

# CITY OF PALM DESERT STAFF REPORT

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MEETING DATE: July 10, 2025

PREPARED BY: Kalaina Perez, Management Analyst

SUBJECT: APPROVE PROFESSIONAL SERVICES AGREEMENT WITH HOLISTIC SYSTEM INTEGRATION SOLUTIONS FOR SUPPLEMENTAL STAFFING AND PROCESS IMPROVEMENT FOR LAND MANAGEMENT AND PERMIT CENTER OPERATIONS.

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## **RECOMMENDATION:**

1. Approve a Professional Services Agreement with Holistic System Integration Solutions for on-call supplemental staffing services, for an amount not to exceed \$192,000 for Fiscal Year 2025-26.
2. Authorize the City Attorney to make any non-monetary changes to the agreement.
3. Authorize the City Manager or designee to execute any change orders or amendments, including extensions of the agreement, provided such actions remain within the approved amount.

## **BACKGROUND/ANALYSIS:**

The City is currently in the process of developing a new land management system, with implementation scheduled for FY 2025-26. As the Development Services Department prepares for this transition, continued specialized support is necessary to manage daily operations, improve internal processes, and ensure smooth implementation.

Holistic was first engaged by the City in June of 2023 and has provided continuous support since then. Approximately, \$16,000 was expended in FY 2022-23, followed by \$104,000 in FY 2023-24, and an estimated \$190,750 in FY 2024-25 through June. Over this period, the consultant has played a key role in refining permitting procedures, supporting day-to-day operations at the Development Services Center, and advancing customer initiatives that have improved overall efficiency and responsiveness to the public. These efforts have reduced administrative processing and helped enable next-day building inspections.

In addition, the consultant has contributed significantly to enhancing the City's land development processes, focusing on improving internal workflows, interdepartmental coordination, and expanding the City's online service capabilities.

### Summary of Consultant Contributions:

- Implemented online inspection scheduling and improved the online permit application submittal process.
- Improved tracking systems for land development applications.
- Streamlined application review workflows to support better performance metrics.

- Enabled online resubmittals and electronic return of red lines and comments via the City's portal, eTRAKiT.
- Strengthened cross-departmental review coordination and reduced processing timelines.
- Supported a more transparent and efficient development review process.

Ongoing support from the consultant will be essential during the rollout of the new land management system and the upcoming launch of the business license component. Holistic was previously engaged under an on-call, not-to-exceed contract. While this contract amount was included in the approved Development Services budget for this fiscal year, it is being brought to City Council for formal approval due to the overall contract value. Continued partnership will help ensure consistency during this transitional period and minimize disruption to public-facing services.

**FINANCIAL IMPACT:**

Funding for this contract has been included in the Fiscal Year 2025-26 budget under Account No. 1104421-4309000. Therefore, there is no additional impact to the City's General Fund.

**ATTACHMENTS:**

1. Draft Professional Services Agreement
2. Holistic Fee Proposal