

Task Order No. 016

Title: Performance Audit of Structural, Organizational, and Business Processes of the District Counsel's Office

Agreement: Standard On-Call Consultant Agreement 04071A ("Agreement") Between the Santa Clara Valley Water District ("District") and TAP International, Inc. ("Consultant"), dated May 23, 2017.

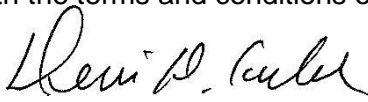
District Supervising Program Administrator: Felicia Hernandez

Consultant Project Manager: Denise Callahan, President

**Dollar Amount of Task Order: Fixed Fee \$125,620**

1. Upon full execution of this Task Order No. 016, as set forth in the Standard On-Call Consultant Agreement Section Twelve, subsection 13., Task Orders, and the issuance of a notice to proceed by the District Project Manager, the Consultant is hereby authorized to perform the Services described in Attachment A to this Task Order. Any costs incurred, Services performed or expenditures by the Consultant before this Task Order is executed or before the issuance of the notice to proceed will be considered outside the contracted scope of Services and will not be eligible for payment.
2. Both the scope of Services to be performed and the deliverables to be provided in accordance with this Task Order are described in Attachment A, which is attached hereto and incorporated by this reference. Attachment A shall include at a minimum the following:
  - A. The Consultant personnel to be assigned to perform the Services, including resumes if not previously provided to the District Project Manager.
  - B. The total fixed fee amount for Consultant to complete the Services, including estimated number of hours required to perform the Services assigned to each Consultant classification.
  - C. Estimated cost of each other direct cost and reimbursable expense, including any applicable fees.
  - D. Project schedule for completing the scope of Services.
3. The Consultant shall be compensated at fixed fees or at the hourly rates established in the Agreement, Attachment A to the Scope of Services, Fees, and Payments. The Consultant agrees that it will provide all equipment, furnish all materials, except as may be otherwise noted in the Attachment A.
4. This Task Order will become effective on the date of full execution by authorized representatives of the Parties and remain in effect until the earlier of: termination of this Agreement; completion of the tasks set forth in Attachment A.
5. Copies of applicable local, state, and federal permits required to perform the Services described in Attachment A are attached to this Task Order, unless the Consultant previously provided the appropriate permits to the District.

6. The Consultant shall perform all Services described in Attachment A to this Task Order in accordance with the terms and conditions of the Agreement.

7. Signatures:   
\_\_\_\_\_  
TAP INTERNATIONAL INC.  
Denise Callahan  
President, Lead Auditor  
12/17/18  
DATE

Signature: \_\_\_\_\_  
SANTA CLARA VALLEY WATER DISTRICT  
Felicia Hernandez  
DATE

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**Task Order No. 016****Attachment A – TAP International, Inc.****Performance Audit 1: District Counsel's Office**

- A. The Consultant personnel to be assigned to perform the Services, including resumes if not previously provided to the District Project Manager.
- B. The total fixed fee amount for Consultant to complete the Services, including estimated number of hours required to perform the Services assigned to each Consultant classification.
- C. Estimated cost of each other direct cost and reimbursable expense, including any applicable fees.
- D. Project schedule for completing the Scope of Services.

Activity	Assigned Consultant	Hours*	Rate	Sub Total	Project Schedule Completion Date
<b>Opening Conference, Data Request, and Initial Data Review (Required Audit Tasks)</b>	Lead Auditor Callahan	8	\$190	\$1,520	5 working days after TO approval
	Team Auditors: Matayoshi	8	\$175	\$1,400	
	Kousser	8	\$175	\$1,400	
<b>Planning Activities: Performance Audit Guidelines (Required Audit Tasks)</b>	Lead Auditor Callahan	40	\$190	\$7,600	20 working days after TO approval
<b>Data Collection and Analysis The phase will focus on answering the following question: Are their structural, organizational, and process improvement opportunities?</b>	Lead Auditor Callahan	100	\$190	\$19,000	50 to 75 working days after TO approval
	Team Auditors: Matayoshi	100	\$175	\$17,500	
<b>Scope of Work:</b>	Kousser	160	\$175	\$28,000	
<b>Business Process Review: District Counsel Office's claims, risk management, and contract review.</b>					
<b>Structural and Organizational: Staff roles and responsibilities for all positions &amp; evaluation of functional tasks implemented.</b>					
<b>Methods of Data Collection:</b>					

**Interviews, Documentation  
Review, File Review.**

**Methods of Data Analysis:**

**Quantitative Analysis,  
Performance Measurement,  
Qualitative Analysis,**

<b>Reporting Phase:</b>	Lead Auditor:				90 to 110 working days after TO approval
<b>Results Meeting (District Counsel</b>	Callahan	80	\$190	\$15,200	
<b>Draft report</b>	Team Auditors:				
<b>Agency comment (District Counsel)</b>	Matayoshi	80	\$175	\$14,000	
<b>Final Report issuance</b>	Kousser	80	\$175	\$14,000	

<b>Travel expense (10 trips) Lodging/Mileage (*depending on meeting coordination, overnight lodging may take place, but expenses will stay within budget)</b>	Expenses			\$6,000	
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**Total Fixed Fee Amount** **\$125,620**

\*Hours may be re-allocated across the tasks.

Task Order No. 018

Title: Performance Audit of Contract Change Order Management

Agreement: Standard On-Call Consultant Agreement 04071A ("Agreement") Between the Santa Clara Valley Water District ("District") and TAP International, Inc. ("Consultant"), dated May 23, 2017.

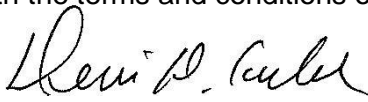
District Supervising Program Administrator: Felicia Hernandez

Consultant Project Manager: Denise Callahan, President

**Dollar Amount of Task Order: Fixed Fee \$81,670**

1. Upon full execution of this Task Order No. 018, as set forth in the Standard On-Call Consultant Agreement Section Twelve, subsection 13., Task Orders, and the issuance of a notice to proceed by the District Project Manager, the Consultant is hereby authorized to perform the Services described in Attachment A to this Task Order. Any costs incurred, Services performed or expenditures by the Consultant before this Task Order is executed or before the issuance of the notice to proceed will be considered outside the contracted scope of Services and will not be eligible for payment.
2. Both the scope of Services to be performed and the deliverables to be provided in accordance with this Task Order are described in Attachment A, which is attached hereto and incorporated by this reference. Attachment A shall include at a minimum the following:
  - A. The Consultant personnel to be assigned to perform the Services, including resumes if not previously provided to the District Project Manager.
  - B. The total fixed fee amount for Consultant to complete the Services, including estimated number of hours required to perform the Services assigned to each Consultant classification.
  - C. Estimated cost of each other direct cost and reimbursable expense, including any applicable fees.
  - D. Project schedule for completing the scope of Services.
3. The Consultant shall be compensated at fixed fees or at the hourly rates established in the Agreement, Attachment A to the Scope of Services, Fees, and Payments. The Consultant agrees that it will provide all equipment, furnish all materials, except as may be otherwise noted in the Attachment A.
4. This Task Order will become effective on the date of full execution by authorized representatives of the Parties and remain in effect until the earlier of: termination of this Agreement; completion of the tasks set forth in Attachment A.
5. Copies of applicable local, state, and federal permits required to perform the Services described in Attachment A are attached to this Task Order, unless the Consultant previously provided the appropriate permits to the District.

6. The Consultant shall perform all Services described in Attachment A to this Task Order in accordance with the terms and conditions of the Agreement.

7. Signatures:   
\_\_\_\_\_  
TAP INTERNATIONAL INC.  
Denise Callahan  
President, Lead Auditor  
12/17/18  
DATE

Signature: \_\_\_\_\_  
SANTA CLARA VALLEY WATER DISTRICT  
Felicia Hernandez  
DATE

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**Task Order No. 018****Attachment A – TAP International, Inc.****Performance Audit 3: Contract change order management**

- A. The Consultant personnel to be assigned to perform the Services, including resumes if not previously provided to the District Project Manager.
- B. The total fixed fee amount for Consultant to complete the Services, including estimated number of hours required to perform the Services assigned to each Consultant classification.
- C. Estimated cost of each other direct cost and reimbursable expense, including any applicable fees.
- D. Project schedule for completing the Scope of Services.

Activity	Assigned Consultant	Hours*	Rate	Sub Total	Project Schedule Completion Date
Opening Conference, Data Request, and Initial Data Review (Required Audit Tasks)	Lead Auditor				5 working days after TO approval
	Callahan	8	\$190	\$1,520	
	Team Auditors:				
	Matayoshi	8	\$175	\$1,400	
	Kousser	8	\$175	\$1,400	
Planning Activities: Performance Audit Guidelines (Required Audit Tasks)	Lead Auditor				15 working days after TO approval
	Callahan	30	\$190	\$5,700	
Data Collection and Analysis: The phase will address the following question: What type of business process improvements are needed to enhance contract change order management?	Lead Auditor				60 working days after TO approval
	Callahan	55	\$190	\$10,450	
	Team Auditors:				
	Matayoshi	100	\$175	\$17,500	
Scope of Work:					
<ul style="list-style-type: none"><li>• Procurement Division</li><li>• Watershed Design &amp; Construction</li><li>• Water Utility Capital</li><li>• Permitting process</li><li>• Capital project estimating process</li><li>• RFP preparation process</li></ul>					
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**Methods of Data Analysis:****Documentation review****Interviews****Business Process Evaluation****Performance Measurement**

<b>Reporting Phase:</b>	Lead Auditor:				90 to 100 working days after TO approval	
<b>Results Meeting (Participating District Offices and Divisions)</b>	Callahan	80	\$190	\$15,200		
<b>Draft report</b>	Team Auditors:					
<b>Agency comment</b>	Matayoshi	70	\$175	\$12,250		
<b>Final Report issuance</b>	Kousser	70	\$175	\$12,250		

<b>Travel expenses:</b>	Expenses	\$4,000
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**Mileage/Lodging (\*depending  
on meeting coordination,  
overnight lodging may take  
place, but expenses will stay  
within budget)**

**\$81,670****\* Total Fixed Fee Amount**

**Hours may be re-allocated  
across the tasks.**



Task Order No. 019

Title: Performance Audit of Real Estate Division

Agreement: Standard On-Call Consultant Agreement 04071A ("Agreement") Between the Santa Clara Valley Water District ("District") and TAP International, Inc. ("Consultant"), dated May 23, 2017.

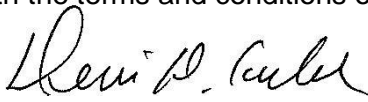
District Supervising Program Administrator: Felicia Hernandez

Consultant Project Manager: Denise Callahan, President

**Dollar Amount of Task Order: Fixed Fee \$104,320**

1. Upon full execution of this Task Order No. 019, as set forth in the Standard On-Call Consultant Agreement Section Twelve, subsection 13., Task Orders, and the issuance of a notice to proceed by the District Project Manager, the Consultant is hereby authorized to perform the Services described in Attachment A to this Task Order. Any costs incurred, Services performed or expenditures by the Consultant before this Task Order is executed or before the issuance of the notice to proceed will be considered outside the contracted scope of Services and will not be eligible for payment.
2. Both the scope of Services to be performed and the deliverables to be provided in accordance with this Task Order are described in Attachment A, which is attached hereto and incorporated by this reference. Attachment A shall include at a minimum the following:
  - A. The Consultant personnel to be assigned to perform the Services, including resumes if not previously provided to the District Project Manager.
  - B. The total fixed fee amount for Consultant to complete the Services, including estimated number of hours required to perform the Services assigned to each Consultant classification.
  - C. Estimated cost of each other direct cost and reimbursable expense, including any applicable fees.
  - D. Project schedule for completing the scope of Services.
3. The Consultant shall be compensated at fixed fees or at the hourly rates established in the Agreement, Attachment A to the Scope of Services, Fees, and Payments. The Consultant agrees that it will provide all equipment, furnish all materials, except as may be otherwise noted in the Attachment A.
4. This Task Order will become effective on the date of full execution by authorized representatives of the Parties and remain in effect until the earlier of: termination of this Agreement; completion of the tasks set forth in Attachment A.
5. Copies of applicable local, state, and federal permits required to perform the Services described in Attachment A are attached to this Task Order, unless the Consultant previously provided the appropriate permits to the District.

6. The Consultant shall perform all Services described in Attachment A to this Task Order in accordance with the terms and conditions of the Agreement.

7. Signatures:   
\_\_\_\_\_  
TAP INTERNATIONAL INC.  
Denise Callahan  
President, Lead Auditor  
12/17/18  
DATE

Signature: \_\_\_\_\_  
SANTA CLARA VALLEY WATER DISTRICT  
Felicia Hernandez  
DATE

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**Task Order No. 019**

**Attachment A – TAP International, Inc.**

**Performance Audit 4: Real Estate Division**

- A. The Consultant personnel to be assigned to perform the Services, including resumes if not previously provided to the District Project Manager.
- B. The total fixed fee amount for Consultant to complete the Services, including estimated number of hours required to perform the Services assigned to each Consultant classification.
- C. Estimated cost of each other direct cost and reimbursable expense, including any applicable fees.
- D. Project schedule for completing the Scope of Services.

Activity	Assigned Consultant	Hours*	Rate	Sub Total	Project Schedule Completion Date
Opening Conference, Data Request, and Initial Data Review (Required Audit Tasks)	Lead Auditor				5 working days after TO approval
	Callahan	8	\$190	\$1,520	
	Team Auditors:				
	Matayoshi	8	\$175	\$1,400	
	Kousser	8	\$175	\$1,400	
Planning Activities: Performance Audit Guidelines (Required Audit Tasks)	Lead Auditor				15 working days after TO approval
	Callahan	40	\$190	\$7,600	
Data Collection and Analysis: The phase will address the following question: How can the Real Estate Division improve its financial and service delivery performance?	Lead Auditor				60 working days after TO approval
	Callahan	110	\$190	\$20,900	
	Staff Auditors				
	Hoffman	200	\$148	\$29,600	
Scope of Work: <ul style="list-style-type: none"><li>• Real Estate Division</li><li>• District Counsel’s Office</li><li>• Property appraisal, property acquisition, property sales, operations reporting</li></ul>					
Methods of Data Analysis: Documentation review					
ATTACHMENT 1 Page 11 of 12					

<b>Interviews</b>					
<b>Business process evaluation</b>					
<b>Performance measurement</b>					
<b>Trend analysis</b>					
<b>Reporting Phase:</b>	Lead Auditor:				
<b>Results Meeting (Participating District Offices and Divisions)</b>	Callahan	150	\$190	\$28,500	90 to 100 working days after TO approval
<b>Draft Report</b>	Staff Auditors				
<b>Agency Comment</b>	Hoffman	50	\$148	\$7,400	
<b>Final Report Issuance</b>					
<b>Travel Expenses:</b>	Expenses			\$6,000	
<b>Mileage/Lodging (*depending on meeting coordination, overnight lodging may take place, but expenses will stay within budget)</b>					
<b>Total Fixed Fee Amount</b>				<b>\$104,320</b>	
<b>*Hours may be re-allocated across the tasks.</b>					