenge-based procurements (CBP). CBP is a competitive procurement method to acquire solutions to address an agency's biggest challenges. It relies on an agile RFP process in which government agencies define a problem and request bidders to develop the solution. It pairs a proof-of-concept (POC) approach with multi-stage submissions when assessing vendors.

CBP/Agile Procurement includes: Assist in conducting CBP which includes, facilitation, solicitation development, POC scenario building, and evaluation development.

**Work at the Speed of Document Process Automation™**

Contact us at [enterprise@cityinnovate.com](mailto:enterprise@cityinnovate.com)  
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