



CITY OF WAUKESHA

Administration

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Common Council Item Number: 15-3918	Date: 1/19/16
Submitted By: Ron Grall, Director of Parks, Recreation & Forestry Mona Bauer, Administrative Services Manager	City Administrator Approval: Kevin Lahner, City Administrator KL
Finance Department Review: Rich Abbott, Finance Director RA	City Attorney's Office Review: Brian Running, City Attorney BR
Subject: Approval and authorization of contract between City of Waukesha and 110% Inc. for Consulting Services.	

Details:
The Parks, Recreation & Forestry Department proposes to contract with 110% Inc. to secure their consulting services related to the delivery, training and implementation of the SD (Service Delivery)-Scorecard Program within the department. The SD-Scorecard is a Cloud-Internet based service delivery optimization tool that filters programs/services through four critical criteria: 1) Alignment with organizational purpose; 2) Financial viability; 3) Market position; and 4) Competitive landscape

As a result, the process identifies those programs/services an agency should be providing and how best to provide those services effectively and efficiently. As part of a methodical service analysis process, the SD-Scorecard assists agencies in delivering higher-quality service in a focused way, reducing wasteful, unnecessary duplication and investing in those programs/services which either meet a community need or provide an opportunity for return on investment.

Options & Alternatives:
110% Inc. is the sole source provider of the desired program/services described above (Details Section).

Financial Remarks:
Project/funding (\$30,000) was approved as part of the 2016 City Capital Investment Program (CIP) specifically as an Equipment Replacement Fund expenditure (0400-1917-68160-81212).

Executive Action:
Recommend approval of the proposed contract between City of Waukesha and 110% Inc. and authorize the Mayor to enter into this contract.

Committee Recommendation:
The Parks, Recreation & Forestry Board unanimously recommended to the Common Council to enter into a contractual agreement for the described services at their 12/21/15 regular meeting.



