



Request for City Council Committee Action Department of Regulatory Services

Date: October 18, 2004

To: Council Member Johnson, Chair, Ways and Means Committee

Subject: Request permission to proceed with a Request for Proposal for the Minneapolis One Stop – General Services

Recommendation: That your Committee authorize the proper city officials to execute a Request for Proposal for the Minneapolis One Stop – General Services.

Prepared or Submitted by: Lori Olson, Regulatory Services (ext. 3914)

Approved by: Rocco Forte', Assistant City Coordinator, Regulatory Services

Presenter in committee: Cheri Bootes, Minneapolis One Stop

Financial Impact (Check those that apply)

- No financial impact (within current Regulatory Services budget)
- Action requires an appropriation increase to the Capital Budget
- Action requires an appropriation increase to the Operating Budget
- Action provides increased revenue for appropriation increase
- Action requires use of contingency or reserves
- Other financial impact (Explain):

Background/Supporting Information

As the City moves from planning to implementation of the Minneapolis One Stop, a consultant is being solicited to help the One Stop meet the following objectives:

- Reducing the number of locations a developer must contact/visit to obtain required permits and licenses by co-locating staff both physically and virtually.
- Developing a strategy for organizational change and creating an organizational model that promotes high-level customer service.
- Defining roles, responsibilities and skill sets for key employees and managers.
- Ensuring that every City department that has a role in reviewing and approving development projects will have streamlined processes to improve the City's development services.

- Defining performance measures for continuous improvement.
- Improving the completeness and accuracy of the data collection for city-wide property databases.

The expectation is that the consultant will serve as a partner in identifying methods and programs to support the implementation of these objectives.

This RFP is a **request for qualifications** of firms that demonstrate the ability to provide a range of services as they relate to municipal management and process change to meet the objectives stated above. Selecting one vendor allows the City to address a number of issues and projects in a more efficient and timely manner.

The contractor will work with One Stop leadership on identifying specific project tasks, which could include:

- Executive coaching and employee training (such as a GE Workout Plan)
- Support of organizational improvement initiatives such as the development workflow project
- Assistance in defining roles and responsibilities of critical staff and management
- Coordinate efforts between the City's development process and proposed 311/Customer Response Management system
- Review of current financial model and developing recommendations for sustainability
- Conduct best practices research with similarly aligned cities
- Identify additional service offerings

The contractor will work with the City Coordinator and Assistant City Coordinator of Regulatory Services to determine priority projects and develop the scope, cost and timeline for these projects. Regulatory Services will serve as the contract sponsor.

The contract shall not exceed \$100,000. These funds have been identified in the Regulatory Services 2004 budget but may need to be rolled over to be expended in 2005.

This RFP has been reviewed and approved by the Permanent Review Committee.