

# THE VILLAGE OF MONTROSE

**POLICY TITLE:** CONTINUOUS SERVICES POLICY

**POLICY #1792**

**POLICY STATEMENT:**

It is the policy of Council to ensure that the Village receives value from suppliers of continuous services through the periodic evaluation of the quality and cost of services provided.

**POLICY BACKGROUND:**

The Village contracts a broad range of services essential to the day-to-day operation of the municipality. These include professional services, e.g. legal, auditing, and engineering, and they include trades and construction services, e.g. electricians, heavy equipment, etc. The quality of such services has not been evaluated systematically, leaving the appearance that firms providing such services are permanently established, and qualified competitors are denied an opportunity to offer their services.

**POLICY GOAL:**

The goal of this policy is to ensure fairness and efficacy in the procurement of continuous services.

**POLICY OBJECTIVES:**

1. To limit the application of this policy to continuous services of a cost exceeding one thousand dollars (\$1,000) per year.
2. To request a fee or rate schedule from each continuous service provider within 90 days following the adoption of this policy, and to require service providers to notify the Village of all fee or rate changes.
3. To invite rate schedules and service range and quality proposals from qualified competitors when a notice of a rate increase is received from an established continuous service provider.
4. To assign higher importance to service range and quality, and lower importance to the cost of services in the evaluation of continuous service proposals.
5. To produce an annual performance report not later than August 31 in each year for each provider of a continuous service, such report to include a summary of work performed during the past twelve months, the cost of the work performed, and a statement on the quality of the work perform.

Initially approved at meeting #28-03, December 16, 2003

Last reviewed and confirmed unchanged at meeting #39-11, December 5, 2011

Next scheduled to be reviewed on December 3, 2012

