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RFQ: #BCF90050

**A Quotation to Provide Professional
Services to Assist in the Development of a
Five-Year Strategic Plan and the
Development of an Effective
Organizational Vision for the Future**

MGT 
OF AMERICA, INC.

September 4, 2008

**A Quotation to Provide Professional Services
to Assist in the Development of a Five-Year
Strategic Plan and the Development of an
Effective Organizational Vision for the Future**

RFQ: #BCF90050

Submitted to:

Ms. Roberta Wagner
West Virginia Department of Administration
Purchasing Division, Building 15
2019 Washington Street, East
Charleston, WV 25305

Submitted by:

MGT



OF AMERICA, INC.

2123 Centre Pointe Boulevard
Tallahassee, Florida 32308

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PURCHASING DIVISION
STATE OF WV

September 4, 2008

**GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. All quotations are governed by the *West Virginia Code* and the *Legislative Rules* of the Purchasing Division.
4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125.00 registration fee.
5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
6. Payment may only be made after the delivery and acceptance of goods or services.
7. Interest may be paid for late payment in accordance with the *West Virginia Code*.
8. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
11. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.
12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this Contract may be deemed null and void, and terminated without further order.
14. **HIPAA Business Associate Addendum:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site (<http://www.state.wv.us/admin/purchase/vrc/hipaa.htm>) is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
15. **West Virginia Alcohol & Drug-Free Workplace Act:** If this Contract constitutes a public improvement construction contract as set forth in Article 1D, Chapter 21 of the West Virginia Code ("The West Virginia Alcohol and Drug-Free Workplace Act"), then the following language shall hereby become part of this Contract: "The contractor and its subcontractors shall implement and maintain a written drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act, as set forth in Article 1D, Chapter 21 of the West Virginia Code. The contractor and its subcontractors shall provide a sworn statement in writing, under the penalties of perjury, that they maintain a valid drug-free workplace policy in compliance with the West Virginia Alcohol and Drug-Free Workplace Act. It is understood and agreed that this Contract shall be cancelled by the awarding authority if the Contractor: 1) Fails to implement its drug-free workplace policy; 2) Fails to provide information regarding implementation of the contractor's drug-free workplace policy at the request of the public authority; or 3) Provides to the public authority false information regarding the contractor's drug-free workplace policy."

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.
2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Complete all sections of the quotation form.
4. Unit prices shall prevail in cases of discrepancy.
5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130

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September 3, 2008

Ms. Roberta Wagner
West Virginia Department of Administration
Purchasing Division, Building 15
2019 Washington Street, East
Charleston, WV 25305

Dear Ms. Wagner:

MGT of America, Inc. (MGT), is pleased to submit our response to the West Virginia Department of Health and Human Resources (DHHR) Bureau for Children and Families (BCF) Request for Quotation (RFQ) to assist in developing a five year strategic plan. In recent years, MGT has conducted similar projects in Florida and other states. As a result of this experience and we can guide DHHR, BCF leadership, staff and external stakeholders in establishing a vision for the future and a plan to move toward that vision.

To meet the requirements outlined in your RFQ, our approach will place a high premium on working on site with the leadership team and staff as well as external stakeholders. This approach will result in reaching consensus on a vision for the future and a set of strategic priorities that serve as the framework for your five year strategic plan.

As our proposal will demonstrate, our team has an excellent background in providing strategic planning services. We offer you a team of experts who possess:


- Experience conducting statewide strategic planning projects.
- Experience working with diverse groups of external stakeholders and helping those groups to reach consensus on vision and priorities related to service delivery systems.
- Extensive experience crafting strategic plans which are practical and implementable.

For these type projects we have a reputation meeting and exceeding expectations. We also completely understand the work to be done and will make a commitment to perform the work in a manner that is inclusive and transparent, especially for external stakeholders who have a vested interest in the outcomes and results of the strategic planning process. Our capabilities and approach are carefully described in our enclosed proposal.

Ms. Roberta Wagner
September 3, 2008
Page 2

We invite your careful examination and would be pleased to provide you with additional information or clarification. Should you have any questions, please contact Fred Seamon, proposed Partner-in-Charge/Project Director, by *phone*: (850) 386-3191; *fax*: (850) 385-4501; *mail*: 2123 Centre Pointe Blvd , Tallahassee, Florida 32308; or *e-mail* at fseamon@MGTofAmerica.com.

Sincerely,



Michelle Juarez
Vice President, Finance and Administration

TABLE OF CONTENTS

PAGE

QUALIFICATIONS OF MGT OF AMERICA, INC.

1.0: Firm Profile	1
2.0: Summary of MGT's Qualifications	1
3.0: Relevant Experience	2
4.0: References	10
5.0: Proposed Organizational Structure	11
6.0: Qualifications of Key Team Members	13

VENDOR BID SHEET SUMMARY

REQUIRED FORMS

APPENDIX: DETAILED RESUMES

*QUALIFICATIONS OF MGT OF
AMERICA, INC.*

QUALIFICATIONS OF MGT OF AMERICA, INC.

1.0: Firm Profile

Founded and incorporated in 1974 in Tallahassee, Florida, MGT of America, Inc., is a national research and consulting firm. We have grown to include offices in Austin, Texas; Olympia, Washington; and Sacramento, California. MGT is dedicated to providing the most creative yet practical solutions to the challenges faced by public organizations and entities.

Over the past 34 years, MGT has successfully managed more than 3,500 client engagements in almost every state and several foreign countries. Our firm's staff of qualified professionals brings a wealth of knowledge and depth of understanding to all our client engagements, delivering the quality services our clients expect and deserve. The services we provide include:

- Strategic planning.
- Management and organizational reviews.
- Program evaluation.
- Information technology consulting.
- Human resource studies.
- Disparity studies.
- Business process reengineering.
- Facilities planning and analysis.
- Market and opinion research.
- Communications and marketing consulting.

MGT is recognized as one of the nation's premier state government consulting firms. Our extensive experience working across all levels of state government has given us a thorough understanding of state government operations. Recognizing this, state government officials are confident in our ability to provide practical solutions to meet their specific needs. Most important we have experience working with human services delivery systems across the country and have a deep understanding of structure, operations and systems.

2.0: Summary of MGT's Qualifications

In recent years, MGT has completed a large number of strategic planning projects for state and local governments and nonprofit organizations. For most of these projects, we have either facilitated the process from start to finish or have provided certain elements that have been integrated into strategic plans. For example, we recently completed a project for the Delaware Department of Health and Social Services where we developed and facilitated a year long strategic planning process that evolved into a five-year strategic plan with a tailored implementation plan and monitoring strategy.

In other instances, we have organized, facilitated, and completed all aspects of the strategic planning process. Recent examples include a statewide strategic plan

developed for the Working Disabled Individuals Program of the New Mexico Human Services Department and a statewide strategic plan to reduce hunger in the state of Florida. The latter involved multiple agencies and community-based organizations from around the state. Most recently, MGT facilitated a statewide planning process to end childhood hunger in Florida that was done in conjunction with Florida Impact and Share Our Strength out of Washington, D.C.

In addition to these projects, MGT facilitated development of Florida's statewide prevention plan for the Florida Department of Juvenile Justice. Each of these projects involved working closely with senior leadership, staff and multiple external stakeholders in reaching consensus on vision, strategic priorities, goals, objectives, strategies and metrics.

At the local government level, MGT assisted in the development of Miami-Dade County's first countywide strategic plan. Miami-Dade County government comprises over 25,000 employees and 28 separate municipalities. The project involved a major visioning and strategic planning process. MGT facilitated over 40 community outreach meetings throughout the county, staffed Community Planning Team meetings and Strategic Area Team meetings, and facilitated a communitywide event that attracted over 3,000 people. The project also involved the development of performance measures that were tied to the business plans and budgets of departments within Miami-Dade County. Working with the County Manager's Office, we completed the strategic plan process over a two-year period. This was easily the most comprehensive visioning and strategic planning project we have conducted to date.

Currently, MGT is assisting Nassau County to develop a countywide visioning plan. Nassau County, located in northeast Florida, is facing a number of challenges and opportunities created by its rapid growth. MGT is working with the County Commissioners and staff to create a vision for the future of Nassau County and a plan to guide that future.

The above represents a small sample of MGT's extensive experience providing strategic planning services. We believe that this experience provides us with superior qualifications to meet the State of West Virginia Department of Health and Human Resources needs.

3.0: Relevant Experience

To demonstrate the full breadth of our experience, we have provided abstracts describing projects we have completed that involved the same kind of strategic planning, facilitation, stakeholder and community input, and other services the State of West Virginia is requesting.

STAMP OUT HUNGER FIVE-YEAR STRATEGIC PLAN

Client: Florida Department of Children & Families

MGT assisted the Florida Department of Children & Families in developing a five-year strategic plan for the Florida Stamp Out Hunger initiative, which involved the state's

departments of Children & Families, Elder Affairs, Education, Health, and Agriculture & Consumer Services. The plan outlined specific actions to reduce/eliminate food insecurity throughout Florida by 2005.



DEVELOPMENT OF A FIVE-YEAR STRATEGIC PLAN

Client: Delaware Health and Social Services

MGT provided expertise in developing and facilitating a transparent strategic planning process for the Delaware Department of Health and Social Services, Division of Developmental Disabilities Services (DDDS). The DDDS retained MGT to focus on continuing the paradigm shift of how services and supports were delivered from a fixed, program-centered system to a community-based system of flexible supports and consumer-centered and direct supports and services. Utilizing personal experiences of consumers and their families as well as other valuable input from stakeholders including providers and advocacy groups, MGT facilitated an eight-month strategic planning process which evolved into a five-year strategic plan with a tailored implementation plan, and monitoring strategy.



STRATEGIC PLAN

Client: New Mexico Human Services Department

MGT planned, organized, and facilitated the strategic planning process for the New Mexico Human Services Department, Medical Assistance Division. The strategic planning process was for the Working Disabled Individuals (WDI) Program and was designed to meet requirements for a grant to the Medical Assistance Division from the Centers for Medicare and Medicaid Services. To facilitate the development of a strategic plan for WDI, MGT helped to recruit a Leadership Board comprised of key partners and stakeholders. Over a period of a period of five months MGT facilitated meetings with the Leadership Board and other stakeholders from around the state in order to develop the strategic plan.



STRATEGIC PLANNING FOR CHILD SUPPORT SERVICES

Client: California Department of Child Support Services

MGT led the California Department of Child Support Services (DCSS) in conducting a strategic planning effort for the state's Child Support Services Program. In a series of workshops, MGT worked with both the DCSS executive team and a large group of internal stakeholders to revise the program's vision, mission, and values; identify the program's strategic challenges and opportunities; create strategic goals, outcomes, objectives,

performance measures, and strategies; develop action plans for accomplishing identified strategies; provide a set of tools for monitoring progress and revising the strategic plan; and complete action plans for two volunteer local child support agencies.



STRATEGIC PLANNING REVISION SERVICES

Client: California Department of Child Support Services

MGT was hired by the California Department of Child Support Services (DCSS) to complete an update of its Statewide Strategic Plan for the California Child Support Services Program. After leading DCSS's first strategic planning engagement, MGT returned to DCSS to lead a group of internal stakeholders from the state and county levels through a revision of the program's strategic plan, including revised vision, mission, and value statements; new strategic issues and goals; revised performance measures and objectives; and new message from the director. The plan will be used to focus DCSS and the 58 county agencies that administer the program on specific areas for performance improvement.



STATEWIDE HUMAN RESOURCES STRATEGIC PLAN

Client: Florida Department of Management Services

MGT developed a comprehensive Statewide Human Resources Strategic Plan for the Executive Branch of Florida Government. We collected best practice data and performed cost benefit analyses in order to produce a five-year human resource plan for the State of Florida. MGT prepared a report designed to provide insight into the recommendations made for the strategic plan. The report was organized to make decision-making information easily accessible to the reader regardless of the level of expertise and desired use of the document. The strategic plan was geared to govern workforce design, compensation, and training for state employees and serve as an implementation guide for preparing the State of Florida workforce for the 21st century. The document, by design, emphasized linkages between findings, recommendations, benchmarks, and evaluations.



STRATEGIC PLANNING AND PERFORMANCE MEASUREMENT

Client: California Office of Traffic Safety

The California Office of Traffic Safety (OTS) hired MGT to lead it through the process of strategic planning and performance measurement and management. MGT first helped OTS develop a strategic plan that established its vision, mission, and values; quantifiable performance measures; and performance targets and dates related to its most critical

measures. MGT then assisted OTS in developing a process for collecting, reporting, and analyzing data that would enable the organization to monitor its performance. Finally, MGT facilitated the organization's development and implementation of strategies for achieving those performance targets.



STRATEGIC PLANNING AND DEVELOPMENT OF STATEWIDE PREVENTION PLAN

Client: Office of Prevention and Victim Services, Florida Department of Juvenile Justice

MGT assisted the Florida Office of Prevention and Victim Services with its strategic planning process. MGT facilitated a strategic planning session; conducted site visits, interviews, and/or focus groups on a statewide basis with key stakeholders; and developed a prevention plan that included strategic goals, objectives, and implementation strategies.



STRATEGIC PLAN ASSISTANCE

Client: Florida Division of Community Colleges and Workforce Education

The Florida Division of Community Colleges and Workforce Education contracted with MGT to provide assistance in preparing the division's strategic plan. Project activities included developing an environmental scan, editing report materials submitted by strategic planning teams, and preparing a PowerPoint presentation of the plan. Project activities also included attending a strategic planning workshop and presenting the environmental scan to team members.



STRATEGIC PLANNING PROCESS

Client: Division of Colleges and Universities/Florida Department of Education

The Division of Colleges and Universities of Florida's Department of Education contracted with MGT to assist the Board of Governors (Board) in its strategic planning process related to Florida's State University System. MGT compared the Board's degree production goals as outlined in its Y-Axis planning documents with the enrollment and degree plans of the universities. The goals and plans were analyzed by degree level and for targeted programs. MGT identified key challenges facing the Board and cost-effective strategies for reaching the goals. Operating costs and fixed capital investments were determined for each strategy. MGT presented the findings to the Board and other stakeholders.

COMPREHENSIVE STRATEGIC PLAN

Client: Miami-Dade County, Florida

MGT assisted Miami-Dade County in developing eight strategic master plans and a countywide strategic plan. We assisted with the development of mission, vision, and principles; facilitated a county-level SWOT analysis; assisted with a major public forum to gather community feedback; coordinated strategic area teams engaged in producing master plans; developed community support for the plan; and produced the county-level plan.



STRATEGIC PLAN

Client: City of Richmond, Virginia

Over a one-year period, MGT developed an economic and community development strategic plan for the City of Richmond, Virginia, that included a management and organizational review of the city's Department of Economic Development. In addition to completing an organizational review and making recommendations for change, MGT created a dynamic planning document to assist the city in committing the appropriate level of resources for economic development activities, the best way to coordinate with related partners in the area, and the priorities for the city and the department related to bringing economic development to the city, with an emphasis on inner-city economic success. Throughout the process, MGT solicited community input and participation through a variety of mechanisms, including community meetings and personal interviews.



DEVELOPMENT OF STRATEGIC PLAN FOR COMMUNITY DEVELOPMENT DIVISION

Client: Chesterfield County, Virginia

MGT developed a strategic plan for the departments in the Community Development Division, including Administration, Building Inspection, Community Development, Economic Development, Environmental Engineering, Planning, Transportation, and Utilities. The result of this study was improved efficiency, reduction of cycle time, and improved customer satisfaction. Surveys, interviews, work process analysis, and open-forum meetings were used to gather data. The data were then analyzed to develop recommendations for improvement and to develop a strategic plan that addressed automation needs and organizational changes. MGT also developed an implementation plan that addressed automation, personnel, and other process inputs and their fiscal impact.



UPDATE OF STRATEGIC PLAN

Client: American Bible Society, New York

MGT assisted the American Bible Society in updating the strategic plan for Domestic Ministries. MGT analyzed comments on the existing strategic plan offered by previous consultants and worked with the staff and leadership to reach consensus on key strategic issues prior to development of an updated plan.



STRATEGIC ECONOMIC DEVELOPMENT PLAN

Client: Crosstown Community Economic Development, Tallahassee, Florida

MGT developed a community economic development strategic plan to help guide the revitalization of neighborhoods in the Southside area of Tallahassee, Florida, for the Crosstown Community Economic Development Initiative. MGT's plan included an inventory of businesses, social services, and faith-based initiatives. MGT solicited input on neighborhood issues, needs, and priorities from major stakeholders and community residents by conducting community focus groups, community forums, and personal interviews with key informants and stakeholders. The project included stakeholder analysis, environmental scanning, and consensus building for strategic planning purposes.



STRATEGIC PLANNING RETREAT FACILITATION

Client: Tallahassee Housing Authority

MGT planned, organized, and facilitated a strategic planning retreat for the Tallahassee Housing Authority Board of Commissioners. MGT was responsible for all aspects of designing and developing the format and content of the retreat session, attended by the commissioners and staff of the Tallahassee Housing Authority.



STRATEGIC PLANNING FOR CITY SCHOOLS

Client: Charlottesville City Schools, Virginia

MGT facilitated the development of a five-year strategic plan for the Charlottesville City Schools, Virginia. The project included collaborating with the superintendent, board of education, and staff to facilitate the development of a comprehensive systematic plan to guide and direct the operations of the school division.

STRATEGIC PLANNING

Client: Oak Park Elementary District #97, Illinois

Oak Park Elementary School District #97 (OPED 97) engaged MGT to facilitate its strategic planning process. The overall goal of the project was to develop a plan for a comprehensive district-wide system of quality programs to meet the district's needs. The programs support the growth potential of children and youth with adequate resources to ensure that all of OPED 97's students succeed in the preK-8 system and exhibit skills appropriate for high school, college, future employment, and contributions to society. MGT developed a mission statement, statement of values/beliefs, strategies, and action plans with relevance for the next three to five years.



STRATEGIC PLANNING

Client: Washington Improvement Group

For the past four years, MGT has worked in Gulf County, Florida, with the Washington Improvement Group (WIG), a community-based organization, on behalf of the Jessie Ball duPont Fund. During this period, MGT has assisted with visioning, strategic planning, and capacity building related to the community and economic development efforts of WIG. Currently, MGT is assisting with the transformation of WIG into a community foundation-like operation to provide mini-grants designed to address community and economic development needs.



STRATEGIC PLAN EVALUATION

Client: Panhandle Area Educational Consortium, Florida

The Panhandle Area Educational Consortium (PAEC) contracted with MGT to conduct an evaluation of the second year of its strategic plan. MGT analyzed surveys conducted with districts and reviewed information on the number of staff in member districts participating in PAEC services.



STRATEGIC PLANNING ASSISTANCE

Client: Innovation Park, Florida

Innovation Park, Tallahassee, Florida, contracted with MGT to assist with determining the role, scope, and mission of the Park. MGT conducted an organizational assessment through a series of stakeholder meetings and sessions with board members and

community partners. MGT also conducted research related to the roles of other research parks in Florida.



COMMUNITY STAKEHOLDER INPUT ON COMMUNITY PRIORITIES

Client: Florida Department of Child Support Services

For over a year, MGT planned, organized, and facilitated community and stakeholder participation and input as part of a community priority-setting process related to human care needs in Leon County. The project was conducted on behalf of the United Way of the Big Bend and required the use of multiple methods to solicit input from diverse community stakeholders, including key informant interviews, focus groups, and community meetings. MGT also provided an in-depth analysis of the information collected from stakeholders for use by the community priorities steering committee.



STATEWIDE HUMAN RESOURCES STRATEGIC PLAN

Client: Florida Department of Management Services

MGT developed a comprehensive Statewide Human Resources Strategic Plan for the Executive Branch of Florida Government. We collected best practice data and performed cost benefit analyses in order to produce a five-year plan for the State of Florida. MGT prepared a report designed to provide insight into the recommendations made for the strategic plan. The report was organized to make decision-making information easily accessible to the reader regardless of the level of expertise and desired use of the document. The strategic plan was geared to govern workforce design, compensation, and training for state employees and serve as an implementation guide for preparing the State of Florida workforce for the 21st century. The document, by design, emphasized linkages between findings, recommendations, benchmarks, and evaluations.



WORKFORCE NEEDS

Client: Workforce Central Florida

MGT conducted focus groups for Workforce Central Florida. The focus groups consisted of meeting with key stakeholders, including board members, elected officials, and customers to obtain input relative to identifying Workforce Central Florida roles in the community; workforce development needs; customers and how their needs can be met; and strengths and opportunities for improvement in services provided. The results of the focus groups were used in the development of a five-year strategic plan for Workforce Central Florida.

STRATEGIC PLANNING SERVICES

Client: Edwards Aquifer Authority, San Antonio, Texas

MGT assisted the Edwards Aquifer Authority in Texas in the development of a five-year strategic plan. The planning process included discussion and review of organizational values, context mapping of the issues influencing the authority's operations, a comparative analysis with other peer organizations, vision development, and the development of strategies and actions for implementation, with linkages to budgeting and performance measures.



TECHNICAL SERVICES ASSISTANCE

Client: Black Belt Regional Foundation Coordinating Committee, Alabama

MGT provided a diverse range of capacity building and infrastructure development technical assistance to the Coordinating Committee of the Black Belt Regional Foundation. The foundation had received funding to establish a community foundation to serve an 11-county region in Alabama known as the Black Belt. In assisting the Coordinating Committee in promoting its vision of regional community-based philanthropy in the Black Belt, MGT provided asset mapping, meeting facilitation, strategic planning, operations planning, and other services necessary to fully implement the Black Belt Regional Foundation's endowment structure.



4.0: References

MGT is pleased to offer the following references from projects similar in nature to that being considered by the West Virginia Department of Health and Human Resources. We encourage you to contact these individuals to learn more about the quality of MGT's work and the professionalism of our staff.

Dr. Joseph Keyes
Director of Professional Services
Delaware Health and Social Services
Woodbrook Professional Center
1056 South Governor's Avenue, Suite 101
Dover, DE 19904
(302) 744-9600

Mr. Ernesto Rodriguez
Program Manager
New Mexico Human Services Department
P.O. Box 2348
Santa Fe, NM 87504
(505) 827-6292

Mr. Greg Johnson
Assistant Secretary
Office of Prevention and Victim Services
Florida Department of Juvenile Justice
2723 Centerview Drive, Suite 200
Tallahassee, FL 32399
(850) 459-5210

5.0: Proposed Organizational Structure

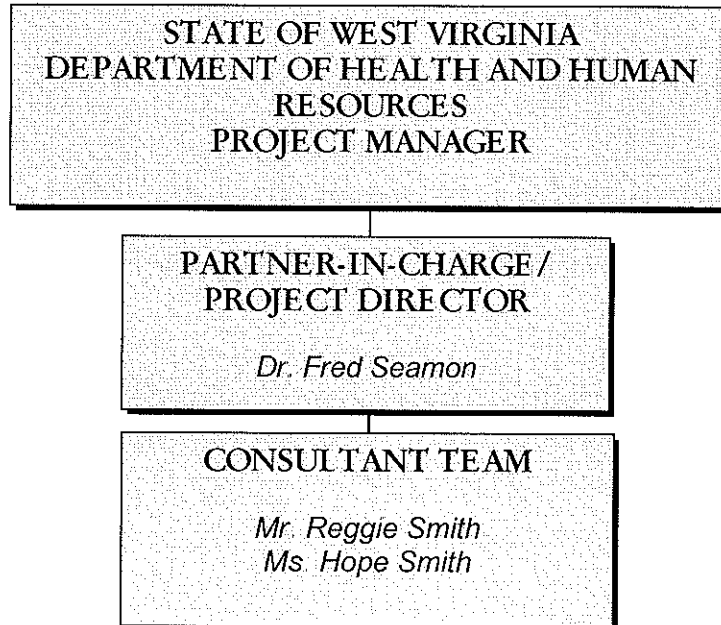
MGT believes that the ultimate success of this strategic planning process will depend on the project team's qualifications, experience, and ability to facilitate a strategic planning process that will meet the needs of the West Virginia Department of Health and Human Resources. After reviewing the RFQ, we designed a methodology and selected a team of personnel with the necessary skills and experience to assist the department with successfully developing a strategic plan. Accordingly, our proposed staff members bring the following attributes to the project:

- Experience in conducting strategic planning projects.
- Experience working with state governments and agencies on strategic planning and other types of projects.
- A clear understanding of responsibilities, assignments, and deliverables and the order in which activities should take place to ensure efficient and effective project results.

We believe that this combination of skills and experience is essential to the success of the project and that our team meets those requirements. Our proposed team members are thoroughly knowledgeable in their respective areas of responsibility. They understand precisely how to meet the demands of this project, such as satisfying client expectations, fulfilling reporting requirements, interacting with other team members, and adhering to project time lines. MGT takes great pride in producing quality products and in meeting deadlines for all products and deliverables

Exhibit 1 shows our proposed organizational structure. The paragraphs that follow describe the assignment and related responsibilities of each team member.

**EXHIBIT 1
PROPOSED PROJECT STAFF AND ORGANIZATION**



The State of West Virginia Department of Health and Human Resources. We anticipate that the Department will designate a single individual who will serve as the project manager to work with MGT. We will look to the Department's project manager for overall guidance and direction. All project correspondence, progress reports, and final reports will be delivered to the Department's project manager for dissemination

MGT's Partner-in-Charge/Project Director. MGT's partner-in-charge/project director will be the primary person responsible to the Department for ensuring that MGT fulfills all contractual requirements, produces quality deliverables, and meets all project deadlines. He will be responsible for the day-to-day management of the strategic planning process. His responsibilities will include working closely with the Department's project manager, making team assignments, monitoring all work activities, developing deliverables, and maintaining frequent contact with the Department's project manager. The partner-in-charge/project director will be available and accessible throughout the contract period to ensure that all expectations are fully met.

Consultant Team. These individuals will work in close coordination with MGT's partner-in-charge/project director to execute each phase of our proposed work plan and fulfill the Department's stated expectations. Collectively, they will implement each component of the work plan.

6.0: Qualifications of Key Team Members

The following paragraphs describe each team member's relevant qualifications. Detailed resumes are provided in the **Appendix**.

MGT's Partner-in-Charge/Project Director, Dr. Fred Seamon, will be responsible for ensuring delivery of a strategic plan that meets the Department's needs and requirements. He will be the main point of quality control, have final authority over deliverables, and help resolve any conflicts or issues identified during the project. His responsibilities will include overseeing the strategic planning process and coordinating with the West Virginia Department of Health and Human Resources, monitoring all work activities, developing the reports, and maintaining frequent contact with the Department's project manager. He will review all deliverables and have primary responsibility for presentations and work products. He will also play an active role in facilitating meetings.

Dr. Seamon holds a master's degree in social work and a doctorate in higher education administration, and has more than 20 years of consulting experience. His extensive experience includes conducting a majority of MGT's strategic planning projects in recent years. Currently, he is the project director for development of Nassau County's visioning plan. Dr. Seamon played a major role in the statewide strategic plans MGT developed for New Mexico, Delaware, and Florida, as well as Miami-Dade County's strategic plan.

Dr. Seamon has been partner-in-charge or project director on over 65 studies. Although he has participated in a large number of strategic planning projects, we have highlighted only a small, representative sample.

- Project director to plan and facilitate the strategic planning process for the New Mexico Human Services Department Medical Assistance Division's Working Disabled Individuals Program. The strategic planning process was designed to meet requirements for a grant to the Medical Assistance Division from the Centers for Medicare and Medicaid Services.
- Partner-in-charge to assist Florida Office of Prevention and Victim Services with its strategic planning process.
- Partner-in-charge to develop and facilitate a transparent strategic planning process for the Delaware Department of Health and Social Services, Division of Developmental Disabilities Services.
- Project director of an update of the strategic plan for the American Bible Society's Domestic Ministries.

- Project Director for development of Florida's Five Year Plan to Stamp Out Hunger. The development of Florida's plan required working with statewide a statewide planning team and soliciting input from multiple stakeholders. The strategic planning process resulted in consensus on a vision and strategic priorities and the plan was recognized by USDA as a model to other states in the southeastern region

Consultant Team Member, Mr. Reginald Smith, Mr. Smith holds a bachelor's degree in psychology. He has a wide range of experience in state government planning and a broad knowledge base in consulting, training, and public relations services to private and public sector agencies. He specializes in the management and direction of reengineering and administrative projects for state government agencies. Prior to joining MGT, Mr. Smith owned his own consulting firm, R.A.S & Associates, Inc., and was the regional manager for a firm providing electronic benefits payment systems to state agencies. He also has 16 years of experience in various managerial and administrative positions with the state agencies. Mr. Smith's experience relevant to this project includes serving as either a project director, team leader or consultant for a number of MGT's studies including strategic/vision planning, performance audits, operational and organizational assessments, process mapping and reengineering studies for state and local governments in South Carolina, Florida, Georgia, Tennessee, and Washington.

Consultant Team Member, Ms. Hope Smith, holds an MBA from Florida A&M University. Her experience includes work and consultation in the public and private sectors, addressing financial, marketing, total quality management, and research issues. She is skilled in the collection, analysis, and development of research methodology for data. She has extensive experience in data entry and collection; database maintenance and manipulation; formulation of statistical programs (SAS) and queries; and development of policies, procedures, and reporting materials. Ms. Smith was selected for this team because of her experience in best practices research and in organizing and facilitating. Her relevant experience includes:

- Team member on a project to assist the Florida Office of Prevention and Victim Services with its strategic planning process.
- Team member on a project to develop and facilitate a transparent strategic planning process for the Delaware Department of Health and Social Services, Division of Developmental Disabilities Services.
- Team member on a project to plan and facilitate the strategic planning process for the New Mexico Human Services Department Medical Assistance Division's Working Disabled Individuals Program.

VENDOR BID SUMMARY SHEET

Vendor Bid Summary Sheet

Task	Estimated Hours	Vendors Bid Per Hour (inclusive of all travel and expenses)	Extended Cost Per Task (Estimated Hours x Vendor's Bid Per Hour)
#1 Work Plan Development	40	\$225	\$9,000
#2 Meeting Facilitation	208	\$225	\$46,800
#3 Monthly Progress Reporting	96	\$225	\$21,600
#4 Organizational Assessment	180	\$225	\$40,500
#5 Strategic Goals and Objectives	100	\$225	\$22,500
#6 Implementation Plan	60	\$225	\$13,500
#7 Evaluation Methodology	20	\$225	\$4,500
Total Est. Hours →	704	Grand Total →	\$158,400

Vendor must bid all tasks listed above. Vendor must provide documentation supporting the meeting of all Mandatory Qualifications as listed.

Vendor Signature: 

Date: September 3, 2008

"NOTE: The hours are estimates only. Vendor will be paid actual hours worked, whether they be greater or less than estimate."

REQUIRED FORMS

STATE OF WEST VIRGINIA
Purchasing Division**PURCHASING AFFIDAVIT****VENDOR OWING A DEBT TO THE STATE:**

West Virginia Code §5A-3-10a provides that: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate

PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:

West Virginia Code §21-1D-5 provides that: Any solicitation for a public improvement construction contract shall require each vendor that submits a bid for the work to submit at the same time an affidavit that the vendor has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the West Virginia Code. A public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the West Virginia Code and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the West Virginia Code may take place before their work on the public improvement is begun.

ANTITRUST:

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

LICENSING:

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

CONFIDENTIALITY:

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and is in compliance with the requirements as stated.

Vendor's Name: MGI of America, Inc.

Authorized Signature:  Date: 09/03/08



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
 BCF90050

PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF
 ROBERTA WAGNER
 304-558-0067

RFQ COPY

TYPE NAME/ADDRESS HERE

MGT of America, Inc.
 2123 Centre Pointe Blvd.
 Tallahassee, FL 32308

SHIP TO

HEALTH AND HUMAN RESOURCES
 BCF - COMMISSIONER'S OFFICE
 350 CAPITOL STREET, ROOM 730
 CHARLESTON, WV
 25301-3711 304-558-4682

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
08/06/2008				

BID OPENING DATE: 09/04/2008 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	JB		961-20		
OPEN-END BLANKET CONTRACT PROFESSIONAL SERV. TO ASSIST IN DEVEL. OF STRATEGIC TO PROVIDE PROFESSIONAL SERVICES TO ASSIST IN THE DEVELOPMENT OF A FIVE YEAR STRATEGIC PLAN AND THE ESTABLISHMENT OF AN EFFECTIVE ORGANIZATIONAL VISION FOR THE FUTURE FOR THE BUREAU FOR CHILDREN AND FAMILIES PER THE ATTACHED SPECIFICATIONS. TERM OF THE AGREEMENT SHALL BE UPON AWARD AND CONTINUE FOR A PERIOD OF ONE YEAR, WITH THE OPTIONS OF (2) TWO, (1) ONE YEAR RENEWALS. EXHIBIT 3 LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE (850) 386-3191	DATE September 3, 2008
TITLE VP, Finance and Adm'n	FEIN 59-1576733	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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PAGE
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BID OPENING DATE: 09/04/2008		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
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PAGE
 3

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<p>THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001</p> <p>INQUIRIES: WRITTEN QUESTIONS SHALL BE ACCEPTED THROUGH CLOSE OF BUSINESS ON 8/19/8. QUESTIONS MAY BE SENT VIA USPS, FAX, COURIER OR E-MAIL. IN ORDER TO ASSURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED ORALLY. IF POSSIBLE, E-MAIL QUESTIONS ARE PREFERRED. ADDRESS INQUIRIES TO: ROBERTA WAGNER DEPARTMENT OF ADMINISTRATION</p>						

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PAGE
 4

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BID OPENING DATE: 09/04/2008 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
PURCHASING DIVISION 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25311 FAX: 304-558-4115 E-MAIL: ROBERTA.A.WAGNER@WV.GOV						
PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.						
VENDOR PREFERENCE CERTIFICATE						
CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).						
A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:						
<input type="checkbox"/> BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR						
<input type="checkbox"/> BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR						

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TITLE VP, Finance and Admin.	BEIN 59-1576733	ADDRESS CHANGES TO BE NOTED ABOVE

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RFQ NUMBER
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PAGE
 5

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PROPERTY

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PROPERTY

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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A CORPORATION NONRESIDENT VENDOR WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION.</p> <p>B. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS A RESIDENT VENDOR WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES WORKING ON THE PROJECT BEING BID ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID;</p> <p>OR</p> <p>() BIDDER IS A NONRESIDENT VENDOR EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.</p> <p>BIDDER UNDERSTANDS IF THE SECRETARY OF TAX & REVENUE</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE <i>M. M. D.</i>				TELEPHONE (850) 386-3191	DATE September 3, 2008	
TITLE VP, Finance and Admin.			FEIN 59-1576733	ADDRESS CHANGES TO BE NOTED ABOVE		

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RFQ NUMBER	PAGE
BCF90050	6

ADDRESS CORRESPONDENCE TO ATTENTION OF
ROBERTA WAGNER 304-558-0067

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PROPERTY

MGT of America, Inc.
 2123 Centre Pointe Blvd.
 Tallahassee, FL 32308

SHIP TO

HEALTH AND HUMAN RESOURCES
 BCF - COMMISSIONER'S OFFICE
 350 CAPITOL STREET, ROOM 730
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 25301-3711 304-558-4682

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
08/06/2008				
BID OPENING DATE: 09/04/2008		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UQP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE CONTRACT OR PURCHASE ORDER.</p> <p>BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL.</p> <p>UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASING DIVISION IN WRITING IMMEDIATELY.</p> <p>BIDDER: MGT of America, Inc.</p> <p>DATE: September 3, 2008</p> <p>SIGNED: <i>[Signature]</i></p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
<i>[Signature]</i>	(850) 386-3191	September 3, 2008
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
VP, Finance and Admin.	59-1576733	

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 7

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LINE	QUANTITY	UOP	GAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>TITLE: Vice President, Finance and Administration</p> <p>* CHECK ANY COMBINATION OF PREFERENCE CONSIDERATION(S) IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE ENTITLED TO RECEIVE. YOU MAY REQUEST UP TO THE MAXIMUM 5% PREFERENCE FOR BOTH "A" AND "B". (REV. 12/00)</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>PLEASE NOTE: A CONVENIENCE COPY WOULD BE APPRECIATED.</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER:-----ROBERTA WAGNER/FILE 22-----</p> <p>RFQ NO.:-----BCF90050-----</p> <p>BID OPENING DATE:-----9/4/2008-----</p> <p>BID OPENING TIME:-----1:30 PM-----</p>						

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SIGNATURE  TELEPHONE (850) 386-3191 DATE September 3, 2008

TITLE VP, Finance and Admin. FEIN 59-1576733 ADDRESS CHANGES TO BE NOTED ABOVE

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PAGE
 8

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PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: (850) 385-4501 ----- CONTACT PERSON (PLEASE PRINT CLEARLY): Fred Seamon ----- ***** THIS IS THE END OF RFQ BCF90050 ***** TOTAL: _____						

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SIGNATURE <i>M. M. O.</i>	TELEPHONE (850) 386-3191	DATE September 3, 2008
TITLE VP, Finance and Admin.	FEN 59-1576733	ADDRESS CHANGES TO BE NOTED ABOVE

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BID OPENING DATE: 09/04/2008 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1 1. QUESTIONS AND ANSWERS ATTACHED. 2. ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID. EXHIBIT 10 REQUISITION NO.: BCF90050 ADDENDUM ACKNOWLEDGEMENT I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC. ADDENDUM NO. S: NO. 1 X <i>[Signature]</i> NO. 2 NO. 3 NO. 4 NO. 5 I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.						

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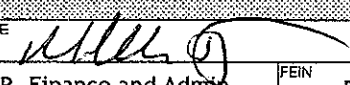
VENDOR

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MGT of America, Inc.
 2123 Centre Pointe Blvd.
 Tallahassee, FL 32308

SHIP TO

HEALTH AND HUMAN RESOURCES
 BCF - COMMISSIONER'S OFFICE
 350 CAPITOL STREET, ROOM 730
 CHARLESTON, WV
 25301-3711 304-558-4682

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS		
08/20/2008						
BID OPENING DATE: 09/04/2008		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.</p> <p style="text-align: center;">  SIGNATURE MGT of America, Inc. COMPANY September 3, 2008 DATE </p> <p>REV. 11/96</p> <p style="text-align: center;">END OF ADDENDUM NO. 1</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE 			TELEPHONE (850) 386-3191		DATE September 3, 2008	
TITLE VP, Finance and Adm.		FEIN 59-1576733		ADDRESS CHANGES TO BE NOTED ABOVE		

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
BCF90050

PAGE
3

ADDRESS CORRESPONDENCE TO ATTENTION OF
ROBERTA WAGNER 304-558-0067

RFQ COPY
 TYPE NAME/ADDRESS HERE
 MGT of America, Inc.
 2123 Centre Pointe Blvd.
 Tallahassee, FL 32308

HEALTH AND HUMAN RESOURCES
 BCF - COMMISSIONER'S OFFICE
 350 CAPITOL STREET, ROOM 730
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 25301-3711 304-558-4682

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS		
08/20/2008						
BID OPENING DATE: 09/04/2008		BID OPENING TIME 01:30PM				
LINE	QUANTITY	LOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	JB		961-20		
PROFESSIONAL SERV. TO ASSIST IN DEVEL. OF STRATEGIC						
***** THIS IS THE END OF RFQ BCF90050 ***** TOTAL:						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE <i>[Signature]</i>		TELEPHONE (850) 386-3191		DATE September 3, 2008		
TITLE VP, Finance and Admin.		FEIN 59-1576733		ADDRESS CHANGES TO BE NOTED ABOVE		

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

APPENDIX:

DETAILED RESUMES

RANGE OF EXPERIENCE

Dr. Seamon has extensive experience in analyzing the structure, operations, and processes of public sector organizations and nonprofit agencies. He is recognized as an expert in facilitating strategic planning processes for public organizations and nonprofit agencies. His experience extends to administration, consultation, organizational development, program evaluation, program auditing, and performance management in workforce development, developmental disabilities, and community philanthropy.

PROFESSIONAL AND BUSINESS HISTORY

MGT of America, Inc., Senior Partner, March 2001–present; Partner, April 1998–March 2001; Principal, 1996–1998; Senior Consultant, 1987–1996; Practice Area Director for Management Services, 1984–1985; Senior Analyst, 1983–1984

Florida State University, Assistant Professor, Minority Affairs Director, Askew School of Public Administration and Public Policy, 1989–1996

Florida State University, Research Associate, Pepper Institute on Aging, 1989–1996

Florida State University, Director of Field Instruction, School of Social Work, 1977–1983; Assistant Director of Field Instruction, 1975–1977; Field Instructor, 1973–1974

Florida State University, Academic Advisement Coordinator, Office of Undergraduate Advisement and Counseling, 1974–1975

Leon County Teenage Parent Program, Social Work Consultant, 1973–1974

Volusia County Juvenile Court, Intake Supervisor, 1970–1971; Intake Counselor, 1969–1970

PROFESSIONAL AND BUSINESS EXPERIENCE

Partner-in-Charge of a project to assist the Florida Office of Prevention and Victim Services with its strategic planning process. MGT facilitated a strategic planning session; conducted site visits; held interviews and/or focus groups with key stakeholders on a statewide basis; and developed a prevention plan that included strategic goals, objectives, and implementation strategies.

**YEARS OF
EXPERIENCE:**

37

**EDUCATION/
CERTIFICATIONS**

Ph.D., Higher Education Administration, College of Education, Florida State University, 1976

M.S.W., School of Social Work, Florida State University, 1973

B.S., Sociology, Bethune-Cookman College, 1970

Certified Mediator, Certified by Supreme Court of Florida, #06465C

**PROFESSIONAL
AFFILIATIONS:**

American Society for Training and Development

American Society of Public Administration

National Association of Social Workers

Florida Academy of Certified Mediators

National Forum for Black Public Administrators

Conference of Minority Public Administrators

Academy of Management

International Personnel Management Association

PROFESSIONAL AND BUSINESS EXPERIENCE (Continued)

Director of a project to assist the Florida Department of Children & Families in developing a five-year strategic plan for the Florida Stamp Out Hunger initiative involving the State's departments of Elder Affairs, Education, Health, and Agriculture and Consumer Services. The plan outlined specific actions to reduce/eliminate food insecurity throughout Florida by 2005.

Project Director of a countywide strategic planning process for Seminole County.

Project Director to assist the Piney Woods School with a strategic planning process that involves working with the School's Strategic Planning Committee and Board of Directors over a 7 month period.

Project Director on a strategic planning study conducted for the Council of New Jersey Grantmakers. MGT facilitated a strategic planning process to achieve consensus on the mission of the regional community foundation and development of a three year operations plan to establish the board of directors and overall foundation operations.

Facilitated Strategic Planning Services for the Tallahassee Girls Choir of CHOICE. MGT facilitated a series of board development training sessions which resulted in a strategic plan to guide future operations and programs.

Director of a project to document the workforce development needs of customers of Workforce Central Florida. MGT conducted focus groups with key stakeholders in a five-county region to obtain input relative to workforce development needs and strengths and opportunities for improvement in services provided. The results of the focus groups were used to develop a five-year strategic plan for Workforce Central Florida.

Director of a project to evaluate programs provided by the Washington Improvement Group (WIG), a community-based organization in Port St. Joe, Florida. On behalf of the Jessie Ball duPont Fund, the primary source of funding for WIG, MGT over an eight-year period provided a full-range of capacity-building assistance, including strategic planning, assistance with developing fiscal and management operations policies and procedures, and board development and training.

Project Director on a study to provide the Greene Sumter Enterprise Community technical assistance in identifying potential funding opportunities with foundations and other funding sources; cultivating relationships and linkages with foundations and other funding sources in order to increase the probability of success; preparing and submitting funding requests to foundations and other funding; targeting selected economic and community development opportunities; determining the need for and developing boilerplate language for proposals, and developing an assessment grid for grants.

Partner-in-Charge to plan, organize and facilitate two meetings for the Department of Juvenile Justice, Office of Prevention and Victim Services (OPVS). The purpose of the meetings is to present or unveil the statewide prevention plan to key stakeholders from around the state. Key stakeholders include OPVS headquarters and field staff, and Chairs of State Prevention Boards and Councils.

PROFESSIONAL AND BUSINESS EXPERIENCE (Continued)

Director of a project to provide consulting and technical assistance to the Clara White Mission, an inner-city agency that serves meals to the homeless. MGT delivered a full range of capacity building and technical assistance over a seven-year period, including a management review, an executive director search, strategic planning, board training, and board development.

Project Director of a Strategic Planning Retreat for the Board of Trustees of Edward Waters College, Florida.

Partner-in-Charge of a study conducted for Nassau County to manage, facilitate, and lead an inclusive community visioning process that will ultimately result in a consensus on implementable strategies and actions to guide the county's future.

Team Member of a project to develop a five-year strategic plan for the Charlottesville City Schools, Virginia. MGT collaborated with the Superintendent, Board of Education, and staff to facilitate the development of a comprehensive systematic plan to guide and direct the operations of the school division.

Consultant on a project to develop a strategic planning process for UNESCO/CARNEID (Caribbean Network of Educational Innovation for Development) in Barbados. This project involved assisting UNESCO/CARNEID and various government ministries in developing a process to help guide education and economic development in the Caribbean.

Partner-in-Charge of a countywide needs assessment for the St. Lucie, Florida, Children's Services Council. The purpose was to document the needs of and gaps in services available to children and families in a two-county region.

Project Director of an organizational evaluation and service delivery plan of action project for Fulton County, Georgia. MGT reviewed the Fulton County Department of Human Services' organizational structure, priorities, practices, and existing service delivery system to identify opportunities for greater efficiency and effectiveness and to develop a service delivery plan of action to meet emerging and future needs.

Partner-in-Charge of a project to develop a plan for a comprehensive network of quality child care, childhood education, and out-of-school time programs that would provide a coordinated, fully funded, "no wrong door" delivery system to meet child care and early education needs on a statewide basis.

Partner-in-Charge of a study for the Department of Human Services to conduct comprehensive performance audits of two large Georgia community service boards. The audit team reviewed the following areas: performance and effectiveness of organizational structures and governance; operations and programs; management control systems; accountability practices; utilization of resources; and compliance with laws, regulations, and policies.

PROFESSIONAL AND BUSINESS EXPERIENCE (Continued)

Partner-in-Charge of a comprehensive analysis of federal documents for the Florida Department of Children & Families to ensure that state Medicaid eligibility policy regarding income, asset, and technical factors was in compliance with applicable federal laws and regulations.

Partner-in-Charge of a performance review of the administrative entity of the Alachua/Bradford Workforce Development Board. The review encompassed all aspects of operations and performance and provided recommendations for improvements in operations, planning, and interaction with the Workforce Development Board.

Director of a project for the Greene/Sumter Enterprise Community in Alabama to assist with preparing and developing proposals to foundations. The purpose was to obtain funding for community and economic development initiatives in Greene and Sumter counties in rural Alabama.

Director of a project to assist the Fulton County, Georgia, Department of Human Services with implementing MGT's recommendations from an organizational evaluation and assessment of the department's service delivery system.

Director of a project contracted with Leon County, Florida, to evaluate the feasibility and need for a women's center to serve the southside area of Tallahassee, Florida. MGT collected and analyzed a variety of statistical and census tract data and conducted a series of stakeholder involvement meetings to assess needs and to document opinions and perceptions regarding the need for a women's health center.

Director of a project to provide technical assistance to six community-based organizations (CBOs) that offer dropout and/or teen pregnancy prevention services. The technical assistance was provided at the request of Workforce Central Florida to help build the capacity of local CBOs that deliver services to Workforce Central Florida's customers.

Director of a project for Disc Village, Inc. to research best practices related to assessment centers that serve juveniles and at-risk youth. Reviewed national programs and developed a best practices guide for managers and staff in community assessment centers throughout Florida.

Project Director to provide statewide capacity building and technical assistance to nine Work First Plus pilot sites for the Florida Department of Children & Families. Created a technical assistance plan for each pilot site and assisted in developing internal instruments and methods for documenting program performance and outcomes.

Partner-in-Charge of a complete disparity study for the Oregon Department of Transportation, including a presentation of findings to federal, state, and local government officials and the general public. The study addressed actions identified by the Federal Highway Administration, Office of Civil Rights the State Transportation Agencies must take to be in compliance with 49 CFR Part 26.

PROFESSIONAL AND BUSINESS EXPERIENCE (Continued)

Partner-in-Charge of a complete disparity study for the Oregon Department of Transportation, including a presentation of findings to federal, state, and local government officials and the general public. The study addressed actions identified by the Federal Highway Administration, Office of Civil Rights the State Transportation Agencies must take to be in compliance with 49 CFR Part 26.

Partner-in-Charge of a Disparity Study conducted for the City of Jersey City, NJ

Project Director of a classification and compensation study for the City of North Miami that included the development of a new pay plan, job descriptions and performance evaluation system.

Designed, developed, and delivered a one day training session for the Florida Department of Law Enforcement's Senior Leadership Program. The training participants included law enforcement officers and managers from state and local law enforcement agencies.

Team Member on a Disparity Study for the City of St. Paul and the Housing Redevelopment Agency (HRA) focusing on Woman-Owned Businesses, Minority-Owned Businesses, and Small Business Enterprises.

Partner In Charge of a Regional Business Disparity Causation Analysis Study. The San Antonio Regional Study Consortium. The Consortium members include: the City of San Antonio, Alamo Regional Mobility Authority, Brooks City-Base, County of Bexar, CPS Energy, Edwards Aquifer Authority, Port Authority of San Antonio, San Antonio Housing Authority, San Antonio Water System, and the University Health System.

Project Director of an assessment of the work environment in the Solid Waste Department of the City of Tallahassee.

Director of a project to review the human resources functions of the State of Florida Division of Rehabilitation. MGT analyzed personnel policies and procedures, documenting human resources best practices, and designed strategies to redefine the human resources section as a service and support unit within the Division of Rehabilitation.

Director of a project to create an economic development strategic plan for the southside area of Tallahassee, Florida, for the Crosstown Community Economic Development Initiative. Solicited stakeholder input through interviews, focus groups, and surveys. Developed a strategic plan that included an inventory of businesses, social services, and faith-based initiatives.

PUBLICATIONS

"Political Participation and City/County Consolidation: Jacksonville-Duval County," with Rick Feiock (coauthor), *International Journal of Public Administration*, fall 1995.

"Intergenerational Issues Related to the Crack Cocaine Problem," *Journal of Family and Community Health*, October 1992.

"Personnel Policies" in *Work in the Aging Network: A Study of Personnel in Florida Senior Services Agencies*, Florida Pepper Commission on Aging, June 1991.

RECENT PRESENTATIONS

Presenter, "Proposal Development," Florida A & M University March 2003.

Presenter, "Poverty and Hunger" in Miami-Dade County, Alliance for Human Services Annual Institute, October 2002.

Presenter, "Building Effective Partnerships," Florida Association of Communication Action Agencies, October 2002.

Presenter, "HR Skills for the 21st Century," Florida Personnel Association, July 2002.

COMMUNITY INVOLVEMENT

Panelist for the Oral Review Board for selection of Fire Lieutenant for the Tallahassee Fire Department, Tallahassee, 1990.

United Way of Florida Board of Directors

Workforce Plus Board of Directors

Primary Healthcare Implementation Advisory Board

Tax Watch Board of Directors

Outstanding Professor and Mentor, 1996

FAVA/CA Outstanding Volunteer Achievement Award, 1995

Martin Luther King, Jr., Distinguished Service Award, 1995

University Teaching Award, 1996

RANGE OF EXPERIENCE

Mr. Smith has a broad knowledge base in consulting, training, and public relations services to private and public sector health and human service agencies. He has extensive experience in program administration and human resources management, and has been instrumental in conducting disparity studies and focus groups.

PROFESSIONAL AND BUSINESS HISTORY

MGT of America, Inc., Principal, October 2006–present; Senior Associate, July 2005–September 2006; Senior Consultant, March 2002–June 2005; Consultant, May 1999–February 2002

R.A.S. & Associates, Inc., Consultant, 1998–1999

Deluxe Electronic Payment Systems, Inc., Regional Manager, 1994–1998; Project Director, 1996–1997

Southern Alliance of States (SAS) EBT Deputy Project Director, 1995–1996

Florida Department of Health & Rehabilitative Services, Chief of Benefit Recovery and Special Programs, 1991–1994; Chief of Food Stamp Program, 1989–1991; Program Administrator, 1986–1989; Senior Human Services Program Specialist, 1985–1986; Human Services Program Analyst, 1982–1985; District Training Specialist II, 1980–1982; Public Assistance Eligibility Specialist, 1977–1980

PROFESSIONAL AND BUSINESS EXPERIENCE

Project Director of a project to assist the Florida Office of Prevention and Victim Services with its strategic planning process. MGT facilitated a strategic planning session; conducted site visits, interviews, and/or focus groups on a statewide basis with key stakeholders; and developed a prevention plan that included strategic goals, objectives, and implementation strategies.

Team Member on a project to assist the Piney Woods School with a strategic planning process that involved working with the School's Strategic Planning Committee and Board of Directors over a 7 month period. The strategic planning process included visioning and an internal and external assessment to solicit opinions and perceptions about key issues and priorities related to Piney Woods future.

**YEARS OF
EXPERIENCE:**

28

EDUCATION:

B.S., Psychology,
College of Arts and
Sciences, University of
Florida, 1976

PROFESSIONAL AWARDS:

Distinguished Service
Award, USDA, FNS,
1992

Outstanding Service
Award, Hurricane
Andrew, 1992

PROFESSIONAL AND BUSINESS EXPERIENCE (Continued)

Consultant on a Strategic Plan for Miami-Dade County, Florida. Assisted with the development of eight strategic master plans and a countywide strategic plan. Also assisted with the development of mission, vision, and principles; facilitated a county-level SWOT analysis; assisted with a major public forum to gather community feedback; coordinated strategic area teams engaged in producing master plans; developed community support for the plan; and produced the county-level plan.

Consultant on a project to assist the Georgia State Finance and Investment Commission with the development of an information strategic plan. The project involved analyzing business functions, technology needs, and future projects.

Team Member on a project for the City of Tallahassee's Human Resources Department to conduct employee focus groups in the Streets and Drainage Division.

Consultant on a staffing study of the City of Tallahassee Fleet Division concerning the increasing difficulty to maintain workload demands with current staffing levels. Reviewed mechanic-to-vehicle ratios, comparing the city's staffing levels with other comparable work units. Conducted a comparable agency survey, analysis of deployment of current staffing, and a review of the use of automation and technology.

Team Member on a management review and operational analysis of the Florida Commission on Human Relations to obtain awareness of its current level of performance, identify specific information related to its successes and deficiencies, and make recommendations for increased efficiency.

Team Member of a comprehensive performance and management review of Jefferson County, Texas. Review areas included the county's enterprise operations (entertainment complex and county airport) and the following general government functions: road and bridge, health and welfare, human resources, budget risk management, management information systems, library services, veterans' services, maintenance, service center facilities, engineering, and emergency management.

Consultant on an in-depth audit of all aspects of the management and operation of the Metropolitan Nashville Police Department. The audit included a review of management and organization, staffing, human resources management, information technology, and direct law enforcement services.

Team Member on a project to assist in the development of the Florida Department of Health's public information campaign for the Avian/Pandemic Flu.

Project Director of a study to develop a contract monitoring procedural manual for the Florida Department of Juvenile Justice.

Director of a project to review and assess the program monitoring and contract compliance system for residential and correctional facilities operated by the Florida Department of Juvenile Justice.

PROFESSIONAL AND BUSINESS EXPERIENCE (Continued)

Team Member of a project to provide litigation support for the North Carolina Department of Transportation. The assignment requires MGT to provide investigative services, analysis, and other such consulting and litigation management services as may be requested by NCDOT.

Director of a project, in conjunction with the North Carolina Institute of Minority Economic Development, to conduct a second-generation disparity study for the North Carolina Department of Transportation.

Team Member on a project to conduct Phase II of a disparity study of historically underutilized businesses in construction for the North Carolina Department of Administration.

Project Director to conduct a study to review the Florida Department of Juvenile Justice to develop a comprehensive contract management and monitoring process for the Office of Probation and Community Control.

Project Director of a project to plan, organize, and facilitate two meetings for the Department of Juvenile Justice to unveil the statewide prevention plan to key stakeholders from around the state.

Consultant on an engagement to implement recommendations for the Benefit Recovery Program for Florida Department of Children & Families. Provided information and recommendations to the department that could be implemented during the 2001–2002 fiscal year. The purpose was to improve the Benefit Recovery processes and outputs by reducing the amount of time necessary to review referrals and establish claims, reducing the referral backlog, and improving overall practices while maintaining quality assurance levels.

Senior Consultant on a project to monitor the compliance of the Florida Department of Children & Families with the *Spencer v. Bush* lawsuit agreement to improve its processing of disability determination cases. MGT monitored the status of pending cases and provided analysis of departmental compliance with administrative desk review requirements.

Team Member on a cost and performance audit of a general engineering consultant services contract and a policy management audit of the Miami-Dade Expressway Authority procurement process.

Team Member of an organizational review of Edward Waters College to address concerns about the vision for the future of Edward Waters College; roles and responsibilities of the board, administrators, faculty and staff; and challenges and opportunities facing the college relative to its academic and administrative operations.

Team Member on a project for the Charlotte County Development Review Division to provide process analysis and redesign services for its land management operations

PROFESSIONAL AND BUSINESS EXPERIENCE (Continued)

Team Member on a management and performance audit of Memphis City Schools to examine ways to improve efficiency and effectiveness and to generate cost savings. One of the major purposes of the audit was to generate savings that could be diverted to the classroom.

Team Member on a performance study of the administrative operations and expenditures of the Pittsburgh School District for the Pennsylvania Legislative Budget and Finance Committee.

Team Member on a study to provide academic auditing service for Roanoke City Schools (Virginia).

Project Director to conduct a study performance review of the Maury County, Tennessee government. MGT reviewed county government operations for operational efficiency and effectiveness and develop recommendations for improvements.

Team Member of a staffing level evaluation project for Barnwell County, South Carolina. MGT assessed whether or not the current staffing level was sufficient to address needs in future years, identified efficiencies and opportunities for improvement, and suggested priority issues for the County's consideration.

Team Member of a public involvement strategies and facilitation project for the City of Marathon, Florida. The project involved building public support for a sewer infrastructure project through extensive public involvement, stakeholder input, consensus building, and public education.

Director of a project conducted by St. Petersburg, Florida, Housing Department, to study a review and analysis of the department and WIN regarding operational structure, staff qualifications, staff management, policies and procedures, related equipment, and technology.

Project Director on a project to conduct performance audits of Tallahassee-Leon County Blueprint 2000, an intergovernmental agency, for three consecutive years.

Team Member on a project to review and analyze the information systems function for the Clerk of the Courts of Citrus County, Florida.

Team Member on a project for the City of Tallahassee to conduct follow-up employee focus groups with employees in Electric Operations.

Team Member on a management and organization study for Dorchester County, South Carolina. The study focused on organizational structure, staffing levels, and critical issues of concern for all county departments.

Team Member on a project to assess the feasibility of initiating an effort to consolidate the City of Tallahassee and Leon County governmental functions.

PROFESSIONAL AND BUSINESS EXPERIENCE (Continued)

Project Director of a workflow assessment for the State of Florida, Division of Elections, Bureau of Election Records. The purpose of the study was to evaluate and process map the Bureau's work functions and paperwork flow.

Team Member on a police resource allocation study for the City of Miami to review and analyze the existing law enforcement environment, organizational structure, management practices, staffing, and support resources of the Miami Police Department.

Team Member responsible for conducting employee interviews and focus groups for an organizational climate assessment for the City of Tallahassee Electric Operations. The objective of the study was to document issues and concerns of employees relative to the work environment.

Team Leader on a management study of all departments and operations for the City of Belle Glade, Florida. The scope of work included a citywide examination of service levels, organizational structure, staffing levels, operating practices, and management. The study was multiphase and designed to maximize the focus on significant issues facing the City.

Project Director on a study of procurement practices for the Metropolitan Government of Nashville and Davidson County. Reviewed policies and procedures, the procurement code, work flow processes, contract management, transferable e-procurement best practices and emerging trends, the small disadvantaged business program, a customer satisfaction survey, and an analysis of the purchasing practices of Metropolitan Nashville Public Schools. Made recommendations to improve the efficiency and effectiveness of Metro Government's purchasing practices.

Project Director of an evaluation of demonstration projects for the Occupational Access and Opportunity Commission (OAOC). MGT assessed the early implementation of privatization initiatives in three demonstration projects for the OAOC. Recommendations and findings included caseload definitions and categorization, work standards, staffing projections and methodology, and method improvements for managing the transition process for public to private provider operations.

Project Director for a fleet efficiency study for the City of North Miami Beach, Florida. Findings and recommendations included alternative operating structures, such as consolidation and outsourcing options, service improvement opportunities, performance standards, and improvements in operational efficiency and effectiveness.

Consultant on a fleet consolidation project for which MGT subcontracted with Transportation Consultants, Inc., for the Metropolitan Governments of Nashville and Davidson County, Tennessee. MGT, in conjunction with TCI, conducted an operational and financial analysis of Metropolitan Nashville fleet operations. Findings resulted in recommendations for increased efficiency.

PROFESSIONAL AND BUSINESS EXPERIENCE (Continued)

Consultant on a comprehensive management and organizational review of the entire City of North Port government. Conducted performance audits of each department, determined the reasonableness of staffing and budget levels, and developed recommendations for improvements. Also performed a pay and classification review of all nonpublic safety positions.

Team Member on a project to conduct business process mapping for the Washington Department of Transportation. Developed detailed process maps of the agency's Northwest Region Headquarters and South Central Region stores, stockpiles, and sign shop; defined inventory system business and functional requirements; provided a thorough analysis and assessment of each process; identified potential process problems; and recommended possible solutions.

Consultant on a project to develop a pricing structure and model contract for privatizing vocational rehabilitation services such as assessment, case management, and placement. Examined detailed financial records to determine these costs related to the provision of these services by various divisions. This information was used to determine the price element of the pricing structure.

Consultant on a study for the Department of Human Services to conduct comprehensive performance audits of two large Georgia community service boards. Reviewed the performance and effectiveness of organizational structures and governance, operations and programs, management control systems, accountability practices, utilization of resources, and compliance with laws, regulations, and policies.

Project Director of a review of the Fulton County, Georgia, procurement system to evaluate and recommend improvements in organization and staffing, operating practices and procedures, hardware and software systems, and county procurement ordinances and resolutions. Responsibilities included work process mapping, customer and vendor surveys, comparative agency benchmarking, and brainstorming sessions with client management.

RANGE OF EXPERIENCE

Ms. Smith's experience includes work and consultation in the public and private sectors where financial, marketing, total quality management, and research issues are addressed. She is skilled in the collection, analysis, and development of research methodology for data. Ms. Smith has extensive experience in the entry and collection of data, database maintenance and manipulation, formulation of statistical programs (SAS) and queries, and development of policies, procedures, and reporting materials.

PROFESSIONAL AND BUSINESS HISTORY

MGT of America, Inc., Consultant, July 2007–present; Senior Analyst, June 2005–present; Analyst, September 2003–June 2005

Florida Department of Corrections, Marketing Research Associate, September 2001–2003

STEADY, Assistant Consulting Manager, January 1999–July 2001

Internships

Seagram Chateau & Estate Wines Company, Sales Intern, September 1998–December 1998

PRIDE Enterprises, Marketing Intern, May 1998–August 1998

UPSCALE Magazine, Marketing Assistant Intern, May 1997–August 1997

Rainforest Productions, Inc., Marketing Assistant, August 1994–April 1997

PROFESSIONAL AND BUSINESS EXPERIENCE

Team Member on a project conducted for Nassau County (FL) to manage, facilitate, and lead an inclusive community visioning process that will ultimately result in a consensus on implementable strategies and actions to guide the county's future.

Served as a Team Member to assist the Piney Woods School with a strategic planning process that involved working with the School's Strategic Planning Committee and Board of Directors over a 7 month period. The strategic planning process included visioning and an internal and external assessment to solicit opinions and perceptions about key issues and priorities related to Piney Woods future.

YEARS OF EXPERIENCE:

7

EDUCATION:

M.B.A., Administration, Florida Agricultural & Mechanical University, School of Business and Industry, 1999

B.S., Business Administration, Florida Agricultural & Mechanical University, School of Business and Industry, 1998

COMPUTER SKILLS

WordPerfect Suite, Microsoft Office (Word, PowerPoint, Excel, Outlook and Access), Harvard Graphics, Fourcast (forecasting software), Internet, Lotus 1-2-3, PhotoShop, SAS, SPSS, PhotoShop, SQL training, FLAIR, SAMAS

PROFESSIONAL AND BUSINESS EXPERIENCE (Continued)

Team Member of a project that planned, organized and facilitated the strategic planning process for the New Mexico Human Services Department Medical Assistance Division. The strategic planning process was for the Working Disabled Individuals (WDI) Program and was designed to meet requirements for a grant to the Medical Assistance Division from the Centers for Medicare and Medicaid Services (CMS).

Team Member of a project that provided expertise in developing and facilitating a strategic planning process for the Delaware Department of Health and Social Services, Division of Developmental Disabilities Services (DDDS). MGT facilitated a strategic planning process which evolved into a Five-Year Strategic Plan with a tailored implementation plan, and monitoring strategy.

Team Member of a project that assisted the Florida Office of Prevention and Victim Services with its strategic planning process. MGT facilitated a strategic planning session; conducted site visits, interviews, and/or focus groups on a statewide basis with key stakeholders; and developed a prevention plan that included strategic goals, objectives, and implementation strategies.

Consultant for a countywide strategic planning process for Seminole County. To conduct the process MGT worked with the county's steering committee headed by the Chairman of the Board of County Commissioners.

Senior Analyst on a project that for the State of Oregon to perform a full blown Disparity Study and Consultant Services for the Oregon Department of Transportation (ODOT).

Team Member on a Disparity Study of the McCarran International Airport conducted for the Clark County Department of Aviation.

Deputy Project Director for the San Antonio Regional Business Disparity Causation Analysis Study (Study Consortium) to examine whether there is significant evidence of past or present discrimination against racial and ethnic minorities or women by or within the Study Consortium's marketplace for contracting.

Team Member on a project to conduct a Disparity Study for the City of St. Paul and the Housing Redevelopment Agency (HRA) focusing on Woman-Owned Businesses, Minority-Owned Businesses, and Small Business Enterprises.

Team Member on a project to assist in the development of the Florida Department of Health public information campaign for Avian/Pandemic Flu. MGT was responsible for conducting research and statewide focus groups to explore how Floridians might plan for a pandemic flu outbreak, including testing receptiveness to messages and strategies identified by the Florida Department of Health.

Team Member on a project where MGT of America was retained by the Florida Department of Juvenile Justice, Office of Residential and Correctional Facilities (RCF) to develop a contract monitoring How To manual for contract monitoring staff. MGT also helped develop a system to rate the performance and effectiveness of existing RCF residential programs.

PROFESSIONAL AND BUSINESS EXPERIENCE (Continued)

Team Member on a project to conduct best practices research and benchmarking for TIP Strategies. The project was part of an economic development revitalization effort launched in response to upcoming base closures in Escambia County. MGT benchmarked best practices related to improving education, workforce training, and university/business/research collaboration

Served as Analyst on a project to conduct an economic and statistical analysis to determine whether there was disparity in the utilization of M/WBE contractors and vendors by Charleston County, and if so to what extent. The study, which covered FY2003 through FY2005, also examined the local private sector for evidence of discrimination that might adversely affect the ability of M/WBE firms to acquire contracts with the County. The business sectors analyzed were construction, professional services, other services, and supplies. The study included an analysis of the hiring practices of Charleston County vendors to see if they were discriminatory.

Consultant on a project for Edward Waters College to assist with the implementation of recommendations contained in the MGT Report related to the academic, administrative and governance of Edward Waters College.

Team Member on the 2006 Employer Study for Workforce Central Florida. The study was designed to develop a better understanding of the current and future the needs of employers in the five-county region served by the agency. The project was a follow-up to the 2004 Employer Study conducted by MGT on behalf of Workforce Central Florida.

Team Member on a project where MGT identified the universe of firms in Sacramento County in one of four procurement offerings encompassing 147 NAICS codes that might bid work with Sacramento Municipal Utility District (SMUD).

Team Member of a project that conducted the quantitative analysis to determine if the City of Atlanta, Georgia, was a passive participant in a private sector discrimination.

Team Member of a project that conducted an analysis of business underutilization causation for the City of Columbia, South Carolina. This project encompassed a complete and standard disparity analysis to examine whether there was significant evidence of past or present discrimination in public and private sector contracting against racial and ethnic minorities or women in the city's local market.

Team Member of a program assessment and data analyses of the implementation of Orange County M/WBE Ordinances 94-02, 98-25, and 02-01. Fiscal years 2000 through 2004 were included in the analyses, and MGT analyzed M/WBE and non-M/WBE activities in the business categories of construction, professional services, and goods/commodities and services.

PROFESSIONAL AND BUSINESS EXPERIENCE (Continued)

Team Member of a minority-owned/woman-owned/small business enterprise program study update conducted for the City of Phoenix, Arizona. This study consisted of fact finding to determine whether the M/WBE program had eliminated active discrimination; determine the effects of past discrimination in City contracting, and to what extent; and evaluate various options for future program development if discrimination existed

Team Member on a project for Miami-Dade County, Florida, to conduct a six-month pre-disparity study.

Team Member on a project to conduct a disparity study for Nassau County (New York) to determine if and to what extent a disparity existed between the utilization and availability of minority- and woman-owned business enterprises (M/WBEs) as contractors on County contracts and subcontracts.

Team Member on a Disparity Study and Report for Procurement Contracts for the State of New Jersey.

Team Member on a project, in conjunction with the North Carolina Institute of Minority Economic Development, to conduct a second-generation disparity study for the North Carolina Department of Transportation.

Team Member of a project conducted by North Carolina Department of Transportation for a Litigation Support. The assignment requires MGT to provide investigative services, analysis, and other such consulting and litigation management services as may be requested by NCDOT.

Team Member on a project to conduct a disparity study for the Commonwealth of Virginia to determine if and to what extent a disparity existed between the utilization and availability of minority- and woman-owned business enterprises (M/WBEs) as contractors on Commonwealth contracts and subcontracts

While at the Florida Department of Corrections, updated and developed SAS programs for reporting and statistical analysis of the Department's community supervision, institutional, and budgetary data. Analyzed and assisted in the development of the Department's revised operational reporting system for over 106 correctional facilities. Tracked, analyzed and presented data and findings on community supervision offender population data (e.g., supervision type, status type, demographic type, population type, admissions and releases, absconders, etc.), budgetary data (e.g., inmate cost by facility type, inmate cost per day, etc.), and institution data (e.g., facility type, population by facility type, etc.). Conducted and analyzed surveys. Managed, manipulated, and evaluated databases and datasets to support impending research projects.

PROFESSIONAL AND BUSINESS EXPERIENCE (Continued)

While at STEADY, compiled, analyzed, and presented data regarding clients' business ventures, including competitive, financial, trend, regression, and forecasting analyses. Developed and managed marketing campaigns and business plans for clients and investors (e.g., small businesses, minority-owned). Recommended marketing and advertising strategies based on analyses. Assisted with the development of clients' marketing materials (e.g., brochures, presentations, marketing events, direct mailing). Researched, identified, and secured investors for business initiatives. Initiated and managed meetings with clients, investors, and executive management regarding analyses and research findings. Designed and assessed effectiveness/satisfaction among clients, investors, and target markets.

While at Seagram's, created, conducted, and analyzed surveys for product representation. Researched, developed and managed promotional campaigns/plans and presentations for target markets within budget limitations. Negotiated agreements regarding marketing campaigns. Managed and educated sales force on the company's goals, objectives, and sales/promotional execution. Designed and assessed effectiveness of staff training, negotiation skills, product placements, and marketing/sales campaigns. Developed pricing and product databases.

While at PRIDE Enterprises, compiled, researched, and analyzed data for the companywide Market Trends and Analysis Handbook (over 10 different product lines). Developed and managed the companywide Pricing Policy and Procedure Handbook. Developed and maintained research databases. Compiled, analyzed, and presented data regarding feasibility and target market effectiveness. Researched, designed, and conducted analyses of competitive markets.

While at UPSCALE Magazine, coordinated and assisted with the magazine's direct mailing, printing, trade shows, and promotional events. Researched and developed promotional campaigns for target markets. Designed and implemented company-adopted report formats (e.g., sales forecasts, client lists). Placed, confirmed, and monitored ad placements, magazine issues, and marketing materials. Negotiated agreements with advertisers and clients (external and internal). Created a company-adopted historical overview of the magazine and the company. Developed and manipulated databases. Researched and identified key accounts and target markets.

While at Rainforest Productions, Inc., developed new investment support and client base through extensive networking and prospecting. Coordinated, created, and participated in promotional campaigns for the film and company. Prepared and disseminated information regarding the company's services to potential clients and investors. Responsible for research and development of media plans, identifying target audience, and ideal media outlets. Conducted market analyses for the company.

PRESENTATIONS

Presenter, "Preparing for a Disparity Study (Data-wise)," North Carolina M/WBE Coordinators' Network 20th Annual Educational Retreat, Charlotte, North Carolina, September 2006.