

AGENDA



Recommendation for Council Action (Purchasing)

Austin City Council	Item ID:	48111	Agenda Number	44.
Meeting Date:	August 20, 2015			
Department:	Purchasing			
Subject				
Authorize execution of a contract with ZUCKER SYSTEMS to provide consulting services in an amount not to exceed \$100,000.				
Amount and Source of Funding				
Funding is available in the Fiscal Year 2014-2015 Operating Budget of the Development Services Department.				
Fiscal Note				
There is no unanticipated fiscal impact. A fiscal note is not required.				
Purchasing Language:	Exempt - Professional Services			
Prior Council Action:	█			
For More Information:	Georgia Billela, Buyer II, 512-974-2939			
Boards and Commission Action:	█			
Related Items:	█			
MBE / WBE:	This contract will be awarded in compliance with City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program. No subcontracting opportunities were identified; therefore no goals were established for this contract.			

Additional Backup Information

The contract will provide consulting services and an in depth analysis of how partnering City departments impact the plan review and inspection processes. The consultant will focus on the City's permitting processes, procedures, criteria, standards, and internal timelines for reviews and inspections, and collaborate with City department executives and staff to develop specific Memorandums of Understandings (MOUs) aimed at providing a coordinated process.

In 2004, the Planning and Development Review Department (PDRD) attempted to negotiate MOUs with various partnering departments to consolidate to a one stop shop permitting process. In 2014, the City Manager requested an organizational and operational analysis of PDRD's permitting process. A contract was established with Zucker

Systems to conduct this analysis in an effort to increase process efficiency, customer satisfaction, and delivery of accurate and timely services. The resulting report confirmed that the earlier attempt to consolidate was only partially successful, the MOUs were ineffective, and the roles and responsibilities of each department required clarification.

This contract is the next step in implementing the recommendations identified in the 2014 Zucker report; resulting in improved partnering operations between departments, increased efficiency, elimination of backlogs, and enhanced overall public satisfaction.