

RESOLUTION No. 17-125

A RESOLUTION OF THE MAYOR AND THE CITY COUNCIL OF THE CITY OF DORAL, FLORIDA, PURSUANT TO SECTION 2-323(2) OF THE CITY CODE OF ORDINANCES, APPROVING AN AGREEMENT WITH THE DOUG WILLIAMS GROUP FOR THE PROVISION OF A PERMITTING PROCESS IMPROVEMENT ENGAGEMENT STUDY, FOR AN AMOUNT NOT TO EXCEED \$40,000.00; AUTHORIZING THE CITY MANAGER TO EXECUTE THE AGREEMENT AND EXPEND BUDGETED FUNDS IN FURTHERANCE HEREOF; PROVIDING FOR IMPLEMENTATION; AND PROVIDING FOR AN EFFECTIVE DATE

WHEREAS, the City of Doral (the “City”) seeks to engage a professional consultant to conduct a thorough study of the permitting procedures practiced by the City’s Building Department; and

WHEREAS, based on the overall city government expertise, references, and estimated time to complete the study, staff has recommended the City contract The Doug Williams Group for the provision of the Study, at the proposed cost of \$40,000, according to The Doug Williams’ Group proposal, which is attached hereto as Exhibit “A” and incorporated herein by this reference (the “Proposal”).

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND CITY COUNCIL OF THE CITY OF DORAL, FLORIDA, AS FOLLOWS:

Section 1. Recitals. The above recitals are confirmed, adopted, and incorporated herein and made a part hereof by this reference

Section 2. Approval. Pursuant to section 2-323(2) of the City Code of Ordinances, a professional services agreement with The Doug Williams’ Group for the provision of study of the permitting procedures practiced by the City’s Building Department, in accordance with the Proposal, attached hereto which is attached hereto as Exhibit “A” and incorporated herein by this reference, in an amount not to exceed \$40,000.00, is hereby approved.

Section 3. Authorization. The City Manager is hereby authorized to negotiate and enter into an agreement on behalf of the City with The Doug Williams Group, subject to approval as to form and legal sufficiency by the City Attorney, and to expend budgeted funds, in furtherance hereof. Funding for this request is available in Account #001.7000.524.500310.

Section 3. Implementation. The City Manager and the City Attorney are hereby authorized to take such actions as may be necessary to implement the provisions of this Resolution.

Section 4. Effective Date. The resolution shall become effective immediately upon its adoption.

The foregoing Resolution was offered by Councilmember Rodriguez who moved its adoption. The motion was seconded by Councilmember Mariaca and upon being put to a vote, the vote was as follows:


Mayor Juan Carlos Bermudez	Yes
Vice Mayor Pete Cabrera	Yes
Councilwoman Christi Fraga	Yes
Councilwoman Claudia Mariaca	Yes
Councilwoman Ana Maria Rodriguez	Yes

PASSED AND ADOPTED this 9 day of August, 2017.



JUAN CARLOS BERMUDEZ, MAYOR

ATTEST:



CONNIE DIAZ, CMC
CITY CLERK

APPROVED AS TO FORM AND LEGAL SUFFIENCY
FOR THE USE AND RELIANCE OF THE CITY OF DORAL ONLY:



WEISS, SEROTA, HELFMAN, COLE & BIERMAN, P.L.
CITY ATTORNEY

EXHIBIT “A”

City of Doral Permitting Process Improvement Engagement Summary of Objective, Scope, and Financial Terms – June 7, 2017

The Doug Williams Group, a local firm of improvement specialists with significant expertise in application of Six Sigma process improvement methods, has proposed the following *Permitting Process Improvement Engagement* for the City of Doral.

Engagement Objective: The objective of this engagement is to identify and subsequently implement improvements to the permitting process, to reduce permit processing cycle time, and increase customer satisfaction.

Engagement Scope: The Doug Williams Group will provide the following services as part of the *Permitting Process Improvement Engagement*:

- Conduct preparation meetings with selected managers and staff to create a detailed engagement implementation plan that addresses all facets of the engagement (i.e. process improvement team membership, activity timing, coordination process with the Mayor’s Task Force, etc.).
- Conduct orientation working sessions with those managers and staff who will be participating in the engagement.
- Provide in-depth observation and documentation of the existing process from submission of the permit application to approval of permit.
- Develop and implement a statistically valid method for collection, analysis, monitoring, and response to cycle time data (including development of a standard operating process for same). *It may be necessary to replace the current method of collection of cycle time data with an improved process managed by The Doug Williams Group. If that is the case, data collection and reporting services will be provided by The Doug Williams Group during the term of the engagement, not beyond.*
- Develop and implement a statistically valid method for collection, analysis, monitoring, and response to customer satisfaction data (including development of a standard operating process for same). *It may be necessary to replace the current method of collection of customer satisfaction data with an improved process managed by The Doug Williams Group. If that is the case, data collection and reporting services will be provided by The Doug Williams Group during the term of the engagement, not beyond.*
- Develop, through working sessions with client’s process improvement team, detailed process maps of the current process (“as is”).
- Develop, through working sessions with client’s process improvement team, prioritized improvement opportunities within the current process (i.e process flow alternatives, elimination of rework/effort duplication, staff role redefinition, standard operating practice application, etc.).
- Develop, through working sessions with client’s process improvement team, a detailed process improvement plan focused on implementation of improvements that will reduce cycle time and increase customer satisfaction.
- Develop, through working sessions with client’s process improvement team, detailed process maps of the future process (“should be”).
- Provide oversight and support to ensure that the process improvement plan is fully implemented and that the impact of implemented improvements are correctly measured and reported.

Engagement Financial Terms: The Doug Williams Group will provide the City of Doral a “preferred client discount” from the firm’s “standard” fee (\$60,000) of \$20,000, therefore providing the indicated services at the preferred price of \$40,000 for the engagement.