



*Teaching Local Governments Sound Principles<sup>SM</sup>*

**Proposal and Letter of Agreement  
To Provide  
*Customer Service Training*  
For  
**FORT COLLINS,  
COLORADO****

***Mountain West Municipal Workshop Series<sup>SM</sup>***

**October 20<sup>th</sup>, 2004**

Prepared by

The James Madison Group

410 East 900 North

North Salt Lake Utah

801-292-5444

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[www.municipalworkshops.com](http://www.municipalworkshops.com)

The James Madison Group agrees to provide the following services to the City of Fort Collins in 2005:

**Description, Length of Service, and Fees**

<b>Employee Training</b>	<b>Description</b>	<b>Rate</b>
Customer Service Program for Municipal Employees	Program scheduled in 2005 for the dates of May 10 <sup>th</sup> , 11 <sup>th</sup> , and 12 <sup>th</sup> . Each day will include a four-hour morning session covering a different topic each day: 1) Communication Excellence in the Public Sector; 2) Customer Service Excellence in the Public Sector; and 3) Dealing with Angry Citizens and Difficult People.	\$180 per attendee, with a minimum of 20 employees

**Services Provided by The James Madison Group**

The James Madison Group will provide all services as outlined in this agreement. The City of Fort Collins' role will be to encourage their employees to attend the workshop, provide a training facility, and work with The James Madison Group in preparation for the event.

**Ownership of Materials**

The James Madison Group will retain rights and ownership of course materials.

**Duplication of Materials**

The James Madison Group will duplicate and bind materials.

**General Information Re: Expenses**

The James Madison Group will cover its own air travel expenses, including hotel, meals, telephone expenses and ground transportation.

**Investment:**

The total investment for 2005 will be at least \$3600, which represents at least 20 people completing the Customer Service Program at the rate of \$180 each. The investment will be higher if more than 20 people attend based on the \$180 per-person rate. In the event that the City of Fort Collins is not able to find at least 20 people to complete the Customer Service Program, they may combine with Larimer County or other organizations to get at least 20 people to attend.

**Cancellation Policy**

The workshop may be cancelled within 30 days of the event.

**Payment**

The James Madison Group will fax or give an invoice for its services to The City of Fort Collins either the day the services are performed or shortly thereafter. The City of Fort Collins will pay the invoice "Net 30."

**Hold Harmless**

*Handwritten:* JMD  
10/22/07

To the extent permitted by law, The City of Fort Collins hereby releases, holds harmless and indemnifies The James Madison Group from any and all responsibility or liability for any damages or consequences resulting from the implementation of the advice or information given The City of Fort Collins in regards to the Customer Service Program.

This agreement constitutes the entire services agreement between the parties as signed below.

The City of Fort Collins  
215 North Mason, 2<sup>nd</sup> Floor  
Fort Collins, CO 80522  
Phone: 970-416-2430

The James Madison Group  
410 East 900 North  
North Salt Lake UT 84054  
Phone: 801-292-5444

Authorized Signature

Authorized Signature

Printed Name:

*Handwritten signature: James B. McNeill*

Brian Muir

Title:

*Handwritten:* DIRECTOR OF PURCHASING  
+ RISK MANAGEMENT

President

Date:

*Handwritten:* 10/22/07

Date: