

Signature Certification & Authorization

for purposes of professional service contracting documents

| | |
|---|-------------|
| Calendar Year of Certification & Authorization(s): | 2015 |
|---|-------------|

This Signature Certification & Authorization supersedes all prior documents of this purpose for the agency identified below and shall be effective immediately and remain effective until superseded by a new document of this purpose properly filed, except it shall NOT be effective beyond the calendar year specified above.

I hereby declare the following individuals to be authorized signatories permitted to sign ALL professional service contracts as well as associated procurement documents and communications on my behalf EXCEPT requests for non-competitive contracts or amendments which I understand that I must sign personally.

| Printed Name & Title | Sample Signature with Initials <i>sample of agency head's name as it will be signed & Initialed by the <u>authorized individual</u> named</i> |
|--|---|
| LANCE D. IVERSON, DEPUTY COMMISSIONER | <i>Debra K. Payne</i> <i>dk</i> |
| TANIA YOE, EXECUTIVE ASSISTANT TO THE COMMISSIONER | <i>DPayne</i> <i>dk</i> |
| | |
| | |

add rows to the schedule as necessary

Further, as the chief executive of the agency identified below, I will sign all professional service contract documents as well as associated procurement documents and communications in the following manner:

Agency Chief Executive Signature & Date

Debra K Payne

Printed Name, Title & Agency

DEBRA K. PAYNE, COMMISSIONER, DIDD

Service Contracts Coordinator Designation

| | |
|-------------------------------|------|
| Calendar Year of Designation: | 2015 |
|-------------------------------|------|

This designation (superseding all prior documents of this purpose) shall be effective immediately and remain so until superseded by a new designation properly filed, except it shall NOT be effective beyond the calendar year specified above.

I understand the designated Service Contracts Coordinator serves as an agency's internal specialist with responsibility for:

- all service procurements and contracting,
- providing service contracting information and training to the agency's staff as necessary, and
- serving as the agency's primary RFP Coordinator or resource for other designated RFP Coordinators.

I further understand that because limited staffing in the central professional service procurement oversight function, communications on behalf of my agency with Office of Contracts Review staff should be limited to those from the designated Service Contracts Coordinator.

As chief executive of the agency identified below, I hereby designate the following person as the agency's Service Contracts Coordinator.

| | |
|------------|---|
| Name: | SALWA SUROR |
| Address: | 9TH FLOOR, CITIZEN'S PLAZA, 400 DEADERICK ST, NASHVILLE |
| Telephone: | 615-770-6823 |
| E-Mail: | SALWA.S.SUROR@TN.GOV |

Agency Chief Executive
Signature & Date

Debra K Payne

Printed Name & Title

DEBRA K. PAYNE, COMMISSIONER

Agency Name

DIDD

Department of Intellectual and Developmental Disabilities

Contract Management Plan

Calendar Year 2015

Debra K. Payne, Commissioner
2/23/2015

Organization of the Department of Intellectual and Developmental Disabilities

The Department of Intellectual and Developmental Disabilities (DIDD) is structured with a Central Office in Nashville that oversees, coordinates, and supports the efforts of three regional offices, DIDD's community homes, three assistive technology clinics, and two developmental centers across the state. Within the Central Office, the Office of Administrative Services – Contract Services Sections is responsible for the review and submission for approval of all contracts.

Monitoring Structure

The DIDD shall maintain 2 full time positions devoted to contract development and approval processing. The central coordination of the contract development and approval effort will be performed by the Accounting Manager of Contract Services, who reports to the Deputy Chief Administrative Officer.

I. Staff Positions and Resources Assigned to Contract Management

Executive Administration

Risk Management: 4 Auditors, as requested by Commissioner

General Counsel: 4 Attorneys, as requested by Commissioner

Program Accountability: various program staff person assigned to oversee a specific contract

Quality Assurance and
Protection from Harm: various staff will perform contractor monitoring as part of their quality assurance reviews.

Administration Office

Administration: Chief Administrative Officer, as requested by Commissioner
Deputy Chief Administrative Officer

Contract Review: Accounting Manager of Contract Services
Administrative Services Assistant IV

Developmental Centers

Administration: Chief Officer and Assistants

Program: Various program staff as they respond to complaints, performs reviews, or analyzes contract budgets, expenditures, or closing statements.

Regional Offices (Community Service Programs)

Administration: Regional Officer and Assistants

Program: Various program staff as they respond to complaints, performs reviews, or analyzes contract budgets, expenditures, or closing statements.

II. Standard Review and Supervision of Contractor Performance, Progress, and Contract Compliance

In contract management, the focus is on obtaining services of requisite quality, on time and within budget. The exercise of skill and judgment is often required to effectively protect the public interest. Signing the contract is only part of the responsibilities for contract management. The DIDD is also responsible for the ongoing management of the contract once it has been signed and the relationship with the vendor providing service. This will involve:

- Reviewing service delivery against the contract
- Assessing the effectiveness of the services delivered
- Reviewing contract payments to ensure they have been made according to the contract
- Making site visits, when appropriate
- Ongoing relationship management between the program and vendor
- Dealing with any difference of view with the vendor
- Negotiating changes to the contract initiated by either party
- In extreme cases, taking action to enforce the conditions of the contract including exercising any rights to terminate the contract.

This provides the basis for assessing whether the vendor has delivered what was contracted for; accountability for public money, paying money to the vendor, and making decisions about how to proceed at the expiration of the contract.

Contract review will be based on information reported by the vendor in accordance with the contract, information from other parties, the ongoing relationship with the vendor, reviews of audits and contract monitoring conducted under contract, and any information obtained from other relevant sources.

The level and nature of the review may vary according to the nature of the service, the track record of the vendor, the amount of money involved and the perceptions of risk.

As reviews are conducted, contract management staff will inform appropriate staff of any technical or contractual difficulties encountered with the vendor and inform the vendor of failures to comply or to show a commitment to customer satisfaction, particularly if the contractor does not make suggested corrections.

Signature Certification & Authorization

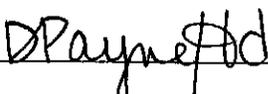
for purposes of professional service contracting documents

Calendar Year of Certification & Authorization(s):

2014

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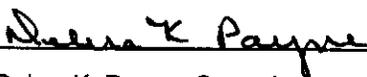
I hereby declare the following individuals to be authorized signatories permitted to sign ALL professional service contracts as well as associated procurement documents and communications on my behalf EXCEPT requests for non-competitive contracts or amendments which I understand that I must sign personally.

| Printed Name & Title | Sample Signature with Initials <i>sample of agency head's name as it will be signed & initialed by the <u>authorized individual</u> named</i> |
|---------------------------------|---|
| Tania Yoe |  |
| | |
| | |
| | |

add rows to the schedule as necessary

Further, as the chief executive of the agency identified below, I will sign all professional service contract documents as well as associated procurement documents and communications in the following manner:

Agency Chief Executive Signature & Date

 1-13-14

Printed Name, Title & Agency

Debra K. Payne, Commissioner
Department of Intellectual and Developmental Disabilities

Service Contracts Coordinator Designation

| | |
|--------------------------------------|-------------|
| Calendar Year of Designation: | 2014 |
|--------------------------------------|-------------|

This designation (superseding all prior documents of this purpose) shall be effective immediately and remain so until superseded by a new designation properly filed, except it shall NOT be effective beyond the calendar year specified above.

I understand the designated Service Contracts Coordinator serves as an agency's internal specialist with responsibility for:

- all service procurements and contracting,
- providing service contracting information and training to the agency's staff as necessary, and
- serving as the agency's primary RFP Coordinator or resource for other designated RFP Coordinators.

I further understand that because limited staffing in the central professional service procurement oversight function, communications on behalf of my agency with Office of Contracts Review staff should be limited to those from the designated Service Contracts Coordinator.

As chief executive of the agency identified below, I hereby designate the following person as the agency's Service Contracts Coordinator.

| | |
|-------------------|--|
| Name: | Debra Dunn |
| Address: | Citizens Plaza, 9 th Floor 400 Deaderick Street Nashville, TN 37243 |
| Telephone: | 615-253-6812 |
| E-Mail: | debra.dunn@tn.gov |

Agency Chief Executive
Signature & Date

Debra K Payne

1-13-14

Printed Name & Title

Debra K. Payne, Commissioner

Agency Name

Department of Intellectual and Developmental Disabilities

Service Contracts Coordinator Designation

| | |
|-------------------------------|-------------|
| Calendar Year of Designation: | 2013 |
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As chief executive of the agency identified below, I hereby designate the following person as the agency's Service Contracts Coordinator.

| | |
|-------------------|--|
| Name: | Debra Dunn |
| Address: | 161 Rosa L. Parks Boulevard, Nashville, TN 37243 |
| Telephone: | 615-253-6812 |
| E-Mail: | debra.dunn@tn.gov |

Agency Chief Executive
Signature & Date

Debra K. Payne

6-3-13

Printed Name & Title

Debra K. Payne, Commissioner

Agency Name

Department of Intellectual and Developmental Disabilities

ALTERNATE RFP COORDINATOR DESIGNATIONS

CALENDAR YEAR OF DESIGNATION: 2013

NOTICE TO COMMISSIONER OF FINANCE & ADMINISTRATION:

This designation (superseding all prior documents of this purpose) shall be effective immediately and remain so until superseded by a new designation properly filed, except it shall NOT be effective beyond the calendar year specified above.

I understand that, because the experience, influence, and consistency of *RFP Coordinators* are factors critical to successful RFP processes, an agency head should designate no more than three (3) alternate *RFP Coordinators*. I further understand that *RFP Coordinators* have, at minimum, the following responsibilities:

- supporting program staff in drafting RFPs;
- managing RFP processes;
- instructing the Proposal Evaluation Teams about the RFP process, terms of the subject RFP, and the evaluation process detailed in the RFP so that team members understand the RFP process and their responsibilities in it;
- overseeing the review of technical proposals for responsiveness to requirements;
- coordinating any consultations and financial reviews;
- managing proposal evaluation processes;
- overseeing cost proposal and total proposal score calculations; and
- maintaining procurement files during RFP processes.

I hereby designate the following individuals as alternate *RFP Coordinators* for my agency.

| | |
|-------------------|-----------------------|
| NAME: | Julia Jinnette |
| TELEPHONE: | 615-253-6817 |
| EMAIL: | julia.jinnette@tn.gov |

NAME:

TELEPHONE:

EMAIL:

NAME:

TELEPHONE:

EMAIL:

AGENCY HEAD SIGNATURE & DATE:

Debra K. Payne

6-3-13

Printed Name & Title

Debra K. Payne, Commissioner

Agency Name

Department of Intellectual and Developmental Disabilities

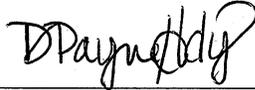
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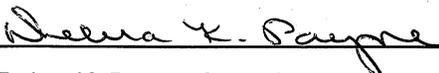
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|---------------------------------|---|
| Tania Yoe |  |
| | |
| | |
| | |

add rows to the schedule as necessary

Further, as the chief executive of the agency identified below, I will sign all professional service contract documents as well as associated procurement documents and communications in the following manner:

Agency Chief Executive Signature & Date

 6-3-13

Printed Name, Title & Agency

Debra K. Payne, Commissioner
Department of Intellectual and Developmental Disabilities

Signature Certification & Authorization

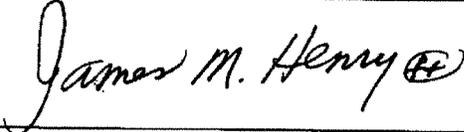
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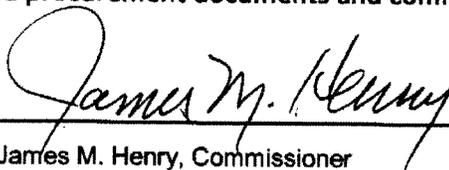
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|----------------------|---|
| Felicia S. Thompson |  |
| | |
| | |
| | |

add rows to the schedule as necessary

Further, as the chief executive of the agency identified below, I will sign all professional service contract documents as well as associated procurement documents and communications in the following manner:

Agency Chief Executive Signature & Date



Printed Name, Title & Agency

James M. Henry, Commissioner
Department of Intellectual and Developmental Disabilities

Service Contracts Coordinator Designation

| | |
|--------------------------------------|-------------|
| Calendar Year of Designation: | 2013 |
|--------------------------------------|-------------|

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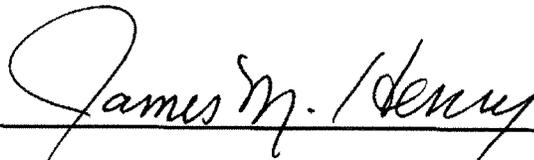
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| Address: | 161 Rosa L. Parks Boulevard, Nashville, TN 37243 |
| Telephone: | 615-253-6812 |
| E-Mail: | debra.dunn@tn.gov |

Agency Chief Executive
Signature & Date



Printed Name & Title

James M. Henry, Commissioner

Agency Name

Department of Intellectual and Developmental Disabilities

ALTERNATE RFP COORDINATOR DESIGNATIONS

CALENDAR YEAR OF DESIGNATION: 2013

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NAME: Julia Jinnette

TELEPHONE: 615-253-6817

EMAIL: julia.jinnette@tn.gov

NAME:

TELEPHONE:

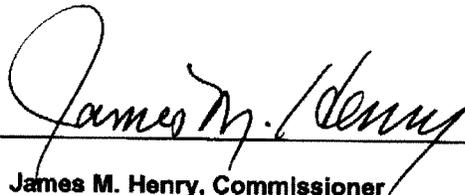
EMAIL:

NAME:

TELEPHONE:

EMAIL:

AGENCY HEAD SIGNATURE & DATE:



Printed Name & Title James M. Henry, Commissioner

Agency Name Department of Intellectual and Developmental Disabilities

**DEPARTMENT OF INTELLECTUAL AND
DEVELOPMENTAL DISABILITIES**

Contract Management Plan

Calendar Year 2014

Debra K. Payne, Commissioner

January 1, 2014

Organization of the Department of Intellectual and Developmental Disabilities

The Department of Intellectual and Developmental Disabilities (DIDD) is structured with a Central Office in Nashville that oversees, coordinates, and supports the efforts of three regional offices, DIDD's community homes, three resource centers, and two development centers across the state. Within the Central Office, the Office of Administrative Services: Contract Services Section is responsible for the review and submission for approval of all contracts.

Monitoring Structure

The DIDD shall maintain 2 full time positions devoted to contract development and approval processing. The central coordination of the contract development and approval effort will be performed by the Director of Contract Services who reports to the Deputy Commissioner of Administration.

I. Staff Positions and Resources Assigned to Contract Management

Executive Administration

- Risk Management: 4 Auditors, as requested by Commissioner
- General Counsel: 4 Attorneys, as requested by Commissioner
- Program Accountability: various program staff person assigned to oversee a specific contract
- Quality Assurance and Protection from Harm: various staff will perform contractor monitoring as part of their quality assurance reviews.

Administration Office

- Fiscal: Chief Financial Officer, as requested by Commissioner
- Contract Review: Director of Contract Services
1 Administrative Services Assistant 4

Developmental Centers

| | |
|-----------------|---|
| Administration: | Superintendent and Assistants |
| Program: | Various program staff as they respond to complaints, performs reviews, or analyzes contract budgets, expenditures, or closing statements. |

Regional Offices (Community Service Programs)

| | |
|-----------------|---|
| Administration: | Regional Officer and Assistants |
| Program: | Various program staff as they respond to complaints, performs reviews, or analyzes contract budgets, expenditures, or closing statements. |

II. Standard Review and Supervision of Contractor Performance, Progress, and Contract Compliance

In contract management, the focus is on obtaining services, of requisite quality, on time and within budget. The exercise of skill and judgment is often required to effectively protect the public interest. Signing the contract is only part of the responsibilities for contract management. The DIDD is also responsible for the ongoing management of the contract once it has been signed and the relationship with the vendor providing the service. This will involve:

- Reviewing service delivery against the contract
- Assessing the effectiveness of the services delivered
- Reviewing contract payments to ensure they have been made according to the contract
- Making site visits, when appropriate
- Ongoing relationship management between the program and vendor
- Dealing with any differences of view with the vendor
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This provides the basis for assessing whether the vendor has delivered what was contracted for; accountability for public money; paying money to the vendor; and making decisions about how to proceed at the expiration of the contract.

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The level and nature of the review may vary according to the nature of the service, the track record of the vendor, the amount of money involved, and the perceptions of risk.

As reviews are conducted, contract management staff will inform appropriate staff of any technical or contractual difficulties encountered with the vendor and inform the vendor of failures to comply or to show a commitment to customer satisfaction, particularly if the contractor does not make suggested corrections.

Approved:



Debra K. Payne, Commissioner