



#3101 DBS PROCESS REVIEW & IMPROVEMENTS ADDENDUM #3

Addendum #3 dated May 13, 2019 is issued to:

A) ANSWER QUESTIONS RECEIVED

1. We understand that the departments that comprise DBS have already begun process improvement work. What has been the nature of that process improvement work to date and how do you envision this next phase will build on that work?

DBS staff has been engaged in the identification of process improvements. This has resulted in minor work flow changes and on-line permitting of minor projects

2. Could you please provide copies of any previous assessments or studies that exist on that work?

A fee study and its update along with the Customer Satisfaction Survey report were published in Addenda #1. Additionally, the 2004 Permit Process Assessment report was published in Addenda #2.

3. Have there been any consultants involved in the previous process improvement work?

Most recently a development fee study was completed by FCS group in December 2017 and updated in April 2018.

4. Are there any deadlines that this project needs to comply with?

While there are no deadlines, we wish to complete this project within 12 to 18 months.

5. Is there a budgeted amount that this project must stay within? If so, what is it?

Addenda #2 estimated the price range for this scope of work to be between \$200 and \$250K.

All other terms and conditions remain unchanged.

Ginny Meads, PMP

Buyer, Procurement

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