AM No. 10-181

MEMO TO: City Council

FROM: John Marchione, Mayor

DATE: September 7, 2010

SUBJECT: APPROVAL OF SUPPLEMENTAL CONSULTANT AGREEMENT NO. 1 FOR PROCESS IMPROVEMENT FACILITATOR TRAINING

I. RECOMMENDED ACTION:

Approve the Supplemental Consultant Agreement with Scontrino-Powell for training and consultation services for Process Improvement Facilitator Training in the amount of $10,400, and authorize the Mayor to sign the Agreement.

II. DEPARTMENT CONTACTS:

Kerry Sievers, Human Resources Director 425-556-2122
Lori Brown, Human Resources Program Manager 425-556-2125

III. DESCRIPTION:

In support of the Customer Service Initiative, the City selected a "Process Improvement" model of customer service, where the primary focus is on continual process improvement to ensure City programs and systems are productive, efficient, and customer service oriented. Peter Scontrino and Jevon Powell of Scontrino-Powell are organizational development consultants selected last year to administer continuous process improvement training and prepare employee facilitators to lead process improvement teams. Scontrino-Powell was selected to train and guide the City through implementation because of their knowledge and experience with the model of continuous process improvement and their familiarity with the City.

For the original contract agreement, Scontrino-Powell developed and implemented a 5-day Process Improvement Facilitator training for over 20 City staff members. Training covered the principles of Process Improvement, group facilitation skills, and problem-solving techniques. These trained staff members are now working as facilitators on 5 different Process Improvement projects across the City.

There has been growing interest across the City in developing new projects and forming new teams. To meet this need a second, condensed training session with Scontrino-Powell has been proposed. The second session of training will be offered to approximately 15 employee participants over a 3-day period. This training is tentatively

scheduled to take place in September, pending approval of this supplemental consultant agreement.

In the 2009-10 Budget, City Council approved $100,000 in funding for the Customer Service Initiative, to include customer service related training.

IV. IMPACT:

Fiscal:

Estimated Project Costs:	
Original Consultant Agreement	$ 20,000
Supplemental Agreement #1	$ 10,400
TOTAL	$ 30,400

Funding:

General Fund	$ 30,400

V. LIST OF ATTACHMENTS:

A. Supplemental Agreement No. 1
B. Exhibit A-1: Scope of Work and Cost Proposal

/s/ _____ 08/23/10
Kerry Sievers, Human Resources Director Date

Approved for Council Agenda_____ /s/ _____ 08/24/10
John Marchione, Mayor Date

Attachment A

AMENDMENT NO. 1 TO PROCESS IMPROVEMENT CONSULTING SERVICES AGREEMENT #6100

THIS AMENDMENT is entered into on September 8, 2010 between the CITY OF REDMOND, WASHINGTON (the "CITY") and Scrontrino – Powell (the "CONSULTANT"). This amendment is, therefore, attached to and made part of the Consulting Services Agreement, city contract #6100 entered into on December 7, 2009 and executed on (ORIGINAL AGREEMENT) by the parties identified above.

1. SERVICES BY CONSULTANT

The scope of services shall be modified to add additional training sessions as outlined in the attached "Proposal for Adjustment" and services performed shall be consistent with those outlined in the original agreement and incorporated by this reference.

All other scope of work, completion of work and identified terms and conditions referenced in the ORIGINAL AGREEMENT shall govern this amendment.

2. PAYMENT

The CITY shall pay the CONSULTANT an additional contract amount of $10,400.00 for such services, which shall be complete compensation for all services performed and expenses, incurred by CONSULTANT under this Amendment.

All other payment terms and conditions referenced in the ORIGINAL AGREEMENT shall govern this amendment.

3. TERMINATION OF AGREEMENT

All termination terms and conditions referenced in the ORIGINAL AGREEMENT shall govern this amendment.

4. TERMS & CONDITIONS

The City standard, terms and conditions, reference in the ORIGINAL AGREEMENT shall govern this amendment.

5. INSURANCE

The CONTRACTOR shall maintain insurance as set forth in the ORIGINAL AGREEMENT.

6. GENERAL ADMINISTRATION AND MANAGEMENT

The general administration and management of this amendment shall be the same as referenced in the ORIGINAL AGREEMENT.

IN WITNESS WHEREOF the parties hereto have executed this Agreement as of the

_____ of _____, 20___.

AGENCY:

_____

By: _____

Title: _____

CITY OF REDMOND:

_____
John Marchione, Mayor

Dated: _____

ATTEST/AUTHENTICATED:

_____
City Clerk

APPROVED AS TO FORM:

_____
Office of the City Attorney

Exhibit A - 1

Scope of Work/Proposal for Adjustment
Scontrino – Powell Contract Amendment

Consistent with previously conducted training, the purpose of this proposal for adjustment is to add a three-day facilitator training session to the originally contracted work. This additional training is to be billed at $10,400, which includes three days of training and one day of revising the materials for a total of 4 days billed at $2,600 per day. This training is tentatively scheduled to be conducted on September 28th, 29th and 30th of this year at the Trinity Building.