



CITY OF RAPID CITY

Growth Management Department
300 Sixth Street
Rapid City, South Dakota 57701-2724

MEMORANDUM

TO: Mayor Shaw and City Council

FROM: Marcia Elkins, Director
Growth Management Department

DATE: March 2, 2005

RE: Professional Services Agreement
Virginia Wood Nelson Med. LPC, CEAP

The Growth Management Department requests authorization for the Mayor and Finance Office to sign a Professional Services Agreement with Virginia Wood Nelson to continue Customer Service Training for the Growth Management Department staff per the attached Proposal for Services in an amount not to exceed \$9,000.00.

STAFF RECOMMENDATION: Authorize Mayor and Finance Office to execute the Professional Services Agreement with Virginia Wood Nelson in accordance with the Proposal for Services for Customer Service Training for the Growth Management Department staff in an amount not to exceed \$9,000.00.



EQUAL OPPORTUNITY EMPLOYER
EQUAL OPPORTUNITY EMPLOYER

PROFESSIONAL SERVICES AGREEMENT

FOR AND IN CONSIDERATION of the mutual benefit inuring to the parties hereto, this Agreement is entered into the _____ day of _____, 2005, between the City of Rapid City, hereinafter "City," and Virginia Wood Nelson subject to the following terms and conditions:

1. The purpose of this Agreement is to allow Virginia Wood Nelson to perform professional training in the areas of customer service, conflict resolution and effective team building for the Department of Growth Management;
2. Ms. Nelson will be required to provide to the City the services outlined in her "Proposal for Services to the City of Rapid City" which is incorporated herein by this reference.
3. The City will be required to compensate Ms. Nelson for her services as follows:
 - a. Pre-Training Consultation: Creation and coordination of employee survey and meetings related to training at the rate of \$100 per hour.
 - b. Training and Organization Development at the rate of \$150 per hour.
 - c. DISC profile at the rate of \$75 per profile.
4. Ms. Nelson will provide master copies of any materials to the City. She will be reimbursed for those materials at cost. In order to be reimbursed she shall provide to the City an itemized receipt specifically enumerating any costs that she is requesting reimbursement for.
5. In no event shall the cost of services provided to the City by Ms. Nelson exceed \$9,000.00.
6. Ms. Nelson knowingly, intelligently, and voluntarily agrees to indemnify and hold harmless the City, and their employees, officers, and agents, in whole or in part, from any claim, loss or damages arising as a result of any services performed under this Agreement, whether direct or indirect, whether to person or property, and including worker compensation claims.
7. This contract contains the entire Agreement between the parties, and is subject to and will be construed under the laws of the State of South Dakota, and may be amended only in writing signed by both parties.

Dated this _____ of _____, 2005.

CITY OF RAPID CITY


Virginia Wood Nelson

Mayor

ATTEST:

Finance Officer
(SEAL)

APPROVED AS TO FORM
CITY ATTORNEY'S OFFICE



Attorney

2-14-05

Date

**Proposal for Services to the City of Rapid City
From Virginia Wood Nelson M.Ed.,LPC. CEAP**

Goal One: To continue customer service training so as to maintain and increase internal and external customer satisfaction. To provide training for the Growth Management Department that builds competencies in team effectiveness, delegation, and cross department collaboration.
These competencies achieved will result in higher individual and department productivity and customer satisfaction.

Goal Two: To provide organizational consultation to the leadership of the Growth Management and Public Works department. Creating a department with clear goals, team functions defined and strong cross department relationships that will lead to high levels of productivity.

Proposed Project Process for Goal One:

A series of training opportunities will be provided on the following topics.

1. Building effective teams. What are our challenges?
2. Delegation: What, When, and How.
3. Cross department collaboration: Creating clear boundaries for effective collaboration between the Growth Management and Public Works Departments.
4. Understanding our personal work style using the DISC profile.

Proposed Training Duration:

Training to be provide on an every other month basis through December 2005.

Proposed Project Process for Goal Two:

1. To meet with the City head of Growth Management department and coordinators to assess and formulate a strategy for greater team functioning.
2. To meet with both the leadership of Growth Management and Public Works to assess and formulate strategies for effective interdepartmental customer service delivery.

Virginia Wood Nelson Med. LPC,CEAP

22882 Pine Meadow Court
Rapid City, South Dakota, 57702
605-342-2588
Cell: 605-381-0659
E-mail: ginnynelson5@msn.com

Fees for Service

Training:	\$150.00 per hour
Organization Development and consultation:	\$100.00 per hour
DISC profiles	\$75.00 per profile
Materials:	At Cost

Estimated times and total costs per service:

Training: Based on estimated 30-36 hours of service:
Estimated total: \$5,400.00

DISC Profiles: Based on estimated 4-8 profiles. Estimated total: \$600.00

Organizational Development

And Consultation: Based on both individual sessions with the heads of Growth Management and Public Works departments and their leadership teams, an estimated total time of between 25-30 Hours. Estimated total: \$3,000.00

Total Cost of Services not to exceed: \$9,000.00

Thank you for the opportunity to submit this proposal. Any questions may be directed to me at the address and phone numbers listed below.

Virginia Wood Nelson Med. LPC,CEAP

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