

## INFORMAL SOLICITATION

### Minnesota Department of Administration

#### Minnesota Governor's Council on Developmental Disabilities

**Description of Project:** The current Five Year State Plan for the Minnesota Governor's Council on Developmental Disabilities (GCDD) has been approved by the Administration on Developmental Disabilities (ADD) for FFYs 2007-2011. The Plan includes the application of the Malcolm Baldrige Criteria for Performance Excellence (Baldrige Criteria).

Since 1997, The GCDD has studied the Baldrige Criteria, and applied the Baldrige framework and Core Values to its business - information, education, and training to build knowledge, develop skills, and change attitudes that will lead to the increased independence, productivity, self determination, integration and inclusion (IPSII) of people with developmental disabilities and their families. The GCDD has embraced the use of the Baldrige Criteria and aligned every aspect of its business to the Criteria to improve business results. The GCDD has also engaged suppliers to become familiar with the Baldrige framework and Core Values, and align their work processes and business practices with the Baldrige Criteria.

In 1997, the GCDD participated in the Minnesota Council for Quality Awards process and received a Bronze Award (Commitment level). In 1999, the GCDD again participated and received a Gold Award (Achievement level), the first time this award was earned by a government agency.

Through a continuous improvement process and application of quality principles, the GCDD has worked to better understand customer needs, requirements, and expectations; and better assess the IPSII outcomes. The GCDD is seeking proposals and funds are available on an annual basis to further our efforts in the pursuit of quality during the Five Year State Plan period.

#### **Sample Tasks:**

1. Work with the GCDD to understand new approaches and changes in key requirements and practices in each category of the Baldrige framework as contained in the *2007 Criteria for Performance Excellence*.
2. Work with the GCDD to identify process improvements and apply quality improvement tools in categories that will be targeted for this year's work.

3. Work with the GCDD to identify and improve data collection processes that can minimize duplication of effort, meet multiple and nonuniform reporting requirements, and be more efficient.
4. Work with the GCDD to improve supplier alignment with the Baldrige Criteria and increase business results.

**NOTE:** This Informal Solicitation does not obligate the state to award a contract or complete the project, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest.

**Desired Skills:**

1. Thorough knowledge and understanding of the Malcolm Baldrige National Award Criteria for Performance Excellence, key characteristics of the Criteria, and Core Values.
2. Experience in and successful application of the Criteria, Core Values, quality principles, and quality improvement tools/approaches in both private and public sectors.
3. Experience in coaching and providing technical assistance on the Criteria to the leadership of a business as a whole or a unit/division within a business.
4. Experience in facilitating small groups or business work units to discern their business/organizational purpose, primary customers, products/services and delivery mechanisms, business results, and performance measures.

**Questions:**

Questions concerning this Informal Solicitation should be directed to:

Mary Jo Nichols  
Grants Administrator  
Minnesota Governor's Council on Developmental Disabilities  
370 Centennial Office Building  
658 Cedar Street  
St. Paul, Minnesota 55155  
(651) 282-2899 voice  
(800) 627-3529 Minnesota Relay Service  
Email: [mary.jo.nichols@state.mn.us](mailto:mary.jo.nichols@state.mn.us)

## **Response Content and Evaluation Point Distribution:**

1. Discuss your understanding of the Malcolm Baldrige National Award Criteria and key characteristics of the Criteria (15 points).
2. Describe the core values that are the basis of your approach to quality and their relationship to the Core Values and concepts of the Baldrige Criteria, continuous performance and performance excellence (20 points).
3. Describe your experience in working with the leadership in both private and public sectors, and approach to identify organizational strengths, areas for improvement, and improve business results (20 points).
4. Describe any innovative approaches you would recommend on how to instill an appreciation of customer satisfaction and quality improvement processes throughout the work environment (15 points).
5. Discuss the skills and expertise related to quality improvement practices and performance excellence that you would bring to the GCDD (20 points).
6. Budget and breakdown of costs (10 points).

**NOTE:** Responders must complete and return the attached Location of Services Disclosure.

## **Response Delivery:**

All responses must be in writing and delivered to:

Minnesota Governor's Council on Developmental Disabilities  
370 Centennial Office Building  
658 Cedar Street  
St. Paul, Minnesota 55155

Responders must submit twelve (12) copies of their proposal (minimum of 12 point font) and proposals must be received (mail or hand delivery) **no later than 3:30 p.m. Central Daylight Time, on Tuesday, July 17, 2007.**

**Late responses will not be considered. Fax or email responses will not be accepted.**

Response Evaluation:

All responses received by the due date and time will be evaluated.

**Conflicts of Interest:**

Please provide a list of all entities with whom you, the Responder, has a relationship that creates, or appears to create, a conflict of interest with the work that is contemplated in this request for proposal. The list should indicate the name of the entity, relationship, and discussion of the conflict.

**Disposition of Response:**

All materials submitted in response to this Informal Solicitation will become public record after the evaluation process is completed. The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

**Organizational Conflicts of Interest:**

The Responder warrants that, to the best of his/her knowledge and belief and, except as otherwise disclosed, there are no relevant facts or circumstances that could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The Responder agrees that if, after the award is made, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division. The disclosure must include a description of the action that the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organizational conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the Responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to the contracting officer, the State may terminate the contract of default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

**Insurance Requirements:**

- A. Contractor shall not commence work under the Contract until the insurance described below has been obtained and the State of Minnesota has approved such insurance. Contractor shall maintain such insurance in force and effect throughout the term of the Contract.

B. Contractor is required to maintain and furnish satisfactory evidence of the following insurance policies:

1. **Workers' Compensation Insurance:** Except as provided below, Contractor must provide Workers' Compensation insurance for all its employees and, in case any work is subcontracted, Contractor will require the Subcontractors to provide Workers' Compensation insurance in accordance with the statutory requirements of the State of Minnesota, including Coverage B, Employer's Liability. Insurance **minimum** amounts are as follows:

\$100,000 - Bodily Injury by Disease per employee  
\$500,000 - Bodily Injury by Disease Aggregate  
\$100,000 - Bodily Injury by Accident

If Minnesota Statute exempts Contractor from Workers' Compensation insurance or if the Contractor has no employees in the State of Minnesota, Contractor must provide a written statement, signed by an authorized representative, indicating the qualifying exemption that excludes Contractor from the Minnesota Worker's Compensation requirements.

2. **Commercial General Liability:** Contractor is required to maintain insurance protecting it from claims for damages for bodily injury, including sickness or disease, death, and for care and loss of services as well as from claims for property damage, including loss of use which may arise from operations under the Contract whether the operations are by the Contractor or by a Subcontractor or by anyone directly or indirectly employed by the Contractor under the Contract. Insurance **minimum** amounts are as follows:

\$1,000,000 - per occurrence  
\$2,000,000 - annual aggregate  
\$2,000,000 - annual aggregate - Products/Completed Operations

The following coverages shall be included:

Premises and Operations Bodily Injury and Property Damage  
Personal and Advertising Injury  
Blanket Contractual Liability  
Products and Completed Operations Liability  
Other - please list \_\_\_\_\_  
State of Minnesota named as an Additional Insured

3. **Contractor Automobile Liability:** Contractor is required to maintain insurance protecting the Contractor for claims for

damages for bodily injury as well as from claims for property damage resulting from the ownership, operation, maintenance or use of all owned, hired, and non-owned autos that may arise from operations under this Contract, and in case any work is subcontracted the Contractor will require the Subcontractor to provide Commercial Automobile Liability. Insurance **minimum** amounts are as follows:

\$1,000,000 - per occurrence Combined Single Limit or Bodily Injury and Property Damage

In addition, the following coverages should be included:

Owned, Hired, and Non-owned Automobile  
State of Minnesota named as an Additional Insured

C. Additional Insurance Conditions:

- Contractor's policy (ies) shall be primary insurance to any other valid and collectible insurance available to the State of Minnesota with respect to any claim arising out of this Contract.
- Contractor's policy (ies) will provide the State of Minnesota with thirty (30) days advance notice of cancellation, nonrenewal, or reduction in limits of coverage or other material change.
- Contractor is responsible for payment of Contract related insurance premiums and deductibles.
- If Contractor is self-insured, a Certificate of Self-Insurance must be attached.
- Include legal defense fees in addition to its liability policy limits.
- Obtain insurance policies from an insurance company having an "AM BEST" rating of A- (minus); Financial Size Category (FSC) VII or better and must be authorized to do business in the State of Minnesota.

- D. The State reserves the right to immediately terminate the Contract if the Contractor is not in compliance with the insurance requirements and retains all rights to pursue any legal remedies against the Contractor. All insurance policies must be open to inspection by the State, and copies of policies must be submitted to the State's authorized representative upon written request.

- E. The successful Responder is required to submit acceptable evidence of insurance requirements prior to commencing work under this Contract.