

5. Best Value Incentives

Name of Firm/Offeror: *Quality Technical Services, Inc.*

Incentives are designed to motivate vendors to surpass specific requirements of the solicitation while discouraging inefficiency and waste. The offerors' proposal should include additional benefits or rewards to the Commonwealth to encourage acceptance of their proposal. (Examples of incentives may include additional goods, services, warranties, rebates or royalties, gifts-in-kind, training, advertising/marketing, etc.)

QTS Response:

To improve on the services to be provided during Consulting Services task orders, QTS proposes the following:

Knowledge Transfer – In the QTS approach to each of the consulting categories addressed in this Part 2 of this proposal, we have discussed Knowledge Transfer. This stands in and of itself as a significant part of the Value Added Incentives realized during each task. Above and beyond the anticipated deliverables of task completion reports, performance feedback summaries, and other material related to each task, there will be opportunities for additional plans to implement a new process or methodology, metrics that can be developed or tracked, data collected and analyzed, surveys, new processes, and other follow-up activities that will reach above and beyond the scope of the original task.

Awards and Certifications – Much of the work accomplished in each of the consulting categories will pave the way for each agency/s to use their task results to lay a foundation for several individual and agency-wide certifications and awards. The American Society for Training and Development offers the ASTD Excellence in Practice award which is given to organizations to “recognize results achieved through learning and performance practices, interventions, and tools.” U.S. Senate Productivity and Quality Award for VA is the longest continuously running award for performance excellence in the country and its performance criteria and core values are adapted from the Malcolm Baldrige National Quality Award.

Work performed by agency personnel during tasks can also be used to pursue a myriad of individual certifications. Local college certificate programs are available for Lean and Lean Six Sigma Yellow, Green (American Society for Quality), and Black Belt (American Society for Quality) certifications, Manager of Quality/Organizational Excellence (American Society for Quality), Quality Auditor (American Society for Quality), Quality Improvement Associate (American Society for Quality) represent only a few. With regard to certifications, the QTS team has the requisite knowledge to provide basic advice to steer organizations in the right direction and make them aware of the various certification opportunities available.

The creation of and/or meeting requirements for personnel and executive Professional Development Plans as the result of work done during agency tasks represents another Value Added Incentive.

Volume Discounts – Certain elements of the consulting categories lend themselves to volume discounts. Workforce assessments could receive a price discount with an increase in quantity. In some cases, assessments could be packaged and priced as a part of the consulting task. Assessments could be used to identify existing organizational cultural and/or environmental situations that would identify areas for future development or problem solving.

Pilot Program/Study – The work resulting from a consulting task could generate a requirement that could be accomplished by data gathering and analysis or a pilot program to test a new process or methodology. Similarly, consulting could surface the need for a study of certain aspects of the agency operations, personnel, policies, and standard operating procedures.

Benchmarking/Best Practices – The accomplishments and results from an agency task could be featured in a conference or seminar made available to any/all state agencies. This effort would highlight the agency’s accomplishments, as well as create an awareness among the other agencies of the benefits of their new process or methodology. These sessions could be done in a live conference/seminar format or could be accomplished using distance learning/conferencing technology.

Combining of Tasks – Several agencies may have the need for consulting in identical or similar categories. Combining of tasks amongst two or more agencies could result in economies of scale.