

**SCOPE OF WORK**  
**REQUEST FOR QUOTATIONS**  
**MPA #486 – MINI-BID: LEAN PROCESS IMPROVEMENT SERVICES**

---

---

**REQUEST FOR QUOTATIONS**

This is a request for quotations to provide Lean Process Improvement Services for the \_\_\_\_\_ . Vendors listed on MPA #486 must submit a lump-sum, fixed fee for this project as defined in the scope of work below.

Submissions are due by \_\_\_\_\_. Please submit proposals in hard copy or in pdf format by mail or email to:

---

---

---

---

Please be advised that \_\_\_\_\_ is not responsible for electronic data transmission errors; if using email, please confirm receipt of your proposal. Prices quotes in the Master Price Agreement are maximums: vendors may and are encouraged to submit lower quotes, keeping in mind that this is a competitive selection process.

**SCOPE OF WORK**

This proposed Scope of Work (Scope) describes the tasks to be performed by a Master Price Agreement #486 vendor for Lean Process Improvement Services. The \_\_\_\_\_ seeks to undertake a Lean Process Improvement for \_\_\_\_\_.

**A. BACKGROUND OF THE PROJECT**

**B. OBJECTIVE(S)**

**C. VENDOR'S TASKS**

Based on MPA #486, the vendor will provide the following Lean Process Improvement Services:

The tasks outlined above represent a minimum of \_\_\_\_\_. The \_\_\_\_\_ may work with the selected vendor to modify individual session lengths (i.e. performing two half day sessions instead of a full day session), provided that the same number of hours are attained.

**D. DELIVERABLES**

The selected vendor will assist facilitators to develop the following:

The selected vendor will be responsible for working with the designated \_\_\_\_\_ facilitator on the following:

**E. TIMELINE**

The state agency expects this work to be completed by \_\_\_\_\_. Below is a recommended timeline.

Task	Date Options

**F. DEPARTMENT RESPONSIBILITIES**

1. The state agency has designated \_\_\_\_\_ employees for extensive training within standard business hours to participate in the Lean Process Improvement.
2. The state agency will provide meeting space and dedicate sufficient employees for a Kaizen event.
3. The state agency will provide a facilitator team of two to three staff members to lead the events and to conduct follow-up activities to close gaps after the conclusion of the Kaizen event.

**G. DESIGN CONTROL**

The state agency is wholly responsible for the control of the designed process and the associated deliverables. All design changes or substitutions will be given to the contractor in writing.

**SUBMISSION REQUIREMENTS**

**A. QUOTES**

Quotations shall provide lump-sum, fixed-fee for the indicated amount of services, and may include estimates of additional tasks timetables to improve the outcomes, provided there is an explanation of the improvements that will be achieved.

**B. INFORMATION**

Vendors must provide their contact information, including name, mailing address, telephone number, email address, and the name of the contact person responsible for the project.

**C. EXPERIENCE**

Vendors should reference any demonstrated experience with \_\_\_\_\_. References may be contacted to ascertain the quality and integrity of a vendor’s prior performance, so references should be complete as possible, including listing of responsible individuals, clients, and telephone numbers.