



**State of West Virginia  
Department of Administration  
Purchasing Division**

**NOTICE**

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.

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May 14, 2009

Ms. Krista Ferrell, File 21  
Department of Administration  
Purchasing Division  
Building 15  
2019 Washington Street, East  
Charleston, WV 25305-0130

Ms. Ferrell:

Public Consulting Group, Inc. (PCG) is pleased to submit this response to your request for proposal for RFQ #SEC960032 to provide a ***State Agency Performance and Program Review***. PCG has prepared a proposal that highlights our vast experience in identifying and implementing strategies to increase efficiency and reduce costs in state government agencies and features a project team that melds significant experience advising governors and state agency heads with expert knowledge in a wide array of issue areas.

PCG has significant experience working with state agencies in West Virginia, and is familiar with state policy and regional trends. A summary of engagements with West Virginia state agencies include three significant efforts PCG has performed since 1993 for the State of West Virginia's Department of Health and Human Resources:

- ***Behavioral Health Revenue and Efficiency Review*** – PCG is currently working with WV DHHR's Bureau of Behavioral Health and Health Facilities (BHHF) to perform short and long-term restructuring projects related to the behavioral health care delivery system to promote interagency collaboration and enhance cost effectiveness and efficiency of programs and services;
- ***Revenue Maximization and Cost Savings Initiatives*** – PCG has worked with WV DHHR from 2002 to the present to perform a series of revenue enhancement projects aimed at optimizing the amount of Federal funds available to offset state expenditures across various health and human service agencies. This project includes a comprehensive review of state agencies and programs to identify opportunities for potential revenue; and
- ***Third Party Identification and Recovery*** – PCG worked with WV DHHR's Bureau of Medical Services from 1993 to 2006 to provide third party identification and recovery services to offset primary Medicaid payments by identifying Medicaid recipients with other health coverage including commercial insurance and Medicare (note: PCG sold this business to another firm in 2006 thus no longer performs this service for WV).

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As a national consulting firm, PCG has over 20 years of experience working with state and local agencies in the areas of health and human services, education, workforce, and information systems. We have 27 offices nationally, and have worked with numerous state governments and public agencies identifying, developing and implementing initiatives that expand revenue sources, improve functionality, reduce operational development costs, and improve compliance with federal and state requirements.

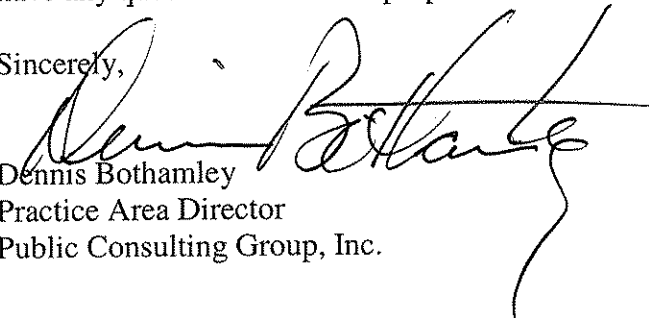
PCG has tailored its unique approach to project management to create an innovative way to work with the Department of Administration to address the objectives and deliverables set forth in the RFP. This approach, detailed in Section 2, specifies the proposed tasks and outcomes to complete performance reviews on processes, policies, and agencies that have been targeted, including:

- Determine organizational, programmatic, and operational strengths and weaknesses of agencies under review and make recommendations to operationalize change.
- Utilize appropriate subject matter experts from project team to assess targeted programs and processes for potential revenue enhancements, cost savings and efficiency-generating activities.
- Develop implementation plans to address findings and recommendations from agency reviews, with the potential for ongoing training and technical assistance opportunities.

The project team for this engagement, described in Section 3, is unique in that it includes a singular point of contact and small, senior-level core project team as the face of the engagement, yet draws upon on cadre of consulting staff and subcontractors to provide issue-area expertise on a wide range of issue areas. Our team consists of some of the same individuals who have successfully worked with WV DHHR over the last 15 years and, as such, already have a thorough understanding of the inner workings of many of the State's key Departments. Using this experience, PCG brings to this engagement a set of core principles and specific ideas that may provide a substantial financial and operational benefit to the State. Our team is well-positioned to conduct agency reviews, advise on policy, and provide recommendations for increased effectiveness and efficiency of agencies and programs identified as priorities by the Department of Administration.

We look forward to the possibility of working with the Department of Administration on this procurement project, and believe that the state will not find a contractor with the range of experience, commitment, and resources of PCG to carry out this important engagement. Please do not hesitate to contact James Waldinger at (617) 426-2026 or [jwaldinger@pcgus.com](mailto:jwaldinger@pcgus.com) if you have any questions about this proposal.

Sincerely,

  
Dennis Bothamley  
Practice Area Director  
Public Consulting Group, Inc.

