



Office of the City Manager

CONSENT CALENDAR
November 3, 2022

To: Honorable Mayor and Members of the City Council

From: Dee Williams-Ridley, City Manager

Submitted by: David Sprague, Interim Fire Chief

Subject: Contract No. 32200083 Amendment: Ganey Scientific for Project Management & Consulting

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to execute an amendment to Contract No. 32200083 with Ganey Scientific for project management and consulting services for the Fire Department (Department); increasing the contract amount by \$500,000 for an amended total contract amount not to exceed \$1.4 million.

FISCAL IMPACTS OF RECOMMENDATION

The original term of this contract was September 13, 2021 to August 31, 2022 in the amount of \$300,000. On May 31, 2022 the contract was extended to August 31, 2024. The total contract value of \$1.4 million will be funded from 164-72-742-834-0000-000-422-612990. Funding is available and no other projects will be delayed due to this expenditure.

CURRENT SITUATION AND ITS EFFECTS

The team from Ganey Science has been an invaluable resource to the Department. Their presence was made even more timely and critical due to the continuing recruitment challenges facing the Department, which have inhibited appropriate administrative staffing levels in a time where demands on the Department have rapidly escalated.

The scope of this contract is not changing, staff underestimated the volume of work when the scope of services was created in 2021. This underestimation was in part due to the novel nature of this type of support for the Department, the continuing recruitment challenges facing the organization, and the unanticipated complexity of the work facing the Department regarding wildfire hazard mitigation, short- and long-term planning, and recruitment. These additional funds will allow the Department to obtain additional support through this non-traditional, yet successful model during a time when thinking outside the box is a necessity.

This contract supports the following Strategic Plan Goals: Create affordable housing and housing support services for our most vulnerable community members; Be a global leader in addressing climate change, advancing environmental justice, and protecting the environment; Provide an efficient and financially-healthy City government; Create a

resilient, safe, connected, and prepared City; Be a customer-focused organization that provides excellent, timely, easily-accessible service and information to the community; and Attract and retain a talented and diverse City government workforce.

BACKGROUND

On December 14, 2021, Council adopted Resolution No. 70,151–N.S., authorizing the City Manager to execute a contract and any amendments with Ganey Science for Project Management & Consulting. The total contract amount was for \$900,000 over three years.

The Department is in the midst of a number of large projects which will result in substantial changes to every division within the organization and fundamentally improve the way the department provides prevention, education, training and emergency response to the community. All of these projects are priority and need to be accomplished concurrently.

Secondary to the COVID hiring freeze, the Department has been unable to create special 40hr assignments or make sufficient promotions to perform the work required to plan, implement and sustain this work. Following direction from the City Council on June 29th, 2021 to “get creative”, Department leadership has been working on inspired solutions to meet the goals and objectives of the Mayor, Council and the community.

The Ganey team came on board in early 2022 and has reacted quickly and delivered professional service through the contract period. A project management team was quickly onboarded and helped the Department secure cloud-based project management software. The Department is working to move many complex, recurring processes into this software which has created consistency, reduced errors, reduced staff time, has helped retain institutional knowledge, and has allowed staff to refine and improve these processes.

Ganey has been instrumental in developing a comprehensive recruitment plan for entry level positions in a time when competition for quality candidates is presenting an unprecedented challenge; they have assisted with developing entry level curriculum for the paramedic and EMT academies; they are working with the Wildland Urban Interface (WUI) Division to develop public facing materials and researching additional funding for vegetation management and home hardening; they are supporting the development of a continuous quality improvement program for the fire/ems communications center; and they continue to provide specialized technical support in a wide variety of fields, including videography, marketing, information technology, grants management, and environmental planning.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

There are no identifiable environmental effects or opportunities associated with the action requested in this report.

RATIONALE FOR RECOMMENDATION

The City conducted a competitive bid process and received no responses. The Department has a critical business and operational need for this type of expertise and support. The Contractor has demonstrated professionalism and a high value to the Department over the first year of the contract period.

ALTERNATIVE ACTIONS CONSIDERED

None.

CONTACT PERSON

David Sprague, Interim Fire Chief, (510) 981-3473

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 32200083 AMENDMENT: GANEY SCIENTIFIC FOR PROJECT
MANAGEMENT & CONSULTING

WHEREAS, the City released Specification No. 21-11457-C for Fire Department Project Management & Consulting on May 20, 2021 with proposals due on June 22, 2021, and

WHEREAS, although there were six vendors that attended the question and answer meeting, the City did not receive any responses, and

WHEREAS, because of the scope and timelines associated with the Department's re-design work, and due to a lack of proposals from the RFP process, the Department requested General Services and City Manager approval for a waiver of competition, which was approved on September 3, 2021, and

WHEREAS, on December 14, 2021, Council adopted Resolution No. 70,151-N.S., authorizing the City Manager to execute a contract and any amendments with Ganey Science for Project Management & Consulting. The total contract amount was for \$900,000 over three years, and

WHEREAS, the Ganey team came on board in early 2022 and has reacted quickly and delivered professional service through the contract period, and

WHEREAS, staff underestimated the volume of work when the scope of services was created in 2021, and

WHEREAS, this underestimation was in part due to the novel nature of this type of support for the Department, the continuing recruitment challenges facing the organization, and the unanticipated complexity of the work facing the Department regarding wildfire hazard mitigation, short- and long-term planning, and recruitment.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute an amendment to Contract No. 32200083 with Ganey Scientific for project management and consulting services for the Fire Department (Department); increasing the contract amount by \$500,000 for an amended total contract amount not to exceed 1.4 million, through August 31, 2024, with funds from 164-72-742-834-0000-000-422-612990.