

DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: November 16, 2011

Board Item: 2-A-5

Agreement with Simpler North America for Lean Consulting Services Contract 13913A

Action by Consent

Action

Information

On June 15, 2011, Denver Water issued a Request for Qualifications (RFQ) for Lean Professional Services. The RFQ was sent to firms identified in a search of available companies who perform this type of work and was also placed on Rocky Mountain Bidnet. Twenty-five firms submitted responses to the RFQ. The responses were evaluated based on a number of criteria including consultants' experience, references, and proposed teams. From that list, four were invited to participate in a Request for Proposals (RFP), issued August 9, 2011.

All four firms responded to the RFP and three were selected for an on-site interview with members of the Executive Team and other interested employees who had spent the summer learning about Lean. These three firms were evaluated based upon their proposed methodology for implementing Lean at Denver Water, the experience of their team, demonstrated ability to meet past schedules and budgets, organization and clarity of their proposal, and cost.

Simpler North America L.P. best met the requirements outlined in the RFP. Recognizing that the implementation of Lean at Denver Water is more than a set of business efficiency tools – that it will result in a cultural change in the organization towards one of continuous improvement – Simpler was brought back a second time to speak with the entire Executive Team, and a third time to speak with the Board.

Funds for a Lean consultant were estimated and included in the 2012 budget, in the amount of \$325,000.

Recommendation:

It is recommended that the Board approve Contract 13913A with Simpler North America, L.P. in the amount of \$300,000 through December 31, 2012.

Approvals:

Respectfully submitted,


for Patti Wells
General Counsel


James S. Lochhead
CEO/Manager


Brian Good
Special Assistant to the CEO/Manager