

## AGENDA



## Recommendation for Council Action

## AUSTIN CITY COUNCIL

Regular Meeting: September 20, 2018

Item Number: 044

## Purchasing Office

Authorize negotiation and execution of a contract with Gemba Academy LLC, to provide lean and six sigma online training, for a term of one year in an amount not to exceed \$80,000. (Note: This procurement was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program. For the services required for this procurement, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

<b>Lead Department</b>	Purchasing Office.
<b>Fiscal Note</b>	Funding is available in the Fiscal Year 2017-2018 Budget Stabilization Reserve Fund of the Financial Services Department.
<b>Purchasing Language</b>	Professional Service.
<b>For More Information</b>	Inquiries should be directed to the City Manager's Agenda Office, at 512-974-2991 or <a href="mailto:AgendaOffice@austintexas.gov">AgendaOffice@austintexas.gov</a> or to the buyer, Erin D'Vincent, at 512-974-3070 or <a href="mailto:Erin.DVincent@austintexas.gov">Erin.DVincent@austintexas.gov</a> .
<b>Client Department(s)</b>	Office of Performance Management.

**Additional Backup Information:**

The contract will provide for e-learning training services for lean/continuous improvement. Lean is a best practice framework for problem-solving, coaching, and management that many organizations - both public and private - have adopted worldwide. It helps organizations develop people at all levels to improve their work and deliver value to customers; the benefits from which include significant improvements in operating costs, employee engagement, and customer satisfaction. Quite simply, it will help the City do more, and do it even better, with less. The City recently launched a process improvement program based on Lean that is focused on a combination of consulting and capability building throughout the organization. The City's program found success in its beginning stages as it trained staff from a variety of departments to complete various projects involving hiring, purchasing, and grant compliance. The projects streamlined the associated processes to better serve the customer and more efficiently utilize City resources.

The Office of Performance Management (OPM) team charged with carrying out this program currently includes one individual with efforts underway to slightly expand. This team is responsible for serving the entire City workforce, making scaling a challenge even with an expanded team. As a result, OPM seeks to procure the e-learning training service to supplement its bandwidth. Whether someone is part of a team focused on a specific consulting project or receiving training to carry out projects on their own, capability building around the tools and techniques used in process improvement projects among the City's workforce is incredibly important to the success of the overall program. The e-learning service will greatly aid the City's efforts around capability building.

The recommended contractor has extensive content, including over 1,000 online videos, the ability to host the content and track usage/progress of participants, quizzes, content in Spanish, access to recordings from lean/continuous improvement conferences, and government focused content. Furthermore, new content is added regularly. The contractor will also provide the City the ability to create custom learning paths for individuals and teams along with the availability of remote coaching.

This training service directly connects to the Government that Works for All strategic outcome and in particular, the following strategy: "Establishing a workplace culture of high performance, continuous improvement, and human centered innovation that encourages employee growth and inclusive collaboration. In addition, embrace technology, rapidly prototype potential solutions, and improve business processes to increase efficiencies and reduce red tape."

The funding for this contract is available in this fiscal year. If this item is delayed for approval or not approved, the funding may be forfeited and the program will be unable to proceed.