



Office of the City Manager

CONSENT CALENDAR
January 16, 2024

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Kevin Fong, Director, Information Technology
Subject: Contract No. 32200162-1 Amendment: ThirdWave Corporation for Professional Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 32200162 with ThirdWave Corporation for professional services for an amount not to exceed of \$230,000 for a total contract value not to exceed \$275,000 through June 30, 2025.

FISCAL IMPACTS OF RECOMMENDATION

One-time funding for this project is available in the Department of Planning & Development's Permit Service – Professional Services – Miscellaneous fund as follows:

\$230,000	FY 2024 Department of Planning & Development Fund 621 - Planning & Development Permit Service - Professional Services
\$230,000	Total FY 2024 Department of Planning & Development Permit Service

CURRENT SITUATION AND ITS EFFECTS

The ongoing project involving the procurement of a new permitting system is a critical initiative for the Planning & Development Department supported by the IT Department and by other Departments that process permits including Public Works and Fire. The primary objective of this project is to streamline and optimize the building and land use permitting processes through the acquisition of suitable integrated software and hardware systems. This is anticipated to be implemented by a Software as a Service (SaaS) model wherein the system vendor provides both software and hardware systems running on cloud-based servers.

Given the increasing complexity of Planning & Development's permitting system procurement project, the addition of process mapping services from ThirdWave is a logical step forward. This contract amendment will enable the Planning & Development Department, the Fire Department, and the Public Works Department, supported by the IT Department, to achieve a more seamless and successful implementation of the chosen solution. Incorporating process mapping, will ensure that the cloud-based software system not only meets the Planning & Development, Fire

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Department, and Public Works Department's functional requirements but also integrates seamlessly with department operations. This holistic approach will lead to enhanced efficiency, reduced risks, and improved decision-making throughout the project.

This project is in alignment with the City's strategic goal to be a customer-focused organization that provides excellent, timely, easily-accessible service and information to the community.

BACKGROUND

ThirdWave's patented RapidWorkflow® Process Modeling (RWPM) workshops have proven to be a critical tool that assisted in the development of prior Berkeley City Council approved projects including the ERP Replacement Project: Enterprise Modules Needs Assessment and the Information Technology Strategic Plan & Cost Allocation Plan. Based on these prior successes, on March 7, 2022, the City signed Contract No. 32200162 with ThirdWave Corporation for CIO Support Services similar in Task 2 to the Professional Services in this amendment.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

ThirdWave Corporation conducts a portion of their work remotely. When on-site visits may be required for face-to-face meetings, they will cluster those visits over multiple days to minimize travel costs and greenhouse gas emissions related to travel. Additionally, by identifying cumbersome business practices the City is able to maintain an environmentally sound technology infrastructure.

RATIONALE FOR RECOMMENDATION

ThirdWave's RWPM Workshops have proven to be an effective and efficient way of documenting business processes and identifying pain points and areas for improvement. ThirdWave's patented RWPM was a critical tool that assisted in the development of the Citywide Digital Strategic Plan and Enterprise Modules Needs Assessment. Participating in business process mapping with ThirdWave will continue to increase efficiency, consistency, and customer service and will specify requirements for the new Permitting System RFP.

ALTERNATIVE ACTIONS CONSIDERED

Staff considered completing the project without ThirdWave's service. However, doing so would lead to an inefficient allocation of staff resources and less than optimal requirement and process maps due to ThirdWave Corporation's expertise with their RWPM tool.

CONTACT PERSON

Kevin Fong, Director, Information Technology

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 32200162-1 AMENDMENT: THIRDWAVE CORPORATION FOR
PROFESSIONAL SERVICES

WHEREAS, on March 7, 2022, the City signed Contract No. 32200162 with ThirdWave Corporation for CIO Support Services; and

WHEREAS, ThirdWave's patented RWPM (RapidWorkflow® Process Modeling) is a critical tool that assisted in the development of prior Berkeley City Council approved projects including the ERP Replacement Project: Enterprise Modules Needs Assessment and the Information Technology Strategic Plan & Cost Allocation Plan and

WHEREAS, the RWPM tool has proven to be an effective and efficient way of documenting business processes and identifying pain points and areas for improvement; and

WHEREAS, the Planning & Development Department, Fire Department, and Public Works Department would benefit from application of the RWPM Tool to Department business processes, and;

WHEREAS, funding for this one-time project is available in the Planning & Development Department's Fund 621 – Permit Service - Professional Services – Miscellaneous Fund.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to amend Contract No. 32200162 with ThirdWave Corporation for professional services for an amount not to exceed \$230,000, and a total contract value not to exceed \$275,000 from March 7, 2022 through June 30, 2025.

