

Mayor and Council Communication

DATE: 10/25/22

M&C FILE NUMBER: M&C 22-0863

LOG NAME: 14FY 2023 WORK SHIELD

SUBJECT

(ALL) Ratify Execution of a Vendor Service Agreement with Work Shield, LLC for the Purpose of Providing an Intelligence Platform which Provides Intake, Reporting, Investigation and Resolution of Workplace Harassment, Discrimination and Other Title VII-Based Issues, Along with the Reporting Functions by City Employees, in the Amount of \$155,556.00

RECOMMENDATION:

It is recommended that the City Council ratify the execution of a vendor service agreement with Work Shield, LLC for the purposes of providing an intelligence platform which provides intake, reporting, investigation and resolution of workplace harassment, discrimination and other Title VII-based issues, along with the reporting functions by City employees, in the amount of \$155,556.00.

DISCUSSION:

Work Shield will provide the City 24/7 support to address Title VII related issues including discrimination and harassment. In addition, the third-party vendor will handle executive-level complaints with discretion while removing any potential bias on behalf of the City. Cases that require litigation can easily be transitioned from the third-party vendor to the City Attorney's Office without concern of accuracy or liability. Case files will automatically be prepared for each complaint for City reference or needs. Complaints will be reviewed and filtered by the third-party vendor and issues unrelated to Title VII will be directed to the Employee and Labor Relations Division ("ELRD") for handling. This solution will expand the bandwidth and timeliness of response to handle complaints and appeals. Complaints will be managed in a structured and online format accessible to ELRD staff and third-party attorneys. This will help maintain continuity of services by both teams. The implementation of the third-party vendor will result in savings related to City legal expenses while expanding service levels. This solution improves ELRD's performance expectations to proactively meet City and employee needs.

The collaboration and implementation with Work Shield will provide improved services for employees with complaints. A prompt response that leads to quick resolution of a complaint or grievance will boost employee morale and productivity and can prevent costly legal action. The partnership with Work Shield will provide the additional support needed without an increase in staff and improve overall services for employees, vendors, and citizens.

DVIN: A waiver of the goal for Business Equity subcontracting requirements was requested and approved by the DVIN because the waiver request is based on the sole source information provided. HR submitted a Chapter Exemption 252 form approved by Assistant City Attorney - Jeremy Anato-Mensah to waive the business equity goal requirement.

Funding is budgeted in the Other Contractual Services account of the Human Resources Administration Department's General Fund.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that funds are available in the current operating budget, as previously appropriated, in the General Fund to support the approval of the above recommendation and execution of the agreement. Prior to any expenditure being incurred, the Human Resources Department has the responsibility to validate the availability of funds.

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Additional Information Contact: