

Request for Legislation

An ordinance that authorizes the Director of Public Utilities to employ one or more professional consultants to provide general training and development of employees for a period of two years with two one-year options to renew.

Authorization to enter into a direct award contract with Operator Training Committee of Ohio (OTCO), for training Water, Wastewater Collections and Water Distribution employees, for a period of two years with two one-year options to renew.

Background/Purpose:

The Department of Public Utilities (DPU) is seeking a new contract as the existing General Training Services contract currently ends 09/11/2020. The need is to provide supplemental employee training and development accomplished through the establishment, implementation and evaluation of a comprehensive program in general, remedial, developmental and technical training for approx. 1, 575 DPU employees, as well as providing other related services.

The primary objectives of this program are to continue:

- Supporting the Business Goals of DPU and the Divisional Strategic Business Plans as they relate to training and skill development.
- Providing courses that support the workforce skill enhancement as it relates to DPU key business functions.
- Building and delivering customized training courses as needed.
- Assessing and measuring effectiveness of training.
- Evaluating/assessing, identifying and satisfying training needs whenever the organization takes on a new endeavor requiring new or upgrade of current skills.
- Making provision for obtaining the degree, licensure, certification, and continuing education directly related to jobs.

Additional authorization to employ Operator Training Committee of Ohio (OTCO) is requested because OTCO is an established state and regional Water Industry leader for training Water, Wastewater Collections and Water Distribution employees. OTCO's instructors have relevant, practical experience as they work in the water and waste water field. Further, OTCO's training program prepares employees to obtain required OH EPA license and certifications, and awards approved OH EPA contact hours. In the initial survey for these services, OTCO was the only proposer; and upon further investigation, they were found to offer the highest degree of training that DPU requires where OH EPA requirements are concerned.

Examples of courses delivered under the OTCO Contract
Pre Math Assessment Course (WPO's)
Basic Water Treatment Course and license exam (WPO's)
Advanced Water Treatment Course and license exam (WPO's)
Backflow Prevention (CWD plumbers, misc. investigators)

Scope of Work/Commodities/Services:

The list below reflects the categories of training that are needed in the contract. Each category may not be all inclusive; however, additional courses may be requested based upon need for related services and/or corresponding subject matter.

I. General/Soft Skill Training: Leadership Training, Customer Service, Coaching, Competencies listed in Performance Management System, Diversity, Team Building, Ethics, Professionalism, Accountability, Safety, Working in Municipal Government, Project Management, Succession Planning, Analytical Problem Solving, Dispute Resolution Mechanism, Business Objects, Working with Difficult People, Delegation, Computer Literacy, and Basic Literacy (reading, math, etc.) with the provision of applicable contact hours or CEU's.

II. DPU Administration Training: Strategic Thinking/Planning, Project Management, Business Analysis, Business Objects, Working in Municipal Government, Executive Coaching, and Workplace Climate Assessment/Employee Engagement.

III. Industry Specific Training : SCADA instrumentation installation and troubleshooting, PCCS, Bailey, Instrumentation, Water Plant Operator Training, Licensure and OEPA contact hours, Advanced Water Treatment Course (including exam and application fees), Basic Water Treatment Course (including exam and application fees), Pre-Assessment Math Module (pre-requisite) for Basic Water Treatment Course, Waste Water Operator Training, licensure, certification and OEPA contact hours, and WPC operational training, Trenching and Excavating, Electrical procedures and licensure, Map and Blueprint Reading, Machinist Training, Pipe Repair, Asbestos initial and refresher, Backflow prevention, Water Distribution training, licensure and OEPA contact hours, NERC Certification Training, and FERC Certification Training.

IV. Job Specific Training:

Customer Accounts Services - Strategies, tips and techniques for enhancing the quality of the customer service experience internally and externally;

Human Resources - Conducting relevant assessments (i.e. Strengths Finder, Burkman, Myers-Briggs, DiSC, Wonderlic, preferences testing, job specific skill assessment, etc.), Conducting job and task analysis, Talent Management, Acquisition & Employment, Talent Development, Workforce development, Kirkpatrick's Levels of Evaluation, Federal Mediation, ACA, ADA, FLSA, and FMLA Training, and Organizational Wellness Training

Information Technology training including: Software (current and future versions), Programming, Network, Systems Analysis and Design, HTML: The Language of the web, CCNA Certification, Cisco Certification, Microsoft Exchange Server, Oracle Intermediate and Advanced, System implementations/upgrades training.

Finance training: Government Accounting Principles, Budgeting, and Procurement.

Public Affairs training: Conducting internal and external communications for the department, coordinating department communications with divisions, developing marketing strategies for department initiatives, Adobe, Social Media, and software programs associated with providing marketing/communications products (i.e. video and photography applications) and website enhancement

Regulatory Compliance training for CWD, CPP, WPC: Occupational safety training, Risk Management Training, Energy conservation training, and CDL training (Class A and B).

Engineering training - CWD, CPP: Corrosion, Inspection, Professional Engineering Licensing, Underground Distribution Systems, and Overhead: National Electrical Safety Code.

Industrial Maintenance: Electricity Fundamentals, Engineer in Training Certification, Transmission Operation, Plumbers Line Installer and Mechanical Training, and Water Distribution Systems Operator Certification.

Justification:

- The contract with Kent State University – expires 09/11/2020
- The contract with Operator Training Committee of Ohio (OTCO) – expires 12/07/2020

Anticipated Costs and funding source:

Anticipated training cost for 2020 and 2021 is \$600,000.00 over the first two years. The cost breakdown for a two year period is projected as follows:

- CWD (which will also include Customer Account Services, CWD Engineering, HR, IT, Public Affairs, Safety, Security, and Maintenance) - \$340,000.00 (Funding source – Fund 52, Sub fund 001)
- CPP - \$150,000.00 (Funding source – Fund 58, Sub fund 001)
- WPC – \$80,000.00 (Funding source – Fund 54, Sub fund 001)
- Director’s Staff which includes TV 20 and Photo Lab - \$10,000.00 (Funding source – Fund 50, Sub fund 001)
- Office of Radio Communications - \$5,000.00 (Funding Source - Fund 50, Sub fund 002)
- Fiscal Control - \$15,000.00 (Funding Source – Fund 50, Sub fund 001)

Anticipated training cost with Operator Training Committee of Ohio (OTCO) for 2020 and 2021 is \$80,000.00

- Funding Source - CWD: Fund 52, Sub fund 001
- Funding Source – WPC: Fund 54, Sub fund 001

Schedule or Term of Contract:

Two years with two one-year options to renew.

Current Contract(s):

Vendor Information	Services/Work performed (current contract)	Contract Info	CSB Participation Goal 10% (OEO Actual %'s)
Kent State University	General Soft Skills, Job Specific Training and Technical Training	Contract #: PS2013-210 Awarded Amt: \$721,210 Contract Total-to-date: \$540,833.61 Contract Exp. Date: 09/11/2020	Kent State made a good faith effort to meet the OEO goal.
Operator Training Committee of Ohio	Water, Wastewater & Distribution training	Contract #: PS2014-96 Awarded Amt: \$140,000 Contract Total-to-date: \$94,436 Contract Exp. Date: 12/07/2020	0% OEO determined that it was impractical to subcontract portions of this contract due to no available firms to perform these services.

Previous Contract(s):

Vendor Information	Services/Work performed (current contract)	Contract Info	CSB Participation Goal 10% (OEO Actual %'s)
Cleveland State University	General Soft Skills, Job Specific Training and Technical Training	Contract #: PS2013-210 Awarded Amt: \$585,000 Contract Total Spent: \$184,552.43 Contract Exp. Date: 10/16/2015	17.265%
Training Services International	OSHA Regulatory Training (i.e. OSHA 10, 30, Asbestos initial and refresher)	Contract #: PS2014-59 Awarded Amt: \$191,000 Contract Total Spent: \$191,000.00 Contract Exp. Date: 4/8/2016	0% OEO determined that it was impractical to subcontract portions of this contract due to no available firms to perform these services.
Operator Training Committee of Ohio	Water, Wastewater & Distribution training	Contract #: PS2014-96 Awarded Amt: \$75,000 Contract Total Spent: \$75,000.00 Contract Exp. Date: 5/27/2016	0% OEO determined that it was impractical to subcontract portions of this contract due to no available firms to perform these services.