

CITY COUNCIL MEMORANDUM

FROM: The Office of the City Manager **DATE:** April 14, 2025
SUBJECT: Approve the award of RFP #25-012 to Matrix Consulting Group, LTD. for a Permitting Process Operational Efficiency Audit in the amount not to exceed \$59,970 and authorize the City Manager to execute the related professional services agreement.

PRESENTER: Paulette Hartman, City Manager

SUMMARY:

It is recommended that the City Council approve the award of RFP #25-012 to Matrix Consulting Group, LTD. for a Permitting Process Operational Efficiency Audit as detailed in the attached proposal in the amount not to exceed \$59,970.

GENERAL DESCRIPTION:

As part of the FY2024-2025 Adopted Operating Budget, the City Council approved conducting a Permitting Process Operational Efficiency Audit. The Council’s directive to conduct this efficiency audit stemmed from a desire to proactively streamline and improve the permitting process to better serve residents and businesses. This aligns with the City Council goals to drive operational excellence into every area, become easier to do business with and engage residents to enhance connection with the city. This audit is intended to identify bottlenecks, streamline application processing, reduce permit turnaround times, and improve the overall efficiency of the city’s permitting process. Ultimately, this audit will provide the City with valuable insights and recommendations to create a more efficient, customer-friendly, and effective permitting process for residents and businesses that supports economic development and enhances the quality of life for our residents.

To ensure a fair and competitive selection process, the city conducted a comprehensive nationwide search, reaching 2,350 potential vendors. On February 5, 2025, the city formally released a Request for Proposals (RFP) through Public Purchase, a well-established and widely used procurement platform. This broad outreach resulted in a strong response from the vendor community, with 13 proposals received by the submission deadline of February 19, 2025, from the following firms:

Baker Tilly US, LLP	BerryDunn	Blackline Consulting
Crowe LLP	Daniel Penn Associates, LLC	Matrix Consulting Group, LTD.
MGT Impact Solutions, LLC	Niece's LLC	OpEx Solutions, Inc.
Raftelis	ReEngine Consulting, LLC	Twilight Training LLC
UHY Advisors Mid-Atlantic, Inc.		

Proposals were evaluated based on the firm's experience, qualifications, proposed methodology, cost and references. Based on an evaluation of the selection criteria, a four-member committee including representatives from the City Manager's Office, Development Services and Neighborhood Services departments recommend awarding the bid to Matrix Consulting Group, LTD. due to their demonstrated expertise, comprehensive approach, competitive pricing and understanding of municipal permitting processes within a larger Development Services framework. Their extensive experience in conducting operational efficiency audits for municipal permitting processes was a significant factor in their selection.

RECOMMENDATION:

Approve the award of RFP #25-012 to Matrix Consulting Group, LTD. for a Permitting Process Operational Efficiency Audit in the amount not to exceed \$59,970 and authorize the City Manager to execute the related professional services agreement.