



Office of the City Manager

CONSENT CALENDAR  
July 9, 2024

To: Honorable Mayor and Members of the City Council  
From: Dee Williams-Ridley, City Manager  
Submitted by: David Sprague, Fire Chief  
Subject: Contract: Gallup, Inc for employee engagement and development

RECOMMENDATION

Adopt a Resolution authorizing the City Manager or her designee(s) to enter into a contract and any amendments with Gallup, Inc for reporting, coaching and learning tools and resources that focus on employee strengths-based development as a sole source. The contract will be effective August 1, 2024 and end on September 30, 2026 in an amount not to exceed \$150,000. The contract may be extended for up to four additional years at a cost not to exceed an additional \$75,000 per year.

FISCAL IMPACTS OF RECOMMENDATION

All funds required to pay for this contract are in the Department's baseline operating budget. Funding sources include but are not limited to Measure FF, UC Settlement Funds, and the General Fund.

CURRENT SITUATION AND ITS EFFECTS

The Department has been working diligently to develop systems, programs, and resources to support employee development across all classifications. One key area of focus is developing current and future supervisors. We believe well trained supervisors are the key to happy and satisfied employees. The Department has hosted numerous leadership and management courses subsequent to receiving a \$180,000 FEMA grant, Department leaders have established quarterly meetings with all supervisors to discuss current topics and needs, and the organization is in the middle of hosting its first supervisor development academy.

We have used Gallup products and concepts extensively and have found them to provide a great value to those who have engaged with them. The Department is seeking to engage Gallup in a long-term agreement and integrate their services into established leadership development programs.

Developing employees is a Strategic Plan Priority Project, advancing our goal to:

- provide excellent, timely, easily-accessible service and information to the community, and
- attract and retain a talented and diverse City government workforce.

### BACKGROUND

Gallup's programs are based on the most comprehensive research on the topic. Gallup has studied Over 3.3 Million Workers Across 100,000+ Teams, across 50 diverse industries and across the globe. This data has been used to develop a comprehensive understanding of what employees need most to perform their best. Gallup's 12-item engagement survey, referred to as the " Q12," is the culmination of that research.

The Gallup CliftonStrengths assessment and CliftonStrengths program are wholly owned by Gallup and not distributed through or provided by anyone but Gallup. Additionally, Gallup retains the exclusive rights in granting a license for use of its intellectual property.

The CliftonStrengths assessment helps individuals, teams and organizations discover and develop their natural talents. The assessment consists of 187 paired questions and measures the presence of 34 talent themes. The CliftonStrengths program consists of multiple reporting, coaching and learning tools and resources that focus on strengths-based development and how to use it for personal development and the development of others.

Because of the proprietary trade secret information involved in the CliftonStrengths assessment, this type of service cannot be obtained from any other source and, therefore, Gallup should be accepted as a sole source provider.

### ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

There are no identifiable environmental effects, climate impacts, or sustainability opportunities associated with the subject of this report.

### RATIONALE FOR RECOMMENDATION

The Department is committed to developing its employees, especially its current and future supervisors. The Department has extensive experience with Gallup products and services and have found them to be very helpful.

### ALTERNATIVE ACTIONS CONSIDERED

None

### CONTACT PERSON

David Sprague, Fire Chief, (510) 981-3473

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**Attachments:**

- 1: Resolution
- 2: Sole Source Letter

RESOLUTION NO. ##,###-N.S.

CONTRACT: GALLUP, INC FOR EMPLOYEE ENGAGEMENT AND DEVELOPMENT

WHEREAS, the Department has been working diligently to develop systems, programs, and resources to support employee development across all classifications. One key area of focus is developing current and future supervisors; and

WHEREAS, we believe well trained supervisors are the key to happy and satisfied employees. The Department has hosted numerous leadership and management courses subsequent to receiving a \$180,000 FEMA grant, Department leaders have established quarterly meetings with all supervisors to discuss current topics and needs, and the organization is in the middle of hosting its first supervisor development academy; and

WHEREAS, we have used Gallup products and concepts extensively and have found them to provide a great value to those who have engaged with them. The Department is seeking to engage Gallup in a long-term agreement and integrate their services into established leadership development programs; and

WHEREAS, the Gallup CliftonStrengths assessment and CliftonStrengths program are wholly owned by Gallup and not distributed through or provided by anyone but Gallup. Additionally, Gallup retains the exclusive rights in granting a license for use of its intellectual property; and

WHEREAS, the CliftonStrengths assessment helps individuals, teams and organizations discover and develop their natural talents. The assessment consists of 187 paired questions and measures the presence of 34 talent themes. The CliftonStrengths program consists of multiple reporting, coaching and learning tools and resources that focus on strengths-based development and how to use it for personal development and the development of others; and

WHEREAS, because of the proprietary trade secret information involved in the CliftonStrengths assessment, this type of service cannot be obtained from any other source and, therefore, Gallup should be accepted as a sole source provider.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager or her designee(s) to enter into a contract and any amendments with Gallup, Inc for reporting, coaching and learning tools and resources that focus on employee strengths-based development as a sole source. The contract will be effective August 1, 2024 and end on September 30, 2026 in an amount not to exceed \$150,000. The contract may be extended for up to six additional years at a cost not to exceed an additional \$75,000 per year.

GALLUP®

June 5, 2024

To Whom it May Concern:

This letter serves as a sole source letter to describe the CliftonStrengths® assessment and the CliftonStrengths program, which are proprietary material developed by Gallup, Inc.

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The CliftonStrengths assessment helps individuals, teams and organizations discover and develop their natural talents. The assessment consists of 187 paired questions and measures the presence of 34 talent themes. The CliftonStrengths program consists of multiple reporting, coaching and learning tools and resources that focus on strengths-based development and how to use it for personal development and the development of others. The web portal and learning tools include materials designed to help others understand, apply and integrate CliftonStrengths results into their lives and organized roles.

Because of the proprietary trade secret information involved in the CliftonStrengths assessment, this type of service cannot be obtained from any other source and, therefore, Gallup should be accepted as a sole source provider.

If you have any questions about the Gallup process or Gallup's qualifications to be a sole source provider, please do not hesitate to contact me.

Very truly yours,



LISA B. KIICHLER  
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