



THE SCHOOL DISTRICT OF PALM BEACH COUNTY
PURCHASING DEPARTMENT

**Amendment to Consultant/Service Provider
Memorandum of Agreement**

Amendment Number 1

Date of Amendment 08 / 01 / 2007

Consultant/Service Provider Amendment to Consultant Contract for Robert C. Kniep

This Amendment Agreement by and between a duly authorized representative of The School District of Palm Beach County, Florida, (hereinafter referred to as the District) and the above named Consultant/Service Provider (hereinafter referred to as the Consultant/Service Provider) stipulates the changes to the original Consultant/Service Provider Memorandum of Agreement.

CHANGES MADE TO THE AGREEMENT ARE AS FOLLOWS

Amendment to Consultant Contract for Robert C. Kniep

Change as per attached District Scope of Work.

In witness whereof, this amendment has been executed on this day and year first above written.

CONSULTANT/SERVICE PROVIDER INFORMATION

SIGNATURES

Robert C. Kniep

NAME (type or print)

SOCIAL SECURITY NUMBER (last four digits only) / EMPLOYEE ID NUMBER

MAILING ADDRESS

CITY / STATE / ZIP CODE

() -
TELEPHONE NUMBER / EXTENSION
PBSD 1843 (NEW 9/8/2000)

SIGNATURE OF CONSULTANT / SERVICE PROVIDER TITLE DATE

SIGNATURE OF AUTHORIZED SCHOOL./ DEPARTMENT ADMINISTRATOR DATE

SIGNATURE OF AREA / ASSISTANT SUPERINTENDENT DATE

SIGNATURE OF SUPERINTENDENT / DESIGNEE DATE

SIGNATURE OF SCHOOL BOARD CHAIRMAN (if over \$10,000) DATE

DISTRICT SCOPE OF WORK
(Revised per discussions with Board Chair and Senior Management)

Using one of the business Departments as a beta test, identify critical functionalities, key stakeholders, stakeholder expectations and how stakeholders perceive value. At the same time, using an essential services hierarchy, management and staff will begin to categorize workflow in terms of mandated core services, elected core services, and non-essential services as measured by critical functionalities. Stakeholder expectations and value perceptions will be used to validate the assumptions generated by the essential services analysis. Service delivery flows will be mapped from inception through to the stakeholders. Process improvements and service efficiencies will be recommended based on these findings. Since part of the stakeholder analysis involves interviews with the District's primary stakeholders, feedback from these sessions will be used not only for internal process improvement but the District-wide accreditation process as well.

Final product will be the development and delivery of a process improvement plan for the selected Department, including a stakeholder analysis, an essential services analysis and recommendations for realigning budgeting and planning practices. A template for implementing the process improvement plan in other Departments will be prepared and delivered as well. Since this will be performed on a "not-to-exceed" basis, specific outcomes may be modified or adjusted to conform to District cost exigencies. If recommendations are implemented, the District can expect a more effective delivery of high value business services at a more efficient cost.

- a. Mandated core services
 - b. Elected core services
 - c. Non-essential (nice to have) services
 3. Measure services provided against key stakeholder value expectations and revise essential services analysis where appropriate
 4. Map revised mandated and elected service delivery flow through to stakeholders
 5. Align service delivery flow to match stakeholder value perceptions
- G. Incorporate evaluation into planning and budgeting processes, revisiting and retesting stakeholder expectations on an ongoing basis.
- H. Document development and implementation process and create a template for replication in other departments.