



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
CSE11066

PAGE
1

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

RFQ COPY
 TYPE NAME/ADDRESS HERE

HEALTH AND HUMAN RESOURCES
 CHILD ADVOCATE OFFICE
 CAPITOL COMPLEX
 BUILDING 6
 CHARLESTON, WV
 25305 304-746-2383

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
02/08/2011				

BID OPENING DATE: 02/22/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
1. QUESTIONS AND ANSWERS ARE ATTACHED. 2. TO MOVE THE BID OPENING DATE FROM 2/10/2011 TO 2/22/2011. 3. 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.: CSE11066						
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						
NO. 2						
NO. 3						
NO. 4						
NO. 5						
I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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

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. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, 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.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **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. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **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, and the West Virginia Insurance Commission. 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.
16. **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 material, 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.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. 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. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. 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
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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 Department of Administration
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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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<p>THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <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>..... SIGNATURE</p> <p>..... COMPANY</p> <p>..... DATE</p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>REV. 09/21/2009</p> <p>END OF ADDENDUM NO. 1</p>						

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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	YR	961-20			
CONTRACT FOR NEW HIRE PROGRAM SERVICES						
***** THIS IS THE END OF RFQ CSE11066 ***** TOTAL:						

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RFQ CSE11066 Addendum # 1

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1. Can the State provide a copy of the RFQ in a Microsoft Word format?
No. It is provided via the Department of Administration (DOA) Purchasing website to registered vendors to be downloaded, but it is not alterable. It is in .pdf format.
2. Does the State have a preference as to how the proposal should be formatted and organized?
Does the costing section need to be separate from the proposal?
Respond item by item as in the proposal. No, the costing section does not need to be separate from the proposal.
3. How many hard copies of the proposal do you need? What does the State mean by a convenience copy of the proposal? 1 original for the Bureau. Convenience copy is an original for DOA Purchasing for a total of 2 original copies.
4. Can the State provide the name and contact information of the current vendor? Policy Studies, Inc., 1515 Wynkoop Street Ste 400, Denver Co 80202 (303)863-0900
5. Can the State provide the staffing levels (full and part time) of the current vendor? Current vendor performs in a central location for all customers, not only West Virginia. The number of staff designated to the State of WV is not consistent and varies as needed.
6. How many employers are in the current New Hire database? See 2010 Annual Report from Current Vendor
 - a. How many employers have reported new hires within the last 12 months? - 24 months? See 2010 Annual Report from Current Vendor
7. With the tough economy has there been a decline in reporting for the new hire program in the past 12 months? See 2010 Annual Report from Current Vendor
8. What is the monthly average of new hire reports for the past 12 months? - 24 Months? See 2010 Annual Report from Current Vendor
9. What is the percentage (%) breakdown of new hire reports via the following methods per month? See 2010 Annual Report from Current Vendor
 - a. Mail
 - b. Fax
 - c. Internet Online
 - d. FTP
 - e. Diskette Cartridge (Tape)
 - f. Telephone
 - g. Other
10. How many phone calls does the new hire operation handle daily/monthly over the past year?

RFQ CSE11066 Addendum # 1

See 2010 Annual Report from Current Vendor

11. What is the current transaction rate for new hire reports being paid? .525
 - a. Is it the same price for data entry and electronic reports? Yes
12. What is the State's budgeted amount for this RFQ / Services? N/A
13. Is there a transition report with the current vendor? Can you provide a copy? No
14. Can you provide a copy of the current compliance and outreach material? Can be found on The Bureau's website at <http://www.wvdhhr.org/bcse> We do not have pamphlets or hard copies of outreach material.
15. Can the vendor utilize an existing proprietary new hire reporting system to collect and process new hire reports if we can provide the data in acceptable formats to the State? Yes
16. Who owns the current web site and URL? The current vendor.
17. Can the vendor have the telephone and fax numbers ported over to them during the contract time frame? Yes
18. Can we get a breakdown of the current database? - # of employers? # with 1 address? # with multiple addresses? # with more than 5 addresses? No, however, the state has approximately 40,000 active employers doing business.
19. Can the State clarify what it means by Imaging Transmissions? The imaging of paper documents and the transmission of such images through electronic media.
20. IVR technologies – what is the current volume of reports via this method? What information is available on the current IVR system? See 2010 Annual Report from Current Vendor
21. How often does the State request statistical reports? Monthly, plus annual report.
22. What specific website statistics does the State require? See 2010 Annual Report from Current Vendor
23. Can you provide a breakdown of the evaluation criteria for the RFQ? Award will be based upon the lowest total of Transitional Cost plus Monthly Average Estimated Cost, where Transitional Cost is any flat fee to be charged during the first two months of the contract for set-up or change of operations and Monthly Average Estimated Cost is the vendor's proposed rate per record times the estimated monthly average of 15133.
24. What agency/business currently has the contract for the new hire program services?
Policy Studies, Inc.
1515 Wynkoop Street Ste 400
Denver CO 80202

RFQ CSE11066 Addendum # 1

25. RFQ Page # RFQ Section # Question
 13 and 26 Debarment and Suspension

Participation Acknowledgment, Authorization, Consent, and Release Form This section requires the vendor to certify that neither the vendor nor any entity, agency, or person associated with the vendor is debarred or suspended. However, it does not instruct how to present that certification. Although you provide a form on page 26 (West Virginia Department of Health & Human Resources Federal Program Participation Acknowledgment, Authorization, Consent, and Release), it appears to be for an individual at hire. It also requests some highly confidential information (SSN, DOB, and Driver's License Number—all the data needed to steal one's identity) that we would not release in a document that could become public record. Please confirm that vendors do not need to include the form with the quotation and should include their certification in a transmittal letter.

The Bureau for Child Support Enforcement will accept either format, the preapproved form or corresponding statement on company letterhead. The form is self contained and has all the proper and approved language and, therefore, would be preferred. However, company letterhead would be acceptable so long as all the appropriate language is contained within the letter.

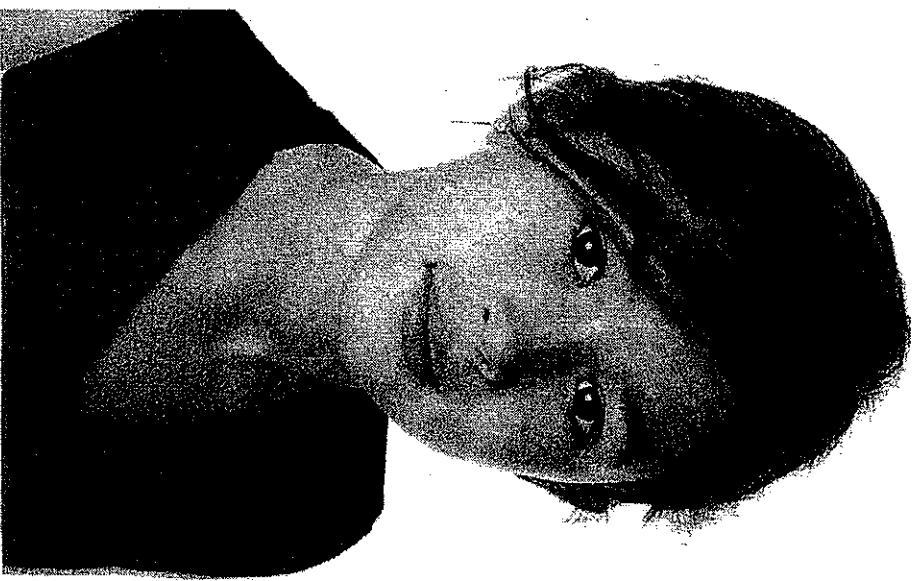
26. Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission." Please confirm that licensing is only required upon notice of intent to award. Correct
27. Incomplete Reports: How many reports missing required information were received per month for the last 3 years? None
28. Report Formats: Please provide the total number of each type of report received per month for the last 3 years broken down by type: W-4, Facsimile, Other Paper type, diskettes, Compact Disk, cartridge tape, electronic file transfer, IVR, and internet. See annual report.
29. IVR: Please provide the total number of calls to the IVR per month for the last 3 years. See attached chart.
30. Statistical Report: Does the current vendor provide a report with statistical data? If so please provide a copy of the report for the last 12 months. Enclosed
31. L. Page 11 "The vendor is required to begin participation in transition activities no later than three(3) months prior to the assumption of the new hire process." "Page 15: Life of Contract: This contract shall be effective May 1, 2011..." Do the transition activities begin on May 1, 2011? Yes
32. General Information: Please provide the rate per new hire record being paid in the current contract .525

West Virginia New Hire Reporting Center

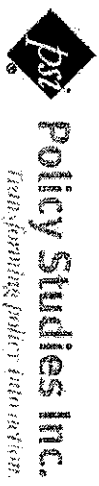
2010 Annual Report

Compiled by Policy Studies Inc.,
West Virginia's New Hire
Partner Since 2000

August 2010



2010 Annual Report



West Virginia New Hire Reporting Center -- 2010 Annual Report



Policy Studies Inc.
Transforming policy interaction.

Agenda

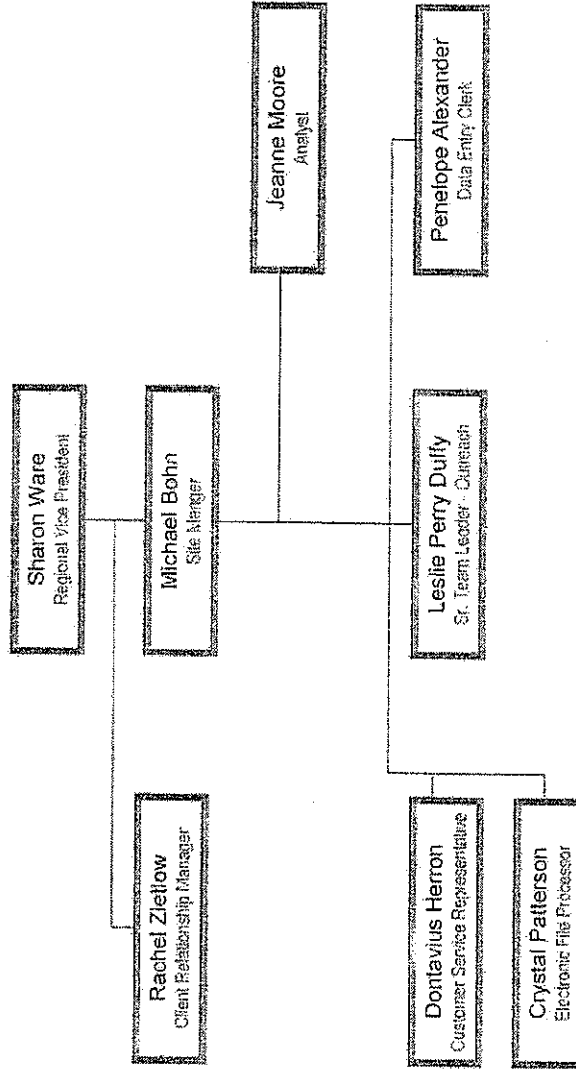
- **Experienced Leadership and Service**
- **Excellent Customer Service**
- **Effective Employer Outreach**
- **Solid Performance**
- **The PSI Difference**
- **PSI's New Hire Experience**





Policy Studies Inc.
transforming policy into action

Experienced Leadership and Service



Dedication to Customer Service

- **SFY 2010 Achievements**
 - **Provided friendly, attentive customer service Monday through Friday, from 8:00 a.m. to 6:00 p.m.**
 - **Fielded approximately 78 calls per month or about 940 calls during the year**
 - **Used the phone system's auto-attendant feature to field calls after hours, weekends, and holidays, responding to all messages within 24 hours**
 - **Responded to all e-mails within 24 hours**
 - **Received no customer complaints—a testament to the superior service we deliver**
 - **Achieved 99.7% accuracy on all records processed—maintaining strong performance**

West Virginia's New Hire Web Site



Welcome to the West Virginia New Hire Reporting Center

What's New

Quick Links

- [Employer Resource Center](#)
- [Bureau for Child Support Enforcement](#)
- [Payroll Remittance/ETI](#)

Calling all employers!

Federal and State law require employers to report newly hired and re-hired employees in West Virginia to the West Virginia New Hire Reporting Center. This site will provide you with information about reporting new hires including reporting online and other reporting options!

REGISTER

Register to Report New Hires on the Internet or to securely transfer files

LOGIN

Login and Report New Hires online or transfer files if you are already registered



READ THIS !!
If your employee is called up for active duty!

Many of your employees may be called to active military duty in the coming weeks. Click here for more information.

Reporting Issues: Learn about new hire reporting and convenient reporting options.
Employer Action Questions: Find answers to employer's most commonly asked new hire reporting questions.
Electronic Reporting: Save time, save money...report electronically!
Multiple Reporting: Employees in more than one state? Here's what you need to know.
Compliance: How does the State ensure I am reporting?
Payroll Remittance/ETI: Payment Remittance / Electronic Funds Transfer for Income withholdings
SIC Index: AWP of the site
Contact Us: Send us feedback, request technical support or customer service.

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Designed and maintained by Policy Studies Inc.
1000 Wyandora Street, Suite 200 - Charlestown, NC - 28026 - www.psvinc.com

Updated 4/10/10



Employer Outreach

- **Core Goals**
 - Increase new hire compliance
 - Increase electronic submission volumes
- **Key Objectives**
 - Develop a targeted approach to efficiently reach non-compliant employers
 - Notify new employers of reporting requirements





Outreach Professional Employer Groups

Organizations Contacted	
All school district superintendents	West Virginia Elks
APA Charlestown	West Virginia Funeral Directors Association
Association of Contractors	West Virginia Health Care Association
Association of WVABC	West Virginia Hospital Association
9 Payroll and Human Resource Associations	West Virginia Medical Directors Association
Society for Human Resource Management Chapters (6 offices)	West Virginia Primary Care Association
State Department of Education	West Virginia Rural Health Association
58 Tax Preparers	West Virginia Society of CPAs
West Virginia Board of Medicine	West Virginia State Medical Association
West Virginia Council of Home Care Agencies	West Virginia Travel & Hospitality Association



Outreach **Outreach Activities**

- **Approached national leadership of national programs**
 - **Boys & Girls Clubs**
 - **YMCA**
- **Contacted industries receiving stimulus dollars in WV**
 - **Various construction companies**
 - **Various power companies**
- **Ongoing state research to determine industry trends**
 - **Companies hiring**
 - **New start-ups**
- **Monthly targeted outgoing outreach calls**
 - **Large manual reporters**
 - **Companies with inconsistent reporting histories**
 - **Large companies that failed to report during a month**
 - **Companies that did not respond to an EPP notice**
- **Promoted electronic reporting in all communications**
 - **Developed an electronic brochure**

Employer Outreach **Compliance Mailings**

Month/Year	Number of Letters Mailed	Number of Employers Responding	Number of Records Received	Response Rate
07/09	61	42	231	68.9%
08/09	63	30	120	47.6%
09/09	64	37	158	57.8%
10/09	63	31	128	49.2%
11/09	81	44	131	69.8%
12/09	79	21	57	25.9%
01/10	72	35	181	44.3%
02/10	98	54	228	55.1%
03/10	96	46	159	47.9%
04/10	87	45	166	51.7%
05/10	64	46	281	71.9%
06/10	87	49	250	56.3%
Total	915	480	2,090	52.6%

* The data reflect the results from 30 days post mailing.



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improving public administration

Employer Outreach **EPP Mailings**

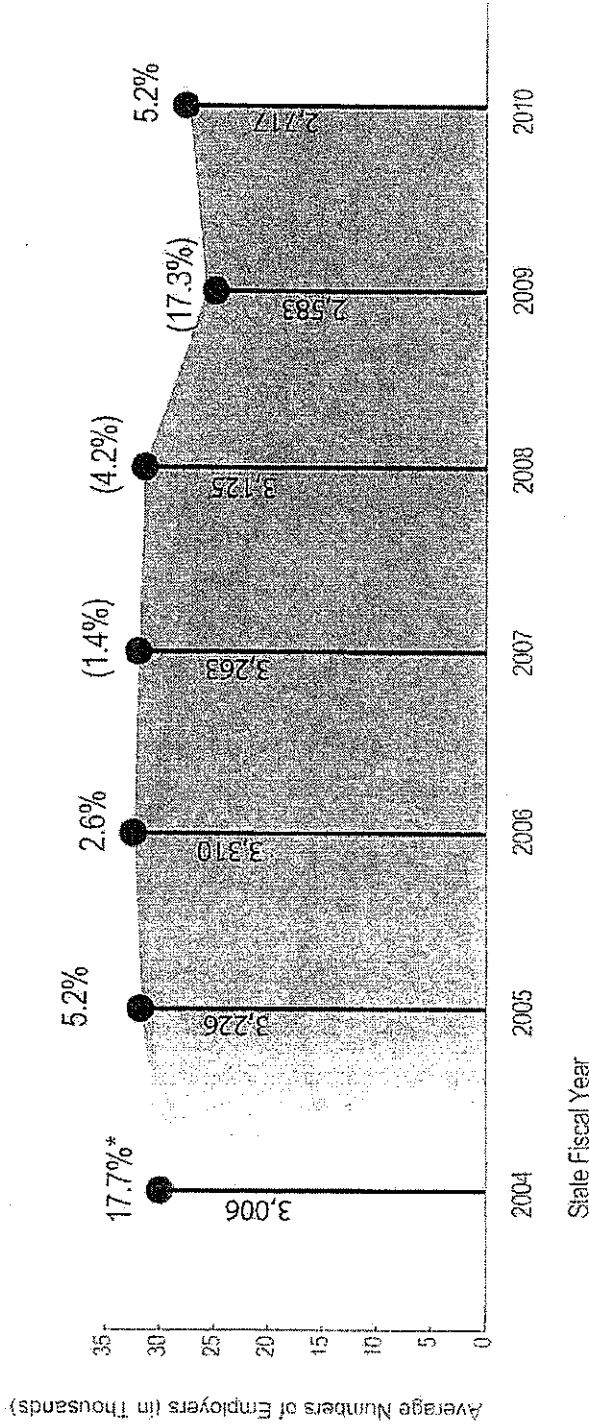
Date Sent	Number of Letters Mailed	Number of Employers Responding	Number of Records Received	Response Rate
09/09	798	278	3,561	34.8%
12/09	381	61	846	16.0%
03/10	384	131	1,854	31.4%
Total	1,563	470	6,261	28.9%

Performance

- **Highlights**
 - **Processed 170,571 new hire reports**
 - **Increased the rate for electronic reporting to 71.9%—an increase of 3.9% from 2009**
 - **Registered 751 employers to use our Web site for the first time**
 - **Received 6,261 reports due to EPP notices**

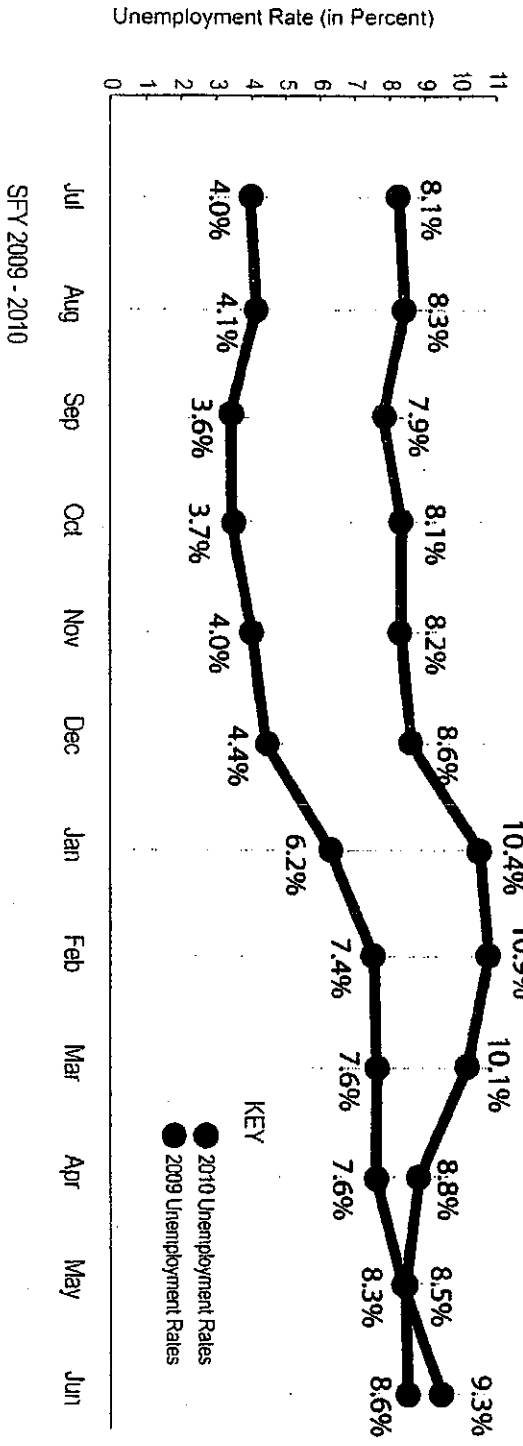


Performance
Average Number of Employers Reporting per Month



* Percent indicates change over previous year's employer reporting rate.

West Virginia Unemployment Rate

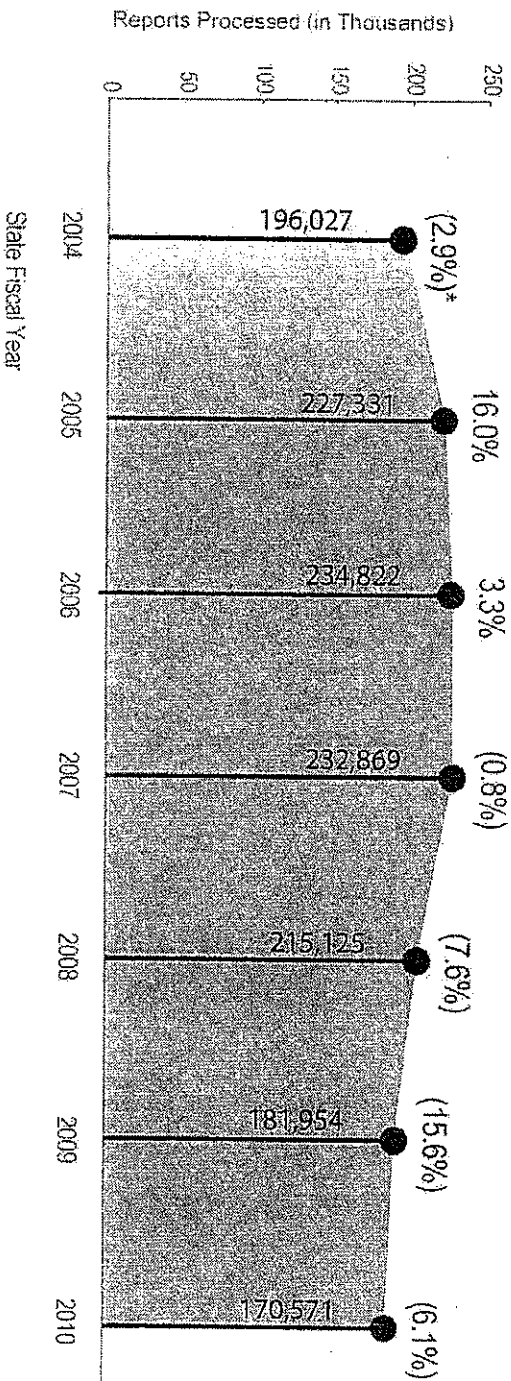


* The unemployment rates are not seasonally adjusted.



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Performance Number of Records Processed



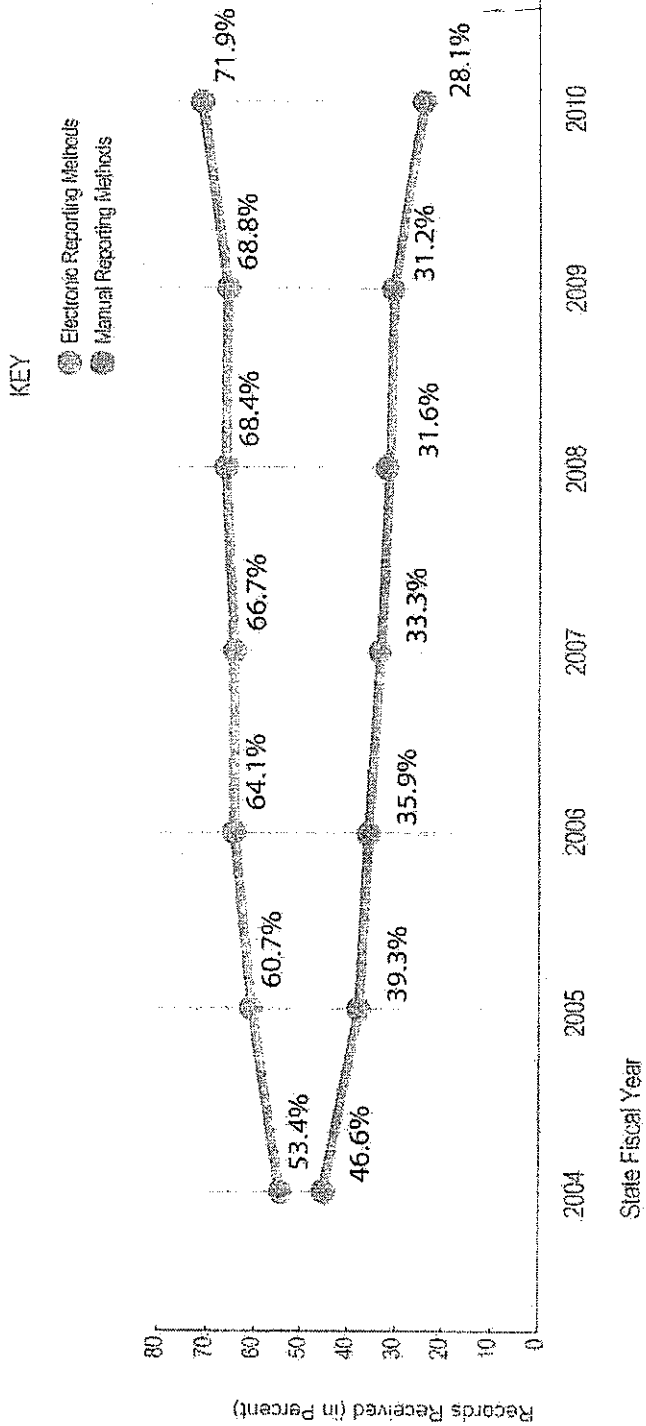
* Percent Indicates change over previous year's volume of records processed.



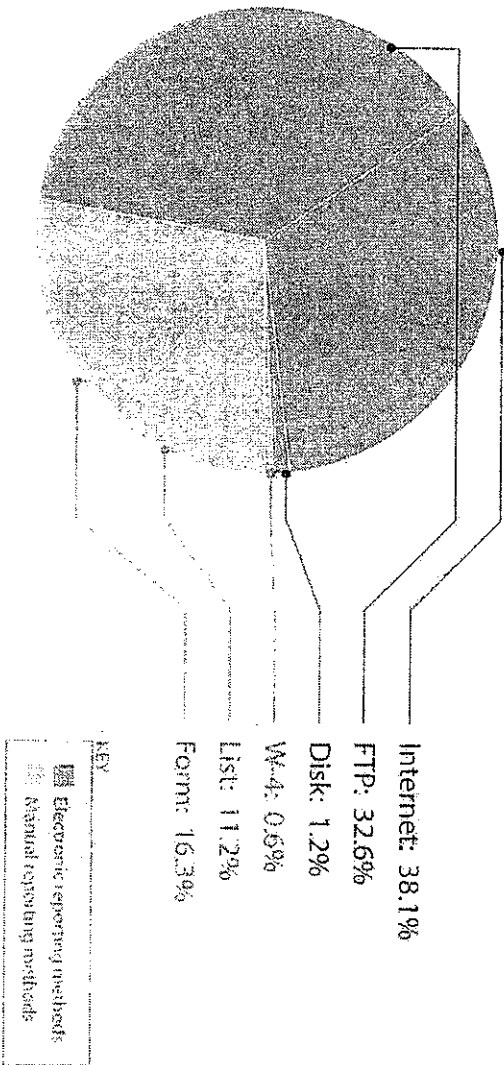
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Transforming Policy Implementation

Performance Electronic Versus Manual Records Received



Performance Breakdown of New Hire Reporting Methods





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transforming policy into action

Performance Web Site

Month/Year	Number of New Employers Registered to Report via Web Site	Number of Employers Reporting via Web Site	Number of Records Submitted via Web Site
07/09	58	977	5,578
08/09	49	995	5,687
09/09	125	1,054	6,551
10/09	76	993	5,790
11/09	40	888	5,028
12/09	28	773	3,986
01/10	47	811	3,962
02/10	50	824	4,172
03/10	47	1,008	5,280
04/10	101	1,125	6,282
05/10	61	1,099	5,920
06/10	69	1,136	6,690
Yearly Totals	601	974 (Monthly Average)	64,591



The PSI Difference **Critical Services for Success**

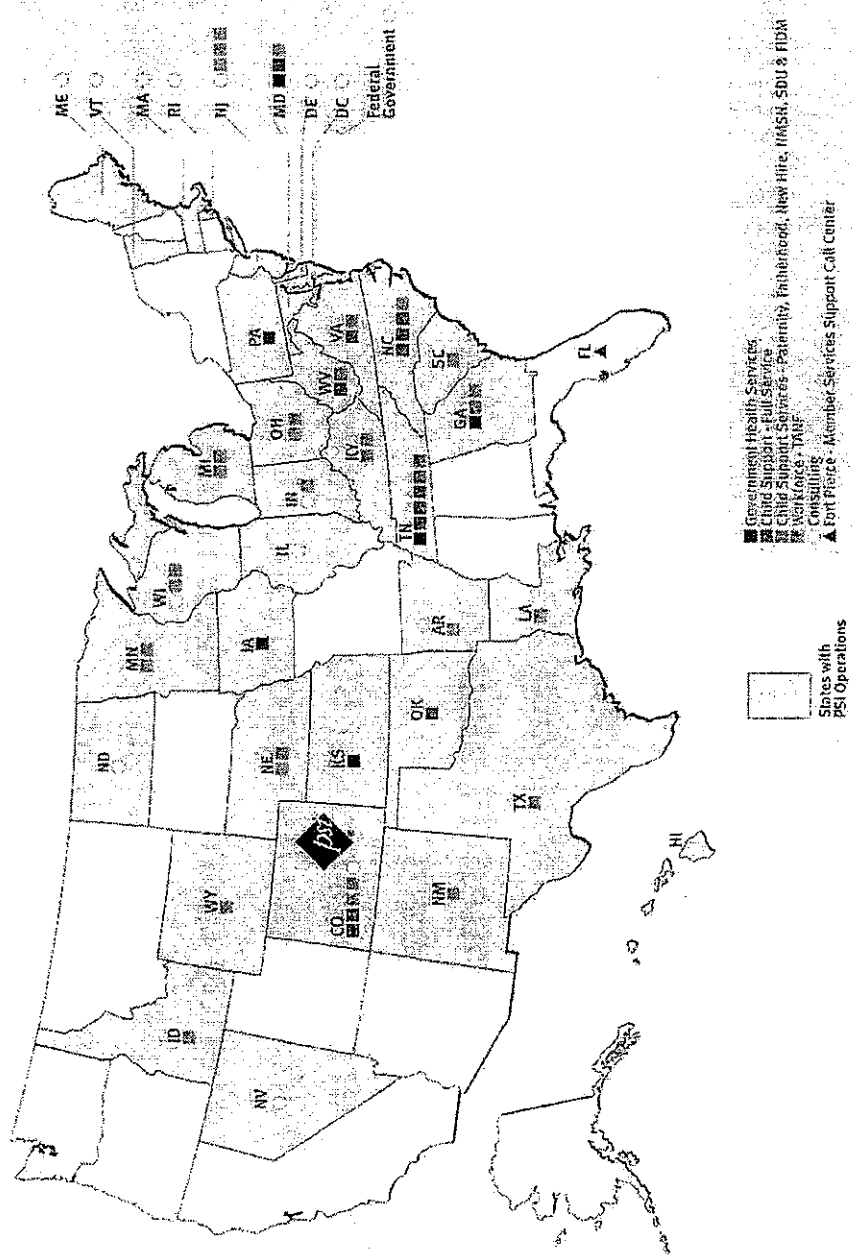
- **Proactive, targeted outreach—more than just automation**
 - **On-the-ground training to employers and industry associations**
 - **Identification of new industries and employers**
 - **Mailings based on compliance patterns and seasonal industries**
- **Comprehensive quality assurance—more than just system checks**
 - **Proactive reject corrections**
 - **Double check sample of records for accuracy**
 - **Outbound calls to resolve incomplete and illegible forms**



The PSI Difference Benefits

- **Higher electronic reporting rates**
- **Faster receipt of new hire data**
- **More accurate data**
- **Greater number of compliant employers**
- **Higher new hire report volumes**
- **Increase in number of withholding orders, resulting in higher collections and federal incentives**
- **Better customer service and happier employers**

PSI' National Leadership in New Hire





PSI's New Hire Experience

- **PSI was the first contractor to operate an outsourced new hire program (Minnesota, January 1996 to the present)**
- **PSI has operated 11 state new hire operations for more than seven years**
- **We oversee more than 80 percent of the nation's outsourced new hire programs**
- **We currently manage 19 new hire operations**
- **In 2009, PSI processed more than 1.9 million new hire transactions per month**



Policy Studies Inc.

Transparency. Policy. Into Action.

PSI's Commitment

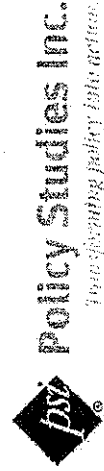
- **Maintain high standards for quality and customer service**
- **Seek out new and innovative ways to reach employers**
- **Raise employer compliance**
- **Increase employers' submission of electronic reports**
- **Provide a safe and secure work environment**
- **Protect confidentiality at all times**
- **Help improve the financial well-being of West Virginia's children**



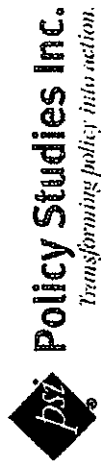
Questions...



The collaborative spirit that has characterized our new hire program in West Virginia is the driving force behind our success.



2010 Annual Report



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Suite 400
Denver, Colorado 80202
Tel 303.863.0900
www.policy-studies.com