

CITY COUNCIL MEMORANDUM

FROM: The Office of the City Manager **DATE:** August 11, 2025

SUBJECT: To approve a professional services agreement with Matrix Consulting Group LTD. for an Information Technology (IT) Operational Efficiency Audit in the amount not to exceed \$69,080 and authorize the City Manager to execute the related professional services agreement.

PRESENTER: Trudy J. Lewis, Assistant City Manager

SUMMARY:

It is recommended that the City Council approve a professional services agreement with Matrix Consulting Group LTD. for the Information Technology (IT) Operational Efficiency Audit as detailed in the attached proposal in the amount not to exceed \$69,080.

GENERAL DESCRIPTION:

The city has an ongoing need for an Information Technology (IT) Operational Efficiency Audit intended to identify areas for improvement, streamline processes, position the city to effectively adapt to technological changes and enhance service delivery within Information Technology operations. Ultimately, this audit will provide the City with valuable insights and recommendations to build a more robust, responsive, and effective technological foundation that is optimized to meet the evolving needs of the city. A previous contract for these services was terminated due to non-performance by the prior contractor, necessitating the securing of a new provider to continue the project.

City staff sought expeditiously to secure a firm to continue the work on the efficiency audit. Staff obtained an updated proposal from Matrix Consulting Group LTD., a firm that was part of the original solicitation process for these services that has previously demonstrated a strong understanding of the project and its requirements.

Matrix Consulting Group LTD. is currently undertaking and performing well on two other projects for the Permitting Process Operational Efficiency Audit and the Fleet Services Operational Efficiency Audit for the City, and staff is pleased with their work to date. Through these ongoing collaborations, staff has established a strong rapport and partnership with the firm, and they have demonstrated a clear understanding of the City's needs across these projects. This provides confidence in their ability and experience to deliver the required services for this audit.

After reviewing the updated proposal, staff recommends awarding RFP 25-014 Information Technology (IT) Operational Efficiency Audit to Matrix Consulting Group LTD. This award will allow the city to maintain project momentum and ensure the timely and successful completion of the audit consistent with the City's original objectives.

The total cost of this audit with Matrix Consulting Group LTD. for this project will not exceed \$69,080. Funding for this audit was approved as part of the current FY 2024-2025 Adopted Operating Budget.

RECOMMENDATION:

To approve a professional services agreement with Matrix Consulting Group LTD. for an Information Technology Operational (IT) Efficiency Audit in the amount not to exceed \$69,080 and authorize the City Manager to execute the related professional services agreement.