



# MEMORANDUM

Council Agenda  
Item No. X. E  
6/20/2023

## The City of OKLAHOMA CITY

TO: Mayor and City Council

FROM: Craig Freeman, City Manager

Concurrence with the Oklahoma City Water Utilities Trust in ratifying and approving Addendum No. 1 and approving a Professional Services Agreement with Spencer Stuart Start US, Inc., dba Kincentric (C239035), Employee Engagement Communications Plan, estimated cost \$194,700, plus out-of-pocket expenses, June 6, 2023 through June 5, 2025.

**Purpose:**

To ratify and approve Addendum No. 1 and approve a professional services agreement.

**Background:**

The request for proposals (RFP) was advertised in the Journal Record and posted in the electronic bidding system. Fifty-two potential providers viewed the request for proposals, with six firms submitting proposals. Proposals were evaluated by the selection committee based on the RFP requirements. Spencer Stuart Start US Inc., dba Kincentric was determined to have submitted the most favorable proposal of services and expertise.

Professional services include the performance of comprehensive employee engagement evaluations; conducting a broad range of employee focus groups to identify employee concerns; determining key divisional and department challenges and opportunities and recommending benchmarks for continuous improvement; developing specific workforce communications strategies for each area of identified concern; and developing detailed implementation plans to systematically migrate the whole organization to a top-performing level as determined during the completion of work.

In lieu of a performance bond, a milestone payment plan was agreed upon.

**Professional Services Agreement:**

(C239035)

Spencer Stuart Start US Inc., dba Kincentric

Professional Services for Employee Engagement Communications Plan

**Estimated Cost:**

\$194,700, plus out-of-pocket expenses

**Notification:**

Addendum No. 1 was issued to prospective proposers on February 24, 2023.

**Source of Funds:**

OCWUT-Water Trustee Account-OCWUT W Trust Operations-W Administration & Trust-Professional Services (360-3010-3901100-06010-52040046)

OCWUT-Sewer Trustee Account-OCWUT WW Trust Operations-WW Administration & Trust-Professional Services (360-3510-3801100-07010-52040046)

**Review:**

Utilities Department

**Recommendation:** Concur with Oklahoma City Water Utilities Trust in ratifying and approving the addendum and approving the professional services agreement.