

Attachment 1
SCOPE OF SERVICES

Purpose of Project

The purpose of this project is to evaluate the existing business processes for permit and inspection within the Department of Public Utilities and applicable sections of Columbus City Codes and to identify those functions with commonalities for application within the Department.

Phase 1-Investigation

- a. Identify primary objectives
- b. Identify the services Public Utilities provides including but not limited to permitting, inspection, mapping and maintenance of permanent records
- c. Develop and evaluate existing processes and workflows
- d. Identify existing level of service
- e. Review existing City Codes
- f. Identify existing Governing Authorities
- g. Investigate historical documentation leading to current processes
- h. Establish procedures for employee input and conduct personnel interviews
- i. Establish procedures for stakeholder (developers, contractors) input and conduct interviews
- j. Identify existing technology resources utilized including but not limited to tracking, billing and document management software
- k. Review and identify common/duplicative processes within the Department
- l. Review existing Department Organizational Structure related to permitting and inspection

Phase 2 Recommendations

Selected Consultant will complete an investigation and evaluation of the Departments processes. Upon completion, the consultant will be expected to provide the following:

- a. Proposed City Code revisions
 - b. Establish procedures and workflows for unified processes
 - c. Develop a timeline for procedural implementation
 - d. Provide a process for training employees on recommended procedures
 - e. Provide an index of template forms and standard operating procedures
 - f. Identify opportunities for employees to be cross-trained
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Deliverables

Phase 1 A written progress report shall be submitted no later than 60 days from the beginning of the contract period that details the specific consultant's activities and the outcomes of activities in the investigation phase.

Phase 2 A written progress report shall be submitted no later than 150 days from the beginning of the contract period that provides detailed recommendations to the Department. A summary of this report should be shared in person with the Departments Team. Based on the comments from the Team, the consultant will be expected to explore additional items as requested or make additions or changes, as required

A final written report, which includes any changes as recommended by the Team, shall be provided.
