

PROPOSAL

A 30-day proof on one decision: resident issues

Prepared for Example Shire Council · 13 October 2026

PREPARED BY
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VALID UNTIL
[Date, 30 days from issue]

REFERENCE
[Quotation request number]

STATUS
Draft for discussion

01 The decision

Which resident issues reach the weekly operations meeting, and who decides.

“Residents raise the same issue through four channels. Officers rebuild the list for the operations meeting by hand each week, and repeat reports are easy to miss.”

HOW A COORDINATOR, CUSTOMER SERVICE MIGHT PUT IT. EXAMPLE WORDING, NOT A QUOTE FROM ANY COUNCIL.

02 What we’ll test

PART FOR THIS PROOF

Records Web form, phone log, survey tool and customer request system, 18 months

Baseline Issues raised more than once before they reached the operations meeting, for the 12 weeks before the test

Test Build the weekly list from the records for four weeks alongside the current manual list and compare what each one includes

Owner Coordinator, Customer Service, who will run the finished work

03 What you receive at day 30

- 1 The defined decision, with its baseline and the test
- 2 A working proof on your records
- 3 Results, limits and what it takes to run
- 4 The documented decision logic, data record and workflow
- 5 A recommendation: build, buy, change the process or stop

04 The 30 days

WEEK	WHAT HAPPENS	YOU SEE
1	Access to the records; data checkpoint	A short note: can the decision be tested on these records?
2	Rules drafted and tested on past issues	The draft rules, in plain language
3	The proof runs alongside the current process	A daily comparison
4	Results, limits and recommendation	The decision pack and a 60-minute readout

05 What we need from you

- Read access to the records listed in section 02, by the end of week 1
- Coordinator, Customer Service as the named owner, for two 45-minute sessions
- One customer service officer to check the draft rules

06 Who does the work

PERSON	ROLE	TIME
Wes Fischer	Founder and CEO. Leads the engagement and the readout	Each week
[Delivery lead]	Builds the proof and the documentation	Most days
[Data engineer, if needed]	Access and data checkpoint	Week 1

Each bracketed role is named here before you sign.

07 Fee and payment

The fixed fee for this scope and the payment milestones are set in this section after scoping. [Fee and milestones]

You can stop at day 30. The proof is a complete purchase in itself. Any production build is scoped and agreed separately.

08 Assumptions and limits

- The proof tests one decision on agreed records. It does not establish production readiness or promise a return.
- Records stay in the Council's environment or an agreed, controlled workspace.
- Cloud and model costs during the proof are listed in the scope and approved by the Council before work starts.

09 Next step

Confirm the decision in section 01 and the named owner. We then send the scope and start week 1.

Accepted for Example Shire Council

Name, role and date

For NTWRK PTY LTD

Wes Fischer, Founder and CEO · date