

QLife Network

QualityLife Intergovernmental Agency

AGENDA

QLife Special Board Meeting

Tuesday, February 9, 2016 6:30 p.m.
The Dalles City Hall, 313 Court Street
2nd Floor Conference Room

1. Call to Order
2. Roll Call
3. Approval of Agenda
4. Options for Administrative Services
5. Adjourn

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AGENDA STAFF REPORT
QUALITYLIFE INTERGOVERNMENTAL AGENCY

TO: QLife Board of Directors
FROM: Nolan K. Young, Administrative Staff
DATE: January 8, 2016
ISSUE: How to acquire administrative services for QLife?

RELATED GOAL OBJECTIVE: Develop options for acquiring administrative services and pursue selected approach.

BACKGROUND: During its' first ten (10) years of operation QLife obtained administrative and financial services for QLife through a contract with the City of The Dalles. QLife has no salaried employees of their own, they contract for all of their services. QLife currently has a contract with Nolan Young to provided administrative services until March 31st 2016. The board needs to give direction on how they wish to obtain administrative services in the future.

The survey recently sent to the QLife Board, The Dalles City Council and Wasco County Commission included the following Question:

5. *Which of the following options for operating QLife would you like to further investigate?*
 - a. *Part Time Administrator (5 to 20 hours per week) with Current Contracts*
 - b. *A RFP for a Single contact for operation of system by a third party*
 - c. *New contact with one of the partners or a third party for Admin. Services*
 - d. *A RFP for a mix of service providers*

The responses received to that question are summarized below:

- 1) **3 responders:** *Part-Time Administrator (5-20- hours per week) with current contracts for other services.*
- 2) *Any okay within reasonable cost*
- 3) *Single contract for operation by a third party or third party administrative Services (including clerical and financial). Would provide continuity for Operation.*
- 4) *Insufficient facts to decide*
- 5) *All may be viable, but we should not ignore continuing in the same manner we have been operating the system. There will be a new City Manager and that might be one of his/her*

responsibilities or perhaps the County could look at this as an option. Whatever the case, we need to control costs and not start driving up the administrative costs of the operation.

Staff recommendation: Direct Staff to work with the Board to find a half-time contractual Administrator at a rate of \$4500/month. Further direct the QLife Attorney to re-negotiate the agreement with City of The Dalles for the city to provide only financial services for QLife.

The following Considerations were taken into consideration when a rate of \$4500 per month was recommended.

- The compensation would need to be high enough to attract a qualified applicant to this part time job.
- The skills need would include strong management and communication skills and a basic understanding of the telecommunication and broadband business.
- The Contractor would need to provide their own equipment (electronics and phone) and work space. We may want to ask the city for space for three file cabinets for records including minutes.
- The hourly rate would be about \$52.
- The City of The Dalles top Department Manager salary equals \$45.95 per hour but also includes 13.5% for retirement and 85% of the premium for a family health plan.
- QLife's Technical contract is for \$69 per hour but includes a team of consultants available to us.
- Our current contract for administrative service is for \$88 per hour for an independent contractor who has experience and knowledge of QLife since its beginning.

Our recommendation includes having our new contractor handle the duties currently performed by the Executive Secretary for The Dalles City Manager. This proposal is similar to the City's contract for airport management where the managers assumed the reporting, agenda and minute responsibilities previously done by a secretary with the city. The contractor could use others to provide those services at their cost if desired. Attached is a proposed job description or Work Scope for the proposed contract. We have also attached a list of the non-financial clerical and secretarial duties currently performed by the city.

An option would be to hire a part-time contractual Administrator (average of 15 hours per week) at a rate of \$50/hour. We believe the half-time position with a monthly rate increases the pool of applicants, increase the resources QLife has to manage and expand its business and provides the contractor flexibility in how they deliver the service (i.e.; separate clerical assistance). We will discuss the budgetary differences between 15 hours per week at an hourly rate and the half-time at a monthly rate under budget implications. We may also wish to consider increasing the recommended rate to an amount closer to what we pay for network technical services.

ADDITIONAL ALTERNATIVES:

1. Change the rate of compensation or hours recommended
2. Exclude the clerical duties performed by the city and continue that contract.
3. New contact with the city or county for Administrative Services.
4. Develop an RFP for a Single contractor to operate the system as a third party. Tillamook County has a broadband system they operate this way.

BUDGET IMPLICATIONS: A 15 hour a week Administrator would cost QLife \$3,250 per month or \$39,000 per year. The proposed amended budget is for \$3,500 per month for administrative services. A half-time Administrator at a rate of \$4,500 per month would be \$54,000 per year. The cost of a 15 hour per week Administrator would be 6% of our budgeted annual customer revenue. The half-time is 8.3% of our customer revenue.

BOARD ALTERNATIVES:

1. **Staff recommendation:** Direct Staff to work with the Board to find a half-time contractual Administrator for Board consideration at a compensation rate of \$4,500/month. Further direct the QLife Attorney to re-negotiate the agreement with City of The Dalles for the city to provide only financial services for QLife.
2. Direct Staff to work with the Board to find a part time contractual Administrator (average of 15 hours per week) at a salary \$50/hour. Further direct the QLife Attorney to re-negotiate the agreement with City of The Dalles for the city to provide only financial services for QLife.
3. Change the compensation rate or hours recommended.
4. Have additional discussions with city or county about them providing Administrative Services.
5. Develop an RFP for a Single contactor to operate the QLife system as a third party.

Scope of Work

(February 1, 2016)

Title: QLife Administrator

Employer: QualityLife Intergovernmental Agency (QLife)

Duties and Responsibilities:

Section 1: Administrative Structure and Responsibilities

The Administrator is the Chief Appointed Officer of QLife and works under the general direction of the QLife Board.

Section 2: Duties

The Administrator's duties shall include the following:

1. Coordinate with and obtain the assistance of the QLife Attorney as needed.
2. Monitor QLife's other contracts for services (i.e.; engineering, network technical operation, GIS and finance).
3. Be QLife's primary contact for current and new customers desiring QLife services; including providing quotes and completing and implementing service orders with assistance of QLife's Engineer and Network Technician.
4. Manage all other leases, contracts and agreements that QLife has or may enter into.
5. Fill out and submit all required Local, State and Federal reports, forms and permits with the assistance of QLife's Attorney, as needed.
6. Prepare the QLife budget and be responsible for monitoring revenues, expenditures, and obligations. The Administrator will adhere to QLife's Purchasing Policy.
7. Work with the City of The Dalles Finance Director on financial issues and transactions.
8. Be the project manager on all construction projects for QLife unless otherwise directed by the Board. This will include bid preparation and subsequent compliance by the contractor.
9. Implement QLife's Strategic plan including all goals and objects and give regular reports to the Board on the progress of each.
10. Prepare and implement a five (5) year capital improvement plan with regular reports to the Board.
11. Pursue grant opportunities and prepare grant applications.
12. Record Board Meetings and produce and maintain records of all Board activities, including but not limited to agendas, notice of meetings, minutes, and correspondence.

Exhibit "A"

13. Maintain records and filing systems and all other administrative functions pertaining to QLife.
14. Attend Board meetings and provide a monthly report to the Board on QLife's activities.
15. In consultation with the Board Chair, prepare the Agendas for QLife Board meetings and provide reports on action and discussion items as needed.
16. Attend meetings and conferences pertaining to management and operation of QLife and be reimbursed for reasonable expenses incurred in such travel.
17. Work a schedule that best meets the needs of QLife as approved by the Board.
18. From time to time may be assigned additional tasks or responsibilities that can be accomplished within the time allotted under the contract.

Executive Secretary's QLife Duties:

1. State and Federal forms including: FCC Forms 477, 473, 498 and certifying BEARS (e-rate invoices that the school district and ESD create), Form L and annual fee statement.
2. Answer phones, direct inquiries to the appropriate person, assist customers with billing questions (in coordination with Finance)
3. Process invoices, coordinate with technical manager when projects are complete and ready to bill as well as if incoming invoices are pass through.
4. Keep spreadsheets of projects that have an up to limit so that we don't over bill.
5. Spreadsheet for all payments made (monthly for board packet)
6. Spreadsheet of all customers and charges identified by SO
7. Create City Invoice to QLife for staff time (Maybe a city function)
8. Create SO's and make sure numbers are correct, billing is clear and fully executed
9. Coordinate with City of The Dalles finance to assure A/P and A/R are accurate, signature cards for checking account and credit card are up to date
10. Code and forward all invoices to Board President for authorization
11. Create draft agendas - assure Board packets are complete and are distributed in a timely fashion
12. Attend all board meetings and take minutes
13. Create and work trade booths
14. Maintain QLife website
15. Keep records of resolutions