



**JUNE 30, 2025**

## **PROPOSAL FOR SERVICES**

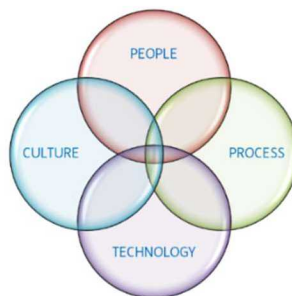
### **OVERVIEW**

The City of Palm Desert seeks to engage consulting services to supplement staff resources for the City's Development Services Center. Desired services to be provided may include, but are not limited to, configuration enhancements to their existing TRAKiT permitting system, Bluebeam electronic plan review, business process Improvements and relative training as well as implementation consulting services for their future Clariti land development software system.

In order to achieve streamlined business processing and system goals, while pursuing future system implementation, the City of Palm Desert desires to partner with a consultant that possesses intricate knowledge of land development business process/best practices and various land management software systems.

Our in-depth understanding of Development Services, municipal land development processes and proven system implementation/integration experience, paired with the City's desire to expand current business process and system effectiveness while successfully achieving future system implementation, ensures a seamless collaboration.

Holistic System Integration Solutions has developed solutions that utilize a holistic approach to system design and integration by balancing four major elements that are key to successful system implementation – People, Culture, Process, and Technology. This approach delivers system integration on a global scale while taking-into-account and minimizing adverse impacts to the organization.



### **Execution Strategy**

Our success is attributed to an execution strategy that incorporates the Lean Six Sigma, DMAIC (Define, Measure, Analyze, Improve, Control) method to software implementation/integration. The DMAIC approach allows us to continually identify and apply improvements to business processes through software system design that result in enhanced system performance.

Change management strategies have been built into our programs to assist with the least impactful introduction of end-users to the TRAKiT environment. This approach is imperative to organizational health.

## Scope Outline

- Provide supplemental staffing to the City's Development Services Center
- Develop, standardize and implement streamlining opportunities, standard operating procedures and City policy for improved customer service
- Develop and implement process/project action teams to achieve project goals
- Business process enhancements/standardization, configuration and training of TRAKiT/Community Development and eTRAKiT software systems
- Business process enhancements/standardization, configuration, and training of Bluebeam electronic plan review.
- Consultation and coordination (as needed) of City's ARCGis system
- Clariti Land Management Software implementation assistance for Land Development
- Permit Technician Counter Support (as needed)

## Resources

In order to meet project objectives, the City will make available the following resources:

- Remote access to relevant software systems test and live environments.
- Dedicated profile for relevant systems with administrative permissions to test and live environments
- Ability to configure in test and live environments with Administrative level permissions
- Current User and Admin Guides for configuration of all relevant software systems
- Ability to communicate with end-users for revolving feedback of system performance, as needed
- Access to:
  - Access to software systems Technical Support team to communicate system needs, create tickets and assign tasks, as needed
  - City's IT staff to coordinate system upgrades, integrations, etc... (as needed)
  - City's SQL/Crystal/Cognos Report Writing Specialist/Consultant (if available) with ability to coordinate and assign tasks, as needed
  - City's GIS Specialist/Consultant (if available) with ability to coordinate and assign tasks, as needed
- Other resources may be identified in order to meet project objectives

The following materials shall be made available during the on-site visit:

Materials to be supplied by the City of Palm Desert
Conference room to conduct group meetings with large monitor and white board for process mapping
Internet access
Temporary workstation
Access to on-site color printer
Other materials as requested in order to meet project objectives

## HOLISTIC RATES

Cost of Services/Hour	Cost
Principal Consultant	\$125/hr.
<b>Total Project Cost</b>	
<b>NOT TO EXCEED 1,536 HOURS @ \$125 Hr. (Per fiscal year)</b>	<b>\$192,000</b>
<b>Reimbursable Expenses</b>	<b>Billing</b>
Printing, Reproduction, Scanning, etc.	Direct Cost plus 10%
<b>Sub-Consultant Fees (If needed)</b>	<b>To be contracted separately</b>

Disclaimer: The prices listed in the preceding table are an estimate for the services discussed. This summary is not a warranty of final price. Estimates are subject to change if project specifications are changed or costs for outsourced services are identified before a contract is executed. Should additional services, such as re-configuration of application types, inspections or other system needs be identified throughout the duration of this project in order to achieve project goals, services will be outlined and costed under separate proposal for services.

## CONCLUSION

We look forward to working with the City of Palm Desert to provide supplemental staff support services for the Development Services Center. We are confident that we can meet the challenges ahead and stand ready to partner with you in delivering an effective integrated support solution.

If you have questions on this proposal, feel free to contact Angelica Zarco at your convenience by email at [azarco@holisticsystemint.com](mailto:azarco@holisticsystemint.com) or by phone at (760)861-6532. We will be in touch to arrange a follow-up conversation on the proposal.

Respectfully,



Angelica Zarco, President



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