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CITY OF DORAL
RECORD (MASTER) COPY TRANSMITTAL FORM
OFFICE OF THE CITY CLERK

Transmittal Department: Information Technology

Delivered by: JOHANA CARBALLO
Name

Date of Transmittal: 11/05/2026

The following record (master) copy is being transmitted to the Office of the City Clerk:

X Contract/Agreement
___Deed
___Renewal Letter
___Lease
___Work Order
___Trespass Affidavit
___Special Magistrate Order
___Other:
___Vehicle Title

Is this to be *recorded* with *Miami-Dade County* ___Yes X No

Is this record: ___Capital Improvement X Non-Capital Improvement

Contract / Agreement Termination Date: SEP.30,2027

Description of Record Copy: RVRWRK CONSULTING

Approved by Council: ___ Yes X No Council Meeting Date: _____
(Provide Resolution / Ordinance / Minutes attached when applicable)

Non-Council Item: RVRWRK CONSULTING
(Provide a brief explanation of the reason / need for the purchase, service, etc.)

Budgeted Funds: X Yes ___ No Account No.: 001.22005.500460. FY: 27

Procurement Use Only

RM

Reviewed: _____

City Clerk's Office Use Only

Received: _____

City Attorney's Office Use Only

KC

Received: _____

Rev. 11/28/2023

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rvrwrk

Statement of Work for Consulting

This Statement of Work (the “Agreement”) is between the RVRWRK LLC (“Contractor”) and the City of Doral (“Client”), effective November 15, 2026.

This statement of work is not binding or enforceable until signed by both Client and Contractor.

Prepared for:	**Submitted by:**
Client: City of Doral	Contractor: RVRWRK LLC. Mike Sarasti

Scope of Work

The Client seeks to engage and hire Contractor to provide Client’s employees with our unique process mapping and analytics service. The service draws on various industry best practices and the extensive municipal experience of the Contractor’s principals. The mapping service uses an interview technique that reveals detailed insights, empowering employees to make meaningful and impactful change throughout the government.

The Contractor’s service will help participants produce and document extensive step-by-step process data, and it will deliver guidance designed to unlock service delivery improvement. The effort will support the City of Doral Department’s goal to create documentation that supports the municipality's strategic and innovation objectives. By more deeply understanding day-to-day operations, process participants, dependencies, and workflows, employees will be positioned to make significant enhancements to customer experiences.

Deliverables

Consultation: $49,500 for use of mapping and transcription services ($24,500 for system access and $25,000 for calls + engagement support throughout the term).

- Facilitate current state maps via our interview consultant (up to 200 calls).
- This builds on previous work; pricing includes carry forward unused calls from the February 2026 SOW
- Provide ongoing system access to full process analytics - SOPS, process summaries, downtime, customer perspectives, etc.

Timeline

Nov 15, 2026 - Sep 30, 2027

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Contractor Background

RVRWRK LLC (“River Work”) will serve as the Contractor for this project. The company founders have infused over 60 years of combined municipal government experience into RVRWRK’s interview design, process analysis, and enabling technology. With a passion for improving customer experiences and empowering employees to deliver impact, the team has developed unique, tested, human-centered systems that swiftly deliver deep, high-quality insights, helping organizations save money, time, and resources.

Principals:

Mike Sarasti has more than 18 years of government experience evaluating government processes, modernizing technology, and improving the usability of resident services. He was most recently the City of Miami’s CIO/Director of Innovation and Technology, a position charged with driving innovation, technology operations, collaboration, and data-driven strategy across municipal government. While there, he co-founded the Miami Innovation Academy which trained over 400 city employees to apply innovation techniques in their daily work. Highlights included significant improvements to Procurement and Business Licensing.

Brian Elms, through his consulting company, Change Agents Training, will serve as a subcontractor and provide training and support. Brian is an innovation and performance initiative expert who helped found the Denver Peak Academy, a nationally-recognized employee led process improvement program that saved $25 million for the City and County of Denver (13,000+ FTEs) that included process improvement workshops and mentor programs. He holds certificates in Lean, Six Sigma, and Change Management, and has published a book on the topic of innovation and process improvement in government (Peak Performance, Governing Books, 2016). Brian has more than 15 years of experience working in government at both the state and municipal levels. He is an AmeriCorps alumni, former Policy Director for the Pennsylvania Department of Aging, Legislative Specialist for AARP, and Government Relations Director for Denver International Airport. Brian currently serves as Faculty in Urban Leadership at the University of Nevada at Las Vegas (UNLV).

Invoicing and Payment (Net Terms)

Contractor will invoice the City of Doral for the access and services described in this Statement of Work upon initiation of the engagement. Client will remit payment Net 30 days from receipt of a correct invoice.

Travel and Expenses

No travel is anticipated and no travel expenses will be billed under this Statement of Work. If travel becomes necessary at Client’s request, Contractor will obtain Client’s written approval in advance for estimated travel costs. Approved travel will be billed at actual cost and will not exceed the approved estimate without additional written approval.

Contact Information

Client:	Name: Kyle Abraham, Assistant IT Director Email: Phone: Address:
Contractor: RVRWRK LLC	Mike Sarasti mike@rvrwrk.com 786.282.9555 8720 SW 41st Street, Miami FL 33165

Signatures

EACH PARTY HAS CAUSED ITS DULY AUTHORIZED REPRESENTATIVE TO SIGN THIS AGREEMENT AS OF THE EFFECTIVE DATE.

Client
By: ___ City Manager _____
(Signature)

Name: Zeida Sardinas
(print)

RVRWRK
By: _____
(Signature)

Name: ___Michael Sarasti_____
(print)