

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

405



FROM: Human Resources Dept.

SUBMITTAL DATE:
November 1, 2006

SUBJECT: Request for Sole Source Purchase of Crucial Conversations Materials and Crucial Confrontations Training and Materials

RECOMMENDED MOTION: 1) Approve the proposed purchase of Crucial Conversations Participants Tool Kits and Crucial Confrontations training and materials from VitalSmarts without securing competitive bids in accordance with Ordinance 459.4 in the amount of \$160,000; and 2) Authorize the Purchasing Agent to renew the award annually for up to two additional one year periods in an annual amount not to exceed \$190,000.

BACKGROUND: As a key component of the current Leadership Initiative, participants are being trained in Crucial Conversations skills. These skills focus on how to effectively conduct difficult and sensitive conversations that can impact both employee morale and organization performance. These skills are also used in having successful conversations with the public on sensitive issues.

Ronald W. Komers
Asst. County Executive Officer/Human Resources Dir.

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 160,000	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ 35,200	Budget Adjustment:	No
	Annual Net County Cost:	\$ 41,800	For Fiscal Year:	2006/07

SOURCE OF FUNDS: Participating Departments	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION:

APPROVE

County Executive Office Signature

- Policy
- Policy
- Consent
- Consent

Dep't Recomm.:
Per Exec. Ofc.:

Prev. Agn. Ref.:

District:

Agenda Number:

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BACKGROUND (continued)

Since introducing this training to the County, employees who have participated report excellent results in preventing and resolving problems by using these skills. The greater positive impact has been increased consistency in using these skills which has contributed to a more trustful and open organization climate, causing more information to be shared in a timely fashion, producing better results and more committed employees.

It is the responsibility of department heads and County managers to explain County programs and policies to County residents. Often times these programs or policies are negatively received by the public. By utilizing skills learned in the VitalSmarts programs, department heads and managers are able to achieve public support and commitment. These trainings are not about communications, but rather on achieving results.

The demand for this training county-wide and the reported effectiveness by those who have already been trained has prompted the inclusion of this training into the Management Excellence Academy and the Supervisory Excellence Academy, a target audience of approximately 4,000 employees.

For Phase II, the participants of the Leadership Initiative wish to take their skills to the next level to deal with more long term conflicts and severely damaged relationships by learning skills that directly address these specific areas. Reception of this class offered by a VitalSmarts Master Trainer, will enable us to determine if we will certify employees to teach this session as part of on-going curriculum.

JUSTIFICATION:

The Human Resources department has reviewed many products designed to provide this type of training and found Crucial Conversations and Crucial Confrontations to be the most effective product available at a reasonable cost. To provide continuity with previous training classes and continued high level effectiveness, the department needs to continue with this material. VitalSmarts, the creator of this program, is the only source from which participant materials, crucial conversations assessments and training for certification can be purchased.

PRICE REASONABLENESS:

VitalSmarts is the creator of these products. The County is purchasing this direct from VitalSmarts as opposed to resellers and receiving the lowest cost offered any comparable sized customer and represents an average cost per participant of \$200. The prices offered the County are VitalSmarts governmental rates and represent a 35% discount off the normal market price. In addition, the program cost is competitive when compared to other products on the market.

We urge sole source approval to purchase the materials to continue these valuable training programs.

Date: November 6, 2006
From: Ron Komers Department/Agency: HR
To: Board of Supervisors
Via: Purchasing Agent
Subject: Sole Source Procurement; Request for VitalSmarts training and materials

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The below information is provided in support of my Department requesting approval for a sole source. Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole source.

Supply/Service being requested: Crucial Conversations Participant Toolkits and Crucial Confrontations Training and materials

Supplier being requested: VitalSmarts, 282 W River Bend Ln, Provo, UT

Alternative suppliers that can or might be able to provide supply/service: none

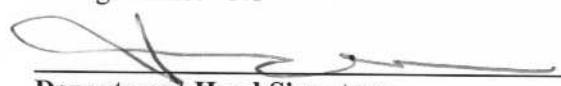
Extent of market search conducted: exhaustive

Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide: VitalSmarts designed and developed this training material which the county has adopted and is implementing county-wide through the Leadership Initiative and the Center for Government Excellence.


Reasons why my department requires these unique features and what benefit will accrue to the county: county-wide training in communications/results best practices. Continuing use of these materials will enable us to develop a common language and skills with which to approach sensitive conversations that get positive results without damaging respect.

Price Reasonableness: With government and quantity discounts, price is 35% below retail since training and materials coming directly from the source of origination.

Does moving forward on this product or service further obligate the county to future similar contractual arrangements? No


Department Head Signature _____ Date 11/2/06

Purchasing Department Comments:

Approve Approve with Condition/s Disapprove

Purchasing Agent _____ Date 11-6-06