

Management Consultant Update: 7-9-2021

On our project, this past week,

I finalized the letter of intent for Jacob and assisted in getting that out the door to Councilmember Jardon. The final version is attached for your reference.

Several management companies reached out to me to ask questions or seek additional clarification on the RFP – reminder they are due next Friday (the 16th). I hope you'll get several of them to review. I will deliver those to you next Friday and we'll add them to the packet.

I asked for two topics to be added to the agenda (which is published today): 1) the Management proposals and 2) Insurance Brokers' presentation of quotes. The Broker mentioned he hopes to have all the quotes in hand in time for the meeting, we may be short one or two.

For the new task: reviewing and writing policies to improve the operations including contract management, request for proposals, etc.... First, I'm excited about this task. I'm a policy geek and love good operational and effective procedures. So, thank you for adding this. The outcome of this effort will be good for the SOA for the long term regardless of which way you go on management. We see the benefit of having good procedures and practices in place along with expectations of the Board as it relates to the Manager, just in the SNC contract.

Yesterday, in response to my request, Ryan sent me the attached list of policies and list of resolutions adopted by the Board. However, you'll note there is no Board or procedural policies related to issuing of RFPs or contract management. Which, may explain why there seemingly is not effective management.

It's important that we understand what the current policies are before we bring new policies forward. Further, if we already have an adopted policy or procedure, we have known that so the Board's actions will override and replace what is currently in place with the new policy.

After reviewing what Ryan sent, looks like we might not have any policies to review so, good news, we'll start from scratch, which gives us the freedom to write what needs to be done. (I am good with that).

However, I've asked Ryan for additional information based on a review of the spreadsheet provided.

I've also asked him for a meeting because I'd like to better understand the thinking and processes, or the lack thereof. Even without a written policy, there should be a standardized way to manage contracts, issue RFP or bids, etc. Without that, is it really as haphazard as it appears?

I spoke with Mark about what he's identified as lacking or procedures needing improvement. We had a good conversation about what is needed.

I will be calling the rest of you Monday – or will you send me a time that works for you. **What I want to know is what do you think is missing that will allow you to make good decisions?** For the Board meetings and otherwise. When reviewing the contracts, what's not on the agenda you need to make that decision. I noticed there are no accompanying reports to your agenda topics – I plan to include a policy that requires a short memo with each item summarizing the project or item and why it's on your agenda.

~Nancy