State of West Virginia
Pepartment of Administration
Phasing Division
Washington Street East
Office Box 50130
Parleston, WV 25305-0130

### Request for Quotation

BCF90050

PAGE 1

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

∠SD, Inc. 1062 Maple Drive, Suite #2 Morgantown, WV 26505 HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE

350 CAPITOL STREET, ROOM 730 CHARLESTON, WV 25301-3711 304-558-4682

DATE

DATE PRINTED TERMS OF SALE SHIP VIA FOB. FREIGHT TERMS 08/06/2008 ENING DATE: 09/04/2008 BID OPENING TIME 01:30PM LINE CAT. QUANTITY LIOP ITEM NUMBER UNIT PRICE AMOUNT DPEN-END BLANKET CONTRACT JΒ 961-20 1 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) RECEIVED 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 2008 SEP -4 A 10: 07 MCHASING DIVISION STATE OF WV SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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

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

- 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.
- 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.
- 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.
- 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 implement and maintain a written drug-free workplace policy in Code. The contractor and its subcontractors shall 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 work place 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."

### INSTRUCTIONS TO BIDDERS

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

## Request for p Quotation

RFQ NUMBER BCF90050

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ADDRESS CORRESPONDENCE TO ATTENTION OF: ROBERTA WAGNER B04-558-0067

HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE

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350 CAPITOL STREET, ROOM 730 CHARLESTON, WV 304-558-4682 25301-3711

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

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HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE 350 CAPITOL STREET, ROOM 730

CHARLESTON, WV

304-558-4682 25301-3711

FREIGHT TERMS F.O.B. SHIP VIA TERMS OF SALE DATE PRINTED 08/06/2008 01:30PM BID OPENING TIME 09/04/2008 BID OPENING DATE: AMOUNT UNIT PRICE CAT ITEM NUMBER: UOP QUANTITY LINE DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF (A) RESCIND THE CONTRACT OR PURCHASE PURCHASING TO: DRDER 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. 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 VEREFYING 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. 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 BIDDER WILL NOTIFY THE PURCHASING CONTRACT, TERM OF THE DIVISION IN WRITING IMMEDIATELY BIDDER: DATE: SIGNED: SEE REVERSE SIDE FOR TERMS AND CONDITIONS SIGNATURE ADDRESS CHANGES TO BE NOTED ABOVE TITLE



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

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HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE

350 CAPITOL STREET, ROOM 730 CHARLESTON, WV 25301-3711 304-558-4682

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State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
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### WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES BUREAU FOR CHILDREN AND FAMILIES 350 CAPITOL STREET, ROOM 730 CHARLESTON, WEST VIRGINIA 25301-3702

### Request for Quotation

#### RFQ# BCF90050

## ADMINISTRATIVE AND CONTRACTUAL TERMS

### Purpose:

The Department of Health and Human Resources (DHHR), Bureau for Children and Families (BCF), is seeking bids to obtain professional services to assist in the development of a Five Year Strategic Plan and the Establishment of an Effective Organizational Vision for The Future.

### **Project Background:**

The Bureau for Children and Families (BCF), within the West Virginia Department of Health and Human Resources (DHHR), is beginning the process of planning for and developing a revised five year strategic plan to guide the efforts of Bureau staff. The Bureau's Strategic Planning Team, which is composed of the Commissioner, Deputy Commissioner, and four Assistant Commissioners have begun to study and work through exercises found in John M. Bryson and Farnum K. Alston's publication Creating and Implementing Your Strategic Plan, 2d Edition, 2005, John Wiley and Sons, inc.

BCF recognizes the value of seeking external technical assistance to help design and facilitate the planning work and development. This includes obtaining input from DHHR and BCF leadership and staff as well as external stakeholders.

### **Project Scope:**

BCF seeks the services of an experienced consultant to assist the bureau in the development of a five year strategic plan. The vendor shall propose a logical approach to facilitate the development of the BCF Strategic Plan and the Establishment of an Effective Organizational Vision for The Future. The vendor will work closely with the BCF Strategic Planning Team and designated subgroups to gather the necessary background and resource materials for contextual understanding of the major issues.

### Project Tasks and Deliverables:

Vendor must provide all Tasks and Deliverables over the life of this contract.

Task 1 - Work Plan Development:

Gather and review background materials and work closely with the BCF Strategic Planning Team to develop and implement a Work Plan for the Strategic Planning process that includes tasks, responsible parties, time frames, and estimated resources required from BCF.

### Deliverables:

Approved BCF Strategic Planning Work Plan (Anticipated completion 30 days post award).

Task 2 - Meeting Facilitation:

Facilitate Strategic Planning meetings of designated groups, including but not limited to the Strategic Planning Team, planning sub-groups, and internal and external stakeholders Plan, document, and record each meeting facilitated It is expected that a number of meetings facilitated under this task will be for the accomplishment of Task 4

### Deliverables:

 Documentation of meetings facilitated including names of groups; agendas; dates of meetings; lists of meeting attendees; documents produced to support the work of each meeting; and minutes and outcomes for each meeting (Ongoing as needed throughout the course of the contract)

Task 3 - Monthly Progress Reporting:

Develop reports and conduct reporting meetings one time per month on the progress of the Strategic Planning process with planning teams and other groups as designated

### Deliverables:

- Monthly reports utilizing Gantt charts or other agreed upon graphing techniques to illustrate progress and completion of tasks;
- List of reporting meetings with names of groups; agendas; dates of meetings; meeting attendees; and minutes and outcomes for each meeting (Reports are due 5<sup>th</sup> business day of the month every month starting with the month proceeding the first full month of the contract).

Task 4 – Organizational Assessment:

Conduct a comprehensive organizational assessment involving internal and external stakeholders, utilizing a variety of information-gathering techniques such as surveys, focus groups, forums, interviews, or other means to collect data for use in developing the BCF Five-Year Strategic Plan. Conduct research on current trends and legislation in public sector human services at the Federal and State level that are relevant to BCF and its initiatives and analyze for developments for potential incorporation into the BCF Strategic Plan Identify critical success factors and organizational competencies as part of the assessment process. It is expected that a number of the meetings facilitated in Task 2 will be for the accomplishment of this task

### Deliverables:

- Final approved Organizational Assessment including identified strengths, weaknesses, opportunities, and challenges;
- An inclusive list of internal and external stakeholders and an analysis of how, where, when, and why to involve them in the process;
- Copies of surveys, focus group results, interview results, and other information gathered in the assessment process and a synopsis of that information;
- Summary of research conducted and the analysis performed on that research;
- Lists of critical success factors and organizational competencies and an analysis of their relevance to this Strategic Planning process. (Anticipate completion of deliverables approximately 4 months post award)

# Task 5 - Formulation of Strategic Goals and Objectives:

Facilitate the identification of BCF strategic issues and the formation and prioritization of BCF Strategic Goals and Objectives for the next five years that fall within the boundaries of BCF's formal and informal mandates.

### Deliverables:

- Final approved BCF Strategic Goals and Objectives;
- Lists of operational issues identified in the Strategic Goal formulation process and recommendations on how to proceed with the identified operational issues;
- Documentation of work performed and evidence of information used in the Strategic Goals formulation (Anticipate completion of deliverables approximately 9 months post award)

Task 6 – Implementation Plan:

Work with identified BCF staff to develop a five-year Implementation Plan for the BCF Strategic Goals and Objectives, including the identification of a communications and information process to keep stakeholders informed about the progress of the Plan

### Deliverables:

- Final approved BCF Strategic Plan Implementation Plan;
- Final approved communications and information process. (Anticipate completion of deliverables approximately 12 months post award)

### Task 7 - Evaluation Methodology and Plan:

Develop a methodology to evaluate progress on the BCF Strategic Plan and measure outcomes over the five-year period of the plan

### Deliverables:

 Five-year Evaluation Methodology and Plan (Anticipate completion of deliverables approximately 4 months post award)

# Direct Production Support, Materials and All Other Expenses

All costs associated with production staff in support of editing, logistics, copies of materials will be considered routine, and must be included in the cost proposal. BCF will be allowed to request a master copy of all documents as well as appropriate PowerPoint presentations at no additional cost. Vendors bid shall include the costs for standard progress reports, draft planning documents and other materials to support the project

Vendor must include travel and expenses in the hourly bid rate.

### **Project Start Date:**

Vendor shall begin work immediately upon award of contract.

### **Mandatory Qualifications:**

- Vendor must provide a detailed work history, including references and resume(s) of project team to support mandatory qualifications.
- Vendor's project lead must demonstrate a minimum five years of experience in facilitation, training and leadership coaching at least two years of which is experience in strategic planning in the public sector (preferred in State government areas working with human services)
- · Vendor must have at a minimum two additional staff with a minimum one year experience in facilitation, training and leadership coaching to simultaneously facilitate multiple groups and subgroups and work on the project as required

### PROCUREMENT TERMS

### Vendor Registration:

Vendors participating in this process should complete and file a Vendor Registration and Disclosure Statement (Form WV-1) and remit the registration fee. Vendor is not required to be a registered vendor in order to submit a Quotation, but the successful vendor must register and pay the fee prior to the award of an actual purchase order/contract.

### **Purchasing Affidavit:**

West Virginia State Code 5A-3-1-a-(3) (d) requires that all vendors submit an affidavit of debt, which certifies that there are no outstanding obligations or debts owing the State of West Virginia. The Affidavit is attached to this request for Quotation which must be completed, signed, and returned. If bidding a joint Quotation, an Affidavit must be completed for both vendors.

### **Subcontracts Prohibited:**

The Successful vendor will be solely responsible for all work performed under the contract The vendor shall not enter into written subcontracts for performance or work under the contract without written permission of the Department.

#### Renewal:

This contract may be renewed upon mutual agreement of both parties. The renewal is limited to two (2), one (1) year renewals

Compliance with Law and Regulations: Vendor shall pay any sales, use and personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract, the transaction, or the equipment, or services delivered pursuant hereto shall be borne by the vendor. Vendor must be governed by the laws of the State of West Virginia. Vendor shall comply with all related federal and state laws and regulations.

Invoices and Payments: Vendor shall submit detailed monthly invoices, in arrears, to the Bureau of Children and Families, Office of Finance and Administration for all services provided pursuant to the terms of the contract. The Bureau of Children and Families reserves the right to reject any or all invoices for which proper documentation has not been provided. State law forbids payment of invoices prior to receipt of services.

**Evaluation Process:** Bids will be evaluated as to the lowest responsible bidder meeting specifications.

Vendor must provide documentation supporting the meeting of all Mandatory Qualifications stated above.

Vendor must provide a completed Vendor Bid Summary Sheet with a per hour dollar amount listed for all seven tasks.

**Award:** Awarded contract will be at the hourly rates bid by the awarded vendor for each task. Numbers of hours are estimates only. Actual hours to complete the tasks may be greater or less than estimated. Vendor will be paid actual hours needed to complete the tasks as approved by the bureau.

Cue I le su

# **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	\$11500	\$4,600
#2 Meeting Facilitation	208	\$11500	\$23,920
#3 Monthly Progress Reporting	96	\$115.00	\$11,040
#4 Organizational Assessment	180	\$ 115.00	\$20,705
#5 Strategic Goals and Objectives	100	\$115.00	a 11.5000
#6 Implementation Plan	60	\$115.00	\$ 6,900
#7 Evaluation Methodology	20	\$115.00	\$2,300
Total Est. Hours →	704	Grand Total ->	80,960.00

Vendor must bid all tasks listed above	e Vendor must provide documentation ov Qualifications as listed.
supporting the meeting of the management of the meeting of the mee	
Vendor Signature:	

Date: 9468

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

### 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

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

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.

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

the Notice of Agency Confidentiality Folicies.
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
acknowledges the information in this saluranday and to in the saluranday and the saluranday a
Vendor's Name:
Authorized Signature:

# The Center for Entrepreneurial Studies and Development, Inc. (CESD) Specifics to RFQ #BCF90050

#### Qualification Statement:

The Center for Entrepreneurial Studies and Development, Inc. (CESD) a West Virginia organization has over twenty (20) years working with different organizations in WV – both in the public and private sectors. The following demonstrates CESD's actual experience and skills sought in this Request for Quotation.

The project team includes Dr. Carl Hadsell (project manager), Matt West, Kim Spangler and Holly Clark. The resumes of each are attached (See Attachment #1)

# Demonstrate experience in doing organizational functional analysis and development work:

The following table lists specific projects (organizations) within the past few years that reflect some level of organizational functional analysis and other skills performed by CESD. In some cases, the key reference has moved to another position, put each has a reference for a person who should be able to speak to what CESD performed on the project. CESD has developed a specific process for review of the organization's structure and logical functional analysis.

Client	Work	Date
Petroleum Development Corporation (PDC) Steve Williams, Chairman of the Board PO Box 26 Bridgeport, WV 26330 (304) 842-6256	Analysis, new organization structure, including job descriptions and roles and responsibilities, and leadership training activities	2005 – current
WV Dept. of Health & Human Resources Rocco Fucillo 1900 Kanawha Blvd. East Charleston, WV 25305 (304) 558-9130	Assist organize the Resolution and Planning Team (RPT) including implementation strategic for planning work. Also work with General Counsel Office to streamline processes and enhance overall office operations.	2006 - current
WV Health & Human Resources BBH/HF Commissioner John Bianconi 350 Capital Street Charleston, WV 25301-3702 (304) 558-3672	Organization structure including functional analysis leading to a first documented organizational chart. Work on strategic planning	2007-current
Tom Aman Toothman Rice, PLLC 1000 Technology Drive, Suite 2210 Fairmont, WV 26554 (304) 624-5471	Analysis, new organization structure, including job descriptions and roles and responsibilities, and leadership training activities	2005 - current

There are other examples both within public and private sector that can be added to this list.

# Vendor must demonstrate strong experience in facilitation, training and leadership coaching.

The members of the CESD team, under the project management of Carl Hadsell, all have experience in facilitation, training and leadership coaching. The earlier referenced projects in the table above included using these skills to varying degrees.

CESD (team members) have facilitated the WV Commission on Residential Placement, the WV Department of Education's Out-of-Home Task Force and has facilitated working groups with A Vision Shared (See Attachment 2). Carl teaches facilitation and has facilitated a number of individual meetings regarding strategic planning with many of those referenced in this bid.

Members of the project team have done training on a regular basis from leadership development to supervisory training in a variety of organizational settings. The majority of training is done from materials developed by CESD. Also, CESD has done leadership training at PDC and Beverage Distributors that is closely aligned with the LEI process. (Reference – Martha Y. Walker)

# Vendor must demonstrate experience in strategic planning within the public sector, to include practical experience with executive of plans (implementation processes).

CESD has worked in the past with the Bureau for Public Health (BPH) within WVDHHR to complete a strategic plan and worked with its top leadership team to implement the plan

CESD also worked with the Office of Epidemiology and Health Promotion, a unit within WVDHHR to do strategic planning to include developing the implementation process through a special team comprised of management and staff Joe Barker, Director of OEHP can provide more details of our work with his organization (references - Cathy Slemp at BPH and Joe Barker at OEHP)

CESD has been assisting the WV Healthy Lifestyles Coalition, chaired by First Lady Gayle Manchin, with strategic planning based on the Coalition's legislative mandates and other factors found during the strategic planning process. Copies of this work can be found at their web site or through the Office of Healthy Lifestyles. (Reference – Keri Kennedy)

CESD worked with the Office of Institutional Education Programs (OIEP) within the WV Department of Education to develop a strategic plan for this unit. This work included an extensive process regarding implementation of the action plans based on the multiple year plan. All institutions within OIEP participated in the planning work and its implementation (Reference Frank Andrews)

CESD has a long history of working with major improvement initiatives that affect a large process (change) factor within the organization. From integrated product development (IPD) projects to the Working Relationship improvement project between BPH and the WV local health departments.

CESD is the organization that developed the processes associated with the now four plus year A Vision Shared initiative, WV's economic development initiative This effort (see Attachment #2), has over 700 volunteers working on 25 plus teams Four major steering committees are part of the process Members of the CESD project team that will be on this project have been working with this major change strategy Visit <a href="https://www.visionshared.com">www.visionshared.com</a> for more details (Reference - Scott Rotruck)

CESD also works with the West Virginia Comprehensive Behavioral Health Commission which included technical assistance, planning and facilitation of seven working groups.

#### References

Frank Andrews (retired) WVDO/OIEP 5331 Westbrook Drive Charleston, WV 25313 Home – (304) 776-5235

Joe Barker OEHP 350 Capital Street Diamond Bldg., Room 206 Charleston, WV 25301-3715 (304) 558- 9103

Keri Kennedy Office of Healthy Lifestyles 350 Capital Street Diamond Bldg., Room 206 Charleston, WV 25301-3715 (304) 558-5210

Cathy Slemp BPH 350 Capital Street, Room 702 Charleston, WV 35201-3712 (304) 558-6900

Scott Rotruck – Chair Vision Shared, Inc. PO Box 6070 Charleston, WV 25362 (304) 685-6109

Martha Y Walker, Cabinet Secretary West Virginia Department of Health and Human Resources 1900 Kanawha Blvd East Building 3 Room 206 Charleston, WV 25305 (304) 558-7898

Attachment 1 - Resumes of Carl Hadsell, Holly Clark, Matt West, and Kim Spangler

Attachment 2 - Vision Shared diagram

#### Holly K. Clark Professional Associate

#### Experience

Over ten years of experience

Has worked with organizations in government, manufacturing, service, and higher education

#### Education/Training

4	MSIE	West Virginia University	1999
	BSIE	West Virginia University	1996
	Diploma o	f Digital Design, Art Institute of Pittsburgh	2000
	Registered	Engineer Intern, State of West Virginia	

#### Areas of Emphasis

- Employee involvement
- Workforce development
- Training technologies
- Market assessment and business development
- Web and graphic design

#### Anticipated Role

Small project management Facilitation Research

#### Representative Project Experience

Developed structured job training manuals for a CNC machine shop and a motor assembly company

Provided technical assistance and direct facilitation for planning work with Vision Shared and a number of its
teams

- Performed time studies and developed structured job training manuals for a construction equipment manufacturer
- Facilitated a train-the-trainer session with employees from a chemical manufacturer
  - Instructed WVU's Career Success Academy classes
  - Facilitated team-building training with WVU's student government leaders
- Delivered a workshop regarding workplace skills to the Mercer County Four-H Camp
- Assisted in the development of a data collection survey and database that is used to gather information regarding West Virginia's workforce development needs
- Coordinated a workforce development project involving nearly 300 employers
- Assisted with design, modification, and implementation of survey instruments used in a variety of assessments
  - Assisted with feasibility studies, market analysis, competitive analysis, and interpretation of survey results
- Created relational databases (including writing specialized queries) for the Career Success Academy, West Virginia Division of Natural Resources, and the West Virginia Education Alliance
- Serve as webmaster for CESD's online offerings

### Dr. Carl D. Hadsell Managing Director

#### Experience

Over 30 years of experience

Has worked with over 100 organizations in manufacturing, energy, healthcare, retail, service, government, education (all levels), and the non-profit sector

### Education/Training

MBA, 1970 EdD, 1982 West Virginia University

#### Areas of Emphasis

- Organizational development and effectiveness
- Strategic planning and business/marketing development planning
- Leadership development (coaching, mentoring)
- Employee involvement and teaming processes
- Understanding customer requirements
- Continuous quality improvement initiatives
- Human resources training and development
  - Integrated product development/concurrent engineering
  - Market research and analysis, feasibility studies (other research studies)
- Performance metrics
- Professional facilitation

### Anticipated Role

Project oversight and management

Research

Facilitation

### Representative Project Experience

- Worked with organizations, through a leadership or management team, to complete enterprise-wide strategic planning and organizational development initiatives
- Implemented total quality management and employee involvement processes in over a dozen organizations from manufacturing organizations to a law firm
- Provided technical assistance to a number of enterprises related to organizational development and business model issues, including appropriate internal and/or external assessments, leadership development, and process analysis

Provided design assistance and facilitated delivery of "all hands" visioning and strategic planning sessions for organizations, public and not-for-profit

Served as prime project manager/lead researcher for major study projects (e.g., efficiency in the court system, identification of skills required for West Virginia's future workforce and college-bound populations, effective principal leadership, manufacturing housing industry)

- Supported through technical assistance and facilitation a number of special government Commissions and Task Forces on a myriad of topics to include development of final reports and presentations material
- Completed program organization effectiveness assessment initiatives for both public and non-profit entities Conducted market research and business strategic planning for businesses seeking expansion or enhanced operations
  - Assisted a number of state agencies in implementing continuous quality improvement in state government, offering leadership training and working through organizational development and working relationship issues
- Created materials and taught courses in facilitation to include advanced coaching principles and practices
- Provided strategic planning support for Glenville State College

### Kimberly R. Spangler Professional Associate

### Experience

Over ten years of experience with over fifty organizations in manufacturing, service, healthcare, technology and government

### Education/Training

MSIE

West Virginia University

2000

**BSIE** 

West Virginia University

1994

Registered Engineer Intern, State of West Virginia

### Areas of Emphasis

Workforce development Industrial engineering Continuous quality improvement Training systems Organizational development Operations management

### Anticipated Role

Small project management Facilitation Research

### Representative Project Experience

- Assisted a regional distribution center and vehicle maintenance facility in pursuing the ISO 14001 certification by preparing environmental management process documents
- Supported a steel manufacturer in the quality control of incoming steel and the capacity analysis of the plant's tandem mill
- Developed structured job training manuals for a large aluminum plant, a textile company, a bedding manufacturer, and several manufacturing companies
- Designed and developed maintenance manuals for a glass factory and a bedding manufacturer used in the training of maintenance personnel
- Provided technical assistance and facilitation to the WV Comprehensive Behavior Health Commission
- Facilitated several teams through the development of training systems

Performed a quality practices review for a small machine shop and assisted in facilitating them through continuous support efforts

Conducted work analyses, ergonomic analyses, and job safety analyses for various organizations

Performed several operational analyses to recommend streamlining opportunities and to determine appropriate staffing levels for various hospital departments

Assisted companies in various industries regarding operational improvements, workplace redesign, workforce development, team building, supervisory training, mentor training, and facilitation

- Developed skills assessment instruments and individual development plans for various job categories in a physical plant
- Conducted a process improvement, activities analysis, and resource allocation study of a state judicial system
- Assisted with design, modification, and implementation of survey instruments used in a variety of assessments for both large and small organizations

### Matt West Professional Associate

### Experience

Over six years of operations, marketing and project management experience with over 30 organizations in manufacturing, service, technology, and government

## Education/Training/Certifications

Edu	ıcation/T	raining/Certifications	2007
	MBA	Duke University, The Fuqua School of Business	2002
	BSIE	West Virginia University	2004
	Operation	s Management Leadership Program, General Electric	200-1
		Green Belt, General Electric	

- Six Sigma Green Belt, General Electric
- Registered Engineer Intern, State of West Virginia

### Areas of Emphasis

Continuous quality improvement initiatives (Lean Manufacturing, Six Sigma)

Operations and supply chain management

Industrial engineering

Strategic planning and business/marketing development planning Leadership development (coaching, mentoring)

Performance metrics

### Anticipated Role

Small project management

Facilitation

Research

# Representative Project and Leadership Experience

Implemented Lean Manufacturing for national and international businesses in both discrete and continuous

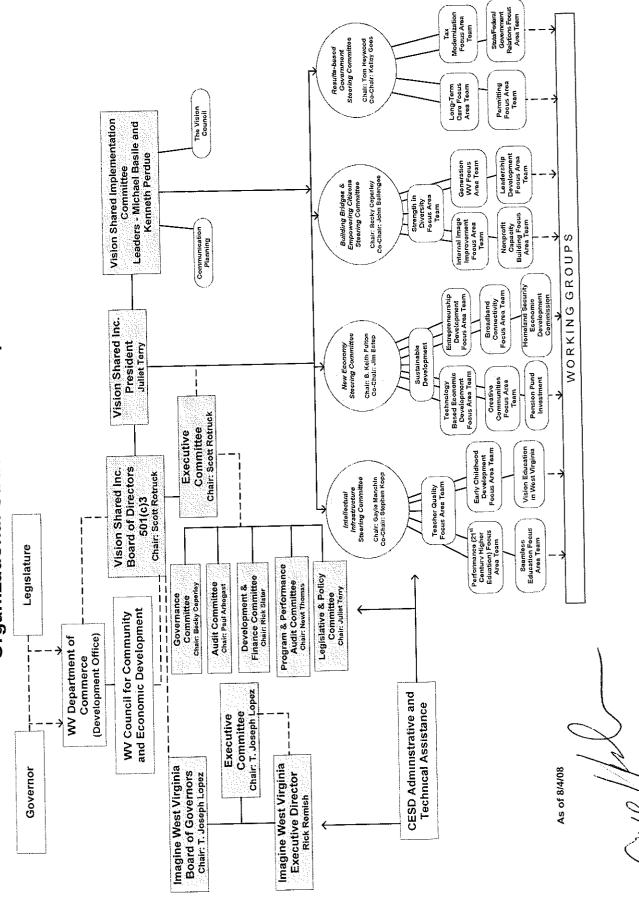
- Provided technical assistance and facilitation to the WV Comprehensive Behavior Health Commission Performed process re-engineering project to analyze and implement an improved packaging and shipping operation for large multi-national company and its subsidiaries
- Performed outsourcing risk analysis for national network of small service businesses Developed numerous inventory, production, and capacity planning tools for manufacturing and service
- Assisted design, testing, and implementation of multiple automation processes for a materials business
- Designed and implemented continuous improvement program for international manufacturing organization Developed ergonomics program, including training and compliance assessment, for small organizations Performed customer needs assessment for large and small manufacturing, service, and government

Conducted market and industry research to assist organizations in formulating and assessing supply chain

- Designed decision support systems for organizations to streamline repetitive tasks and improve data
- Developed and delivered technical training for multiple organizations and industries
- Provided supply chain leadership for \$30 MM product line in international location
- Supervised 30+ hourly employees on \$100 MM product line

West Virginia: A Vision Shared Organizational Structure and Operations

Attachment 2





>HZDOR

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

# Request for

RFQ NUMBER BCF90050 1

ADDRESS CORRESPONDENCE TO ATTENTION OF

ROBERTA WAGNER **3**04-558**-**0067

\*709051207

304-293-5551

CESD INC

WVU COLLEGE OF ENGINEERING

PO BOX 6070

MORGANTOWN WV 26506-6070

HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE

350 CAPITOL STREET, ROOM 730 CHARLESTON, WV

> 25301-3711 304-558-4682

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

# Request for

RFQ NUMBER BCF90050

ADDRESS CORRESPONDENCE TO ATTENTION OF

ROBERTA WAGNER 04-558-0067

304-293-5551

CESD INC

\*709051207

WVU COLLEGE OF ENGINEERING

PO BOX 6070

MORGANTOWN WV 26506-6070

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 CAT. LINE QUANTITY UOP ITEM NUMBER UNIT PRICE AMOUNT VENDOR MUST ¢learly understand that any verbal REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY PRAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES And any state personnel is not bindings ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE \$PECIFICATIONS BY AN OFFICIAL ADDENDUM B BINDING. SĬĠNATURE REV 11/96 END OF ADDENDUM NO. 1 SEE REVERSE SIDE FOR TERMS AND CONDITIONS SIGNATURE TITLE FEIN ADDRESS CHANGES TO BE NOTED ABOVE



\*709051207

PO BOX 6070

MORGANTOWN WV

CESD INC

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

26506-6070

WVU COLLEGE OF ENGINEERING

### Request for Quotation

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BCF90050

PAGE:

ADDRESS CORRESPONDENCE TO ATTENTION OF:

ROBERTA WAGNER 304-558-0067

304-293-5551

HEALTH AND HUMAN RESOURCES BCF - COMMISSIONER'S OFFICE

350 CAPITOL STREET, ROOM 730 CHARLESTON, WV 25301-3711 304-558-4682

FREIGHT TERMS F.O.B. DATE PRINTED TERMS OF SALE SHIP VIA 08/20/2008 01:30PM BID OPENING DATE: BID OPENING TIME 09/04/2008 CAT: NO AMOUNT UNIT PRICE QUANTITY UOP ITEM NUMBER LINE 961-20 0001 В 1 TO ASSIST IN DEVEL. OF STRATEGIC SERV **PROFESSIONAL** \$80,965 BCF90050 \*\*\*\*\* TOTAL: THIS IS THE END OF RFQ SEE REVERSE SIDE FOR TERMS AND CONDITIONS FEIN TITLE ADDRESS CHANGES TO BE NOTED ABOVE

### Questions Regarding Request for Quotation (RFQ) for Development of a Five-Year Strategic Plan and the Establishment of an Effective Organizational Vision for the Future

# West Virginia Department of Health and Human Resources (DHHR) Bureau of Children and Families (BCF)

Submitted by Collective Impact, LLC

08.11.08

- Are you accepting quotations from out-of-state firms?
   Yes
- 2. Will the lowest bid be the sole determining factor in selecting a vendor? If not, how much weight will be given to cost?

  Low "Grand Total" bid on "Vendor Bid Summary Sheet" (adjusted for any in state vendor preference) with be the sole determining factor of selecting a vendor from those meeting the mandatory qualifications.
- 3. Do you have a specific timeframe for the completion of the development of a five-year strategic plan and the establishment of a vision for the future? The Five Year Strategic Plan will be a product of the Agency working with the vendor and utilizing their abilities in facilitation and experience in strategic planning and, aside from the BCF Strategic Goals and Objectives, is not a specific deliverable of the RFQ. Estimated timeframe is 9-12 months post award. The "establishment of a vision for the future" is not a specific deliverable of the RFQ.
- 4. Is the "implementation plan" referred to under Task 6 the same as the five-year strategic plan? If not, how are they different?

  The Implementation Plan in Task 6 is not the same thing as the Five-Year Strategic Plan. The Five Year Strategic Plan is the consolidation of the BCF Strategic Goals and Objectives from Task 5. The Implementation Plan is a detailed listing of the activities, costs, expected difficulties, and schedules that are required to achieve the goals and objectives of the Strategic Plan, including the identification of a communications and information process to keep stakeholders informed about the progress of the Plan.
- 5. Do you want the implementation plan to be a published document? It yes, do you want the plan to be developed as a high impact marketing (glossy) piece to be used with funders, policy makers, etc. or a standard (non-glossy) report to be used internally?

The implementation plan will be a standard (non-glossy) report primarily for internal agency use.

- 6. Do you have a preferred RFQ format or is this open for the vendor to determine?

  The vendor is to submit supporting documentation for all mandatory qualifications and a completed and signed "Vendor Bid Summary Sheet"
- 7. We understand that the work plan will be developed in the first month of the contract as part of Task 1. Are you expecting a proposed work plan, scope of services, or suggested methodology for addressing the listed deliverables as part of the RFQ submission? If yes, in what format?

  No, no work is to begin until award to the successful vendor.