



CITY OF HOUSTON - CITY COUNCIL

Meeting Date:

ALL

Item Creation Date: 10/8/2015

T25423 - Customer Service Education Program Services - ORDINANCE

Agenda Item#:

Summary:

Background:

Request For Proposal for S66-T25423: Approve an Ordinance awarding a contract to Moran Consulting Inc., for a total amount not to exceed \$531,625.00 for the development and implementation of the Customer Service Education Program Services for the Department of Public Works and Engineering.

Specific Explanation:

The Director of the Department of Public Works and Engineering (PWE) and the City Purchasing Agent recommend that City Council approve an Ordinance awarding a **three-year contract, with two one-year options**, to **Moran Consulting Inc.** in an amount not to exceed **\$531,625.00** for Customer Service Education Program Services for the Department of Public Works and Engineering. The PWE Director may terminate this contract at any time upon seven days written notice to Contractor.

The scope of work requires Moran Consulting, Inc. to provide customer service training designed to improve the customer service culture within PWE to result in a higher level of service to PWE's internal and external customers.

Such related services shall include, but may not be limited to:

- Assess the current customer service culture / environment
- Deliver a train-the-trainer program
- Identify barriers to service excellence and provide support to train and monitor teams to improve processes
- Facilitate the establishment of universal service standards
- Provide a reinforcement system to assure long term achievement
- Provide on-going support for senior executives and Steering Committee

The Request for Proposal (RFP) No. S66-T25423 was advertised in accordance with the requirements of the State of Texas bid laws. One-hundred eighty two prospective proposers downloaded the solicitation document from Strategic Procurement Department's (SPD) e-bidding website and, as a result, proposals were received from Sage Alliance Partners, Lessons In Loyalty, Moran Consulting, Inc., T.A. Yanovitch, Fresh Revenues, GMC Consultants, Strategic Government Resources and Calyptus Consulting. The field was narrowed to Moran Consulting, Inc and Sage Alliance Partners who were invited to present their programs to the Evaluation Committee and evaluated based on the following criteria:

- Responsiveness of Proposal
- Technical Competence
- Price Proposal

The Evaluation Committee was comprised of employees from various Divisions within PWE and included Sr. Staff Analysts, Engineers, and Division Managers. The staff variations allowed the committee to provide an unbiased and objective assessment of the proposers. After a thorough evaluation, Moran Consulting Inc. was deemed the best respondent.

Pay or Play Program

The proposed contract requires compliance with the City's Pay or Play ordinance regarding health benefits for employees of City contractors. In this case, the contractor provides benefits for some employees but will pay into the Contractor Responsibility Fund for others, in compliance with City policy.

Department	FY 2016	Out Years	Total
Public Works & Engineering	\$196,502.00	\$335,123.00	\$531,625.00

Attachment: M/WBE zero-percent goal document approved by the Office of Business Opportunity.


Calvin D. Wells, City Purchasing Agent
Finance / Strategic Procurement Division

Department Approval Authority Signature

Amount of Funding:

\$531,625.00 -Water and Sewer System Operating Fund (8300)

Contact Information:

Wayne Newman – PWE (832) 395-3671

David Guernsey – PWE (832) 395-3640

Dave Evans - FIN/SPD (832) 393-8701

Shannon Pleasant – FIN/SPD (832) 393-8741

ATTACHMENTS:

Description

Fair Campaign Ordinance - Form A

Fair Campaign Ordinance - Form B

Delinquent Tax Report

Affidavit of Ownership and Control

MWBE Goal Modification

Drug Policy Compliance

Pay or Play Program Acknowledgement Form

Type

Backup Material

Backup Material

Backup Material

Other

Backup Material

Other

Backup Material