Exhibit A – Scope of Services and Fees

Contractor will evaluate and improve the City of Ann Arbor permitting configuration within the Energov software. Contractor will review processes across both the public-facing and internal permitting systems and advise on areas of improvement both internally and externally.

The primary objective is to identify opportunities for streamlining, simplifying, and enhancing the efficiency of the City's building and trade permit workflows and related configurations. This includes reviewing current processes, custom field form structures, contractor certification protocols, and workflow configurations in comparison with best practices and standards from similar municipalities.

Contractor will perform the following tasks:

1. Collaborate with the City's system administrator, staff, and student intern(s) to conduct a comprehensive review of current permitting processes and configurations.
2. Review existing documentation to better understand internal processes.
3. Analyze the City's building and trade permit case types and work classes, including associated custom form fields, required attachments, and contact types, with a focus on simplification and consolidation.
4. Review the City's contractor certification requirements to assess accuracy, efficiency, and appropriateness.
5. Advise on the potential benefits and feasibility of integrating state license data in lieu of the City's current certification process.
6. Evaluate current workflow configurations for all building and trade case types and provide recommendations for edits that could enhance process efficiency and reduce turnaround times while maintaining compliance with relevant code requirements.
7. Provide comparative analysis using permitting practices and configurations from comparable cities.
8. Work in partnership with the UMSI student-led project to determine which of their recommendations should be prioritized and implemented.

At the end of phases 1-3 of this project, if the City chooses to do so, Contractor agrees to perform Phases 4 and 5 to assist with system configuration and implementation of the recommended changes as outlined in Contractor's proposal, RFP 25-45, dated October 16, 2025, and Fee Proposal v2 121825, dated December 18, 2025. If the City chooses to move forward with Contract on Phases 4 and 5, the additional Scope of Services and Fees will be agreed upon in an Addendum to this Agreement.

Fees

The City will pay Contractor the following fees for Phases 1 through 3. The total Project cost shall not exceed $99,850.

Contractor will invoice the City upon completion of each Phase and for other costs listed below as incurred.

Total Duration: 3.5 Months (Estimated: February 2026 – Mid-May 2026)

Phases/ Milestone	Fees
Phase 1 - Project Planning and Initiation (10-20 Hours/ Week during EST and PDT Business Hours)	
• *Project Kick-off*	$5,000
• *Project Plan and Schedule*	$2,500
Phase 2 – Current-State and Best Practices (15-20 Hours/ Week during EST and PDT Business Hours)	
• *Phase 2 Start*	$5,000
• *Assessment Report & Best Practices Analysis Draft*	$15,000
• *Assessment Report & Best Practices Analysis Final*	$5,000
Phase 3 – Recommendations and Prioritization (15-20 Hours/ Week during EST and PDT Business Hours)	
• *Phase 3 Start*	$5,000
• *Solution Recommendations Draft*	$15,000
• *Solution Recommendations Final*	$5,000
Phase X - Quick-Fix Enhancements & Issue Resolution (Up to 40 hours)	Included
Priority Prototypes (Optional)	32,350
Travel Cost	
Estimated up to 2 trips at $2,500 per consultant/ trip (2 consultants each trip)	$10,000
Required for Current-State and Best Practices Analysis	
Total	$99,850

Key Assumptions

- **Project Governance and Resourcing:** PCG will work with the City during project initiation to define the project governance structure, roles, and decision-making framework. The City will assign appropriately qualified staff to key project roles and maintain resource continuity throughout the engagement.
- **City Project Manager:** The City will appoint an internal Project Manager to serve as the primary point of contact for all coordination, communication, and logistical matters between the City and Park Consulting Group.
- **Executive Sponsorship:** City executive leadership will represent all participating departments and actively support the project's goals through timely decision-making and engagement.
- **Access to Data and Documentation:** The City will provide timely access to relevant data, system documentation, reports, and other materials necessary for PCG to perform analysis and configuration tasks.
- **Technical Access and Support:** The City's IT Department will assist PCG in establishing secure remote access to the on-premise EnerGov (EPL) environment and ensure necessary permissions for configuration, testing, and report development activities.
- **Deliverable Review and Feedback:** The City will review and provide consolidated feedback on draft deliverables within five (5) business days, or as otherwise mutually agreed upon in the project schedule. Delays in feedback or approvals may affect overall project timelines.
- **City Participation:** City staff will be available to actively participate in scheduled interviews, workshops, working sessions, and review meetings as coordinated by the PCG Project Manager and the City's designated Project Manager.
- **City Responsiveness and Timeline Adherence:** The City will make reasonable efforts to respond to information requests, approvals, and scheduling needs in alignment with the agreed project timeline. Consistent responsiveness will be critical to maintain project momentum and meeting deliverable due dates.
- **Dependencies and Schedule Adjustments:** If City staff availability, vendor dependencies, or system readiness prevent PCG from performing planned services, the project scope, timelines, and milestones will be reviewed and adjusted in coordination with the City to ensure alignment and continuity
- **Remote-Forward Delivery:** PCG will deliver the majority of project activities remotely using secure collaboration tools. On-site visits may be scheduled for key activities based on mutual agreement.
- **On-Site Coordination:** All on-site work will be confirmed at least two weeks in advance, unless otherwise agreed upon. Should travel changes occur after confirmation, any resulting change fees will be billed directly to the City.
- **Status Meetings:** Project status meetings will be conducted remotely on a weekly cadence (or as mutually agreed) between PCG's Project Manager and the City's Project Manager to review progress, risks, and next steps.
- **Information Basis:** All findings, observations, and recommendations will be based on documentation provided by the City, system access, and stakeholder input. PCG may not independently verify third-party data sources.
- **Draft-to-Final Process:** Each deliverable will follow a single draft-to-final review process to maintain efficiency and ensure clarity of revisions.
- **Work in Progress:** If work against a phase or deliverable has already begun at the City's request and the City subsequently cancels or defers that request, PCG will invoice for all work completed up to the point of cancellation.
- **Project Cadence and Resource Retention:** PCG assumes the project will progress on a consistent and uninterrupted cadence. While scheduling will remain flexible to accommodate City staff availability, extended pauses or delays will require a minimum commitment of twenty (20) hours per month to retain assigned PCG resources in an active project state.