



**CITY OF HOUSTON  
ADMINISTRATION & REGULATORY AFFAIRS  
DEPARTMENT  
S29-Q23265  
NOTICE OF INFORMAL REQUEST FOR PROPOSALS**

**STRATEGIC  
PURCHASING DIVISION**  
901 Bagby Street, Concourse  
Level  
Houston, Texas 77002  
(832) 393-8724  
(832) 393-8759 Fax

**GENERAL TERMS & INSTRUCTIONS**

The City of Houston Administration and Regulatory Affairs Department (the City) is soliciting proposals from qualified professional firms (Consultant Firm) for "Process Improvement, Reorganization & Best Practices" to develop and deploy dramatically improved Purchasing and Payroll operations and organization, reduce costs, improve processes, and allow City Departments to focus on their core businesses.

The City envisions that the project will be conducted in three phases: Analytical, Decision, and Implementation. The Scope of Work/Services for each phase is outlined below. If you should have additional questions regarding this RFP or believe that your company/organization meets the minimum requirements as outlined in the Scope of Work/Services of this RFP, please submit your response to Douglas Moore, Division Manager, via one of the following methods listed below by: **Monday, May 11, 2009 at 2:30 p.m. CST:**

**Pre-Proposal Conference:** There will be no pre-proposal conference. Prospective proposers needing additional information/clarification to this request for proposal (RFP) are requested to e-mail questions to Douglas Moore at [douglas.moore2@cityofhouston.net](mailto:douglas.moore2@cityofhouston.net). The deadline for submitting questions is **Wednesday, May 6, 2009 at 1:00 p.m. CST. No questions will be accepted after May 6, 2009.** All relevant questions will be answered via letter of clarification to this RFP and posted on the City's e-bidding website and automatically e-mailed to all who registered to receive this RFP.

e-mail (preferred method): [douglas.moore2@cityofhouston.net](mailto:douglas.moore2@cityofhouston.net)

Fax Number: (832) 393-8759

Mail: City of Houston  
Strategic Purchasing Division (Suite B500, Room B521)  
901 Bagby Street  
Houston, Texas 77002

**SCOPE OF WORK/SERVICES**

The selected Consultant Firm will be required to:

**All Phases:**

- Provide qualified consultants to deliver this project.
- Accurately and expediently report all charges and expenses incurred in the execution of this project.

**Analytical Phase:**

- Perform on-site interviews and data collection to determine if the existing personnel, processes, and organizational structures are efficient, effective, and in accordance industry "Best Practices."
- Compare and contrast City Purchasing and Payroll operations with world class operations.
- Thoroughly evaluate current operational procedures and map each administrative function.



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- Develop work-flows for major related processes.

**Decision Phase:** (The City will select a Course of Action based on the recommendations of the Consultant Firm.)

- Present possible Courses of Action for each area analyzed.
- Support each Course of Action presented with empirical data and/or well-documented examples of situations where the recommended solution has produced quality results.
- Quantify potential cost savings for each Course of Action.
- Prioritize Courses of Action and sub-initiatives based on ROI.
- Identify quick wins.
- Identify and quantify risks associated with each Course of Action and/or sub-initiative.
- Identify performance measures by which to gage progress.

**Implementation Phase:**

- Supervise the implementation of the selected Course of Action.
- Facilitate change management by assisting City organizations in overcoming barriers to change uncertainty, fear, and conflicting interests.
- Facilitate employee training needed to successfully execute any new process or procedure.
- Assist in the development of Standard Operating Procedures for related processes and procedures.
- Design a state-of-the-art performance measurement system to gage ongoing operational efficiency and effectiveness once the Implementation Phase is complete.

**Project Schedule:**

The project is scheduled to begin No Later than **June 1, 2009**. The City's emphasis is on the Implementation Phase, so time spent on the Analytical and Decision Phase should be a relatively small percentage of the total project.

The project is expected to be completed No Later than **December 1, 2009**.

**Reporting:**

The Consultant Firm will take a disciplined approach to project communications and project management and control. It will incorporate timely check-points to ensure City expectations of deliverables comport with that of the Consulting Firm.

**Required Documents:**

The documents listed below must be provided with the proposal:

- Licenses and certifications
- Resumes of key personnel/proposed staff



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- Client references which proposer has performed similar Project Management services.
- Brief overview of consultant's/project manager's experience and an explanation of the proposer's understanding of the work that must be accomplished.
- Proposed Fee Schedule (Must be submitted in separate sealed envelop marked "**Pricing**").
- Required forms identified in the table below.

<b>TABLE 1 - REQUIRED FORMS</b>
Affidavit of Ownership.doc
Fair Campaign Ordinance.doc
Statement of Residency.doc
Drug Forms
Pay or Play Acknowledgement Form & Certification of Agreement to Comply with Pay or Play
All Applicable Licenses/Certifications as Required in Scope of Work/Specifications

**Evaluation of each proposal shall be done in the following order:**

- Expertise/Experience/Qualifications – 65%
- Proposed Strategy - 35%

**Required forms attachments can be found on the e-bid website under solicitation S29-Q23265.**