



Metropolitan
Transportation
Authority

One Gateway Plaza
Los Angeles, CA
90012-2952

SUBJECT: TEAM BUILDING AND ORGANIZATIONAL ASSESSMENT SERVICES

ACTION: AUTHORIZE AMENDMENT NO. 2 WITH INNOVATIVE RESOURCES CONSULTANT GROUP, INC.

RECOMMENDATION

Authorize the Chief Executive Officer to execute Amendment No. 2 to Contract Number PS-3150-1283, with Innovative Resources Consultant Group, Inc. to provide team building and organizational assessment services in the amount of \$200,000 increasing the total contract value in the amount not to exceed from \$161,832 to an amount not to exceed \$361,832.

RATIONALE

In October 2001, Chief Executive Officer Roger Snoble announced a plan to reorganize the MTA's Operations Division into five services sectors. In order to carry out the reorganization, it was imperative that MTA Operations department have a clear plan to ensure a smooth transition from a highly centralized department to a decentralized one. Operation's Executive Team, with input and buy-in from the entire operations department, developed the strategic plan.

The plan is in alignment with the MTA's vision, values, goals and mission statement and incorporates "operation-specific" goals and objectives to ensure uninterrupted quality of service and safety for MTA's 1.2 million daily bus boardings and over 220,000 daily rail passengers. For the Service Sectors to be successful, it was necessary to incorporate teambuilding and leadership training for the Business Unit management staff that oversee approximately 7,500 employees and are directly accountable for MTA's passenger safety and service reliability.

In March 2002, the Deputy Chief Executive Officer selected Innovative Resources Consultant Group, Inc. to assist in the development of a strategic plan for the Operations Department and facilitate team building and leadership sessions for the General Managers, their management teams as well as his other direct-reports. Innovative Resources helped to develop and implement a process to communicate the strategic plan to Operations employees at the division level and gave them an opportunity to offer feedback on the plan.

Innovative Resources Consultant Group, Inc. was selected for their expertise in the areas of organizational development and leadership and team building. Innovative

Resources Consultant Group, Inc. has over 20 years of experience with numerous public and private agencies throughout the United States, including Metrolink, OCTA, City of Santa Monica, Caterpillar, Hitachi, and Hughes Aircraft.

In July 2002, Amendment No. 1 was issued to Innovative Resources to extend the period of performance and provide additional leadership training and team building sessions.

Amendment No. 2 will provide funding for the following tasks:

- Leadership and Teamwork Two Day Session
Gateway Cities & South Bay Sectors
- Leadership Training Two Day Session
Westside/Central & Finalize Training of San Gabriel and San Fernando Sector
- Two (2) 1-Day On Site Sector Administrative Support Training Sessions
- Leadership and Teamwork Two Day Session
Law Enforcement & Security
- Behavior Development to Support Values Focus Groups (Approx. 54 Division Level employees)
- Behavior Development to Support Values Focus Groups (Approx. 30 Division Level employees)
- Leadership Training Two Day Session
Rail and Facilities Departments
- Management Team One Day Session - September
- Leadership Training Two Day Session
Service Development, Planning, Vehicle Tech, FSP/SAFE
- Process Mapping

FINANCIAL IMPACTS

The funding of \$200,000 for this service is included in the FY03 budget in Cost Center 3010, Metro Operations Executive Office under Project Number 100033 Overhead Operations, Line Item Number 50316 Professional and Technical Services. In FY02 \$62,250 was expended for this contract to provide Leadership and Team Building training to San Fernando Valley Sector, San Gabriel Valley Sector, Executive Office Management Team and several focus groups at the Divisions.

ALTERNATIVES CONSIDERED

The primary alternative to the proposed contract amendment is to have MTA's Organizational Development (OD) perform their own Leadership and Team Building training. While this is possible, it would not be recommended. With two (2) of the Service Sectors (San Fernando and San Gabriel Valley) currently in operation and the other three (3) tentatively scheduled to go on-line by November 2002, it is crucial to their success that the team building process continue without interruption. There would be a major delay in training schedule in order to prepare the in-house Organizational Development group to conduct these various training sessions. Innovative Resources Consultant Group, Inc. developed the strategic plan with Operations' Executive Management Team and it is important to the continuity of the program to have them continue working with our division employees. Since some of the sectors have already begun this Leadership and Team Building process, the discontinuation of the program or a change in the scope of work would be detrimental to the success of our Sectors.

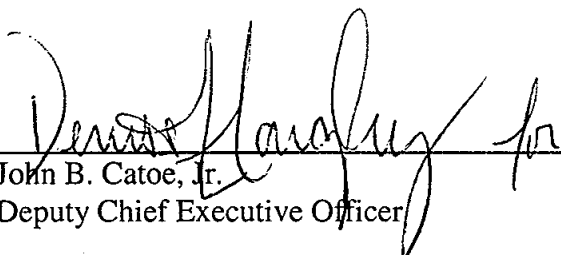
NEXT STEPS

The Office of the Chief Executive Officer is currently developing a Strategic Consultant Services bench for agency-wide use. This bench will provide all MTA departments' access to strategic planning, teambuilding, and executive coaching services. The bench contract will be submitted for Board approval in the fall of this year.


ATTACHMENT(S)

A. Procurement Summary

Prepared by: Cynthia Gibson



John B. Catoe, Jr.
Deputy Chief Executive Officer



Roger Snoble,
Chief Executive Officer

**BOARD REPORT ATTACHMENT A
PROCUREMENT SUMMARY**

TEAM BUILDING AND ORGANIZATIONAL ASSESSMENT SERVICES

1.	Contract No.: PS-3150-1283		
2.	Recommended Vendor: Innovative Resources Consultant Group, Inc.		
3.	Cost/Price Analysis Information:		
	A. Bid/Proposed Price: Contract: \$62,250 Am. 1: \$99,582 Am. 2: \$200,000 Total: \$361,832	Recommended Price: Contract: \$62,250 Am. 1: \$99,582 Am. 2: \$200,000 Total: \$361,832	
	B. Explanation of Significant Variances: Not Applicable		
4.	Contract Type: Time & Material		
5.	Procurement Dates:		
	A. Issued: Not Applicable		
	B. Advertised: Not Applicable		
	C. Pre-proposal Conference: Not Applicable		
	D. Proposals Due: Not Applicable		
	E. Pre-Qualification Completed: N/A – Initial Contract under \$100,000		
	F. Conflict of Interest Form Submitted to Ethics: August 1, 2002		
6.	Small Business Participation:		
	A. Bid/Proposal Goal: No Goal Recommended	Date Small Business Evaluation Completed: July 2, 2002	
	B. Small Business Commitment: Not Applicable		
7.	Invitation for Bid/Request for Proposal Data:		
	# Notifications Sent: N/A	# Proposals Picked up: N/A	# Proposals Received: N/A
8.	Evaluation Information:		
	A. Listing of Proposers: Vendor Name: Innovative Resources Consultant Group, Inc.	Proposal Amount: \$200,000	BAFO Amount: Not applicable
	A. Evaluation Methodology: Not Applicable		
4.	Protest Information:		
	A. Date Protest Period Ends: Not Applicable		
	B. Date Protest Received: Not Applicable		
	C. Disposition of Protest & Date: Not Applicable		
5.	Contract Administration Mgr: Donald C. Dwyer	Telephone No.: (213) 922-6387	
6.	Project Manager: Cynthia Gibson	Telephone No.: (213) 922-4424	

**BOARD REPORT ATTACHMENT A1
PROCUREMENT SUMMARY**

TEAM BUILDING AND ORGANIZATIONAL ASSESSMENT SERVICES

A. Background on Contractor

Innovative Resources Consultant Group, Inc. located at One Park Plaza, Suite 600, Irvine, CA 92614 has proven expertise in the areas of organizational development and leadership and team building. Innovative Resources Consultant Group, Inc. has over 20 years of experience with numerous public and private agencies throughout the United States, including Metrolink, OCTA, City of Santa Monica, Caterpillar, Hitachi and Hughes Aircraft.

B. Procurement Background

This is a non-competitive amendment to Innovative Resources Consultant Group, Inc. existing contract with the MTA. At the request of the MTA, Innovative Resources Consulting Group, Inc. submitted a proposal to provide additional Leadership and Teamwork training sessions:

Original Award Amount	\$ 62,250
Amendment No. 1	\$ 99,582

C. Evaluation of Proposals

A technical analysis was performed and the labor classifications and hours proposed were acceptable.

D. Cost/Price Analysis Explanation of Variances

The Executive Officer for Procurement waived the requirement for cost analysis. The recommended amendment price of \$200,000 has been determined to be fair and reasonable based upon price analysis performed using market-based rates for related efforts.

**BOARD REPORT ATTACHMENT A-2
LIST OF SUBCONTRACTORS**

TEAM BUILDING AND ORGANIZATIONAL ASSESSMENT SERVICES

PRIME CONTRACTOR – Innovative Resources Consultant Group, Inc.

Small Business Commitment

Other Subcontractors

No Goal Recommended

No Subcontracting Opportunities

Total Commitment N/A