



**FULLY EXECUTED**  
Contract Number: 4400022414  
Original Contract Effective Date: 02/24/2020  
Valid From: 02/17/2020 To: 10/31/2024

All using Agencies of the Commonwealth, Participating Political Subdivision, Authorities, Private Colleges and Universities

**Purchasing Agent**

Name: **Governors Off**  
Phone: 717-787-5330  
Fax: 717-772-0734

Your SAP Vendor Number with us: 195941

**Supplier Name/Address:**  
DELOITTE CONSULTING LLP  
30 N 3RD ST STE 800  
HARRISBURG PA 17101-1728 US

Supplier Phone Number: 717-810-6580

**Please Deliver To:**

To be determined at the time of the Purchase Order unless specified below.

**Contract Name:**  
8010 ITQ Lean Management Services

**Payment Terms**  
NET 30

Solicitation No.: \_\_\_\_\_ Issuance Date: \_\_\_\_\_  
Supplier Bid or Proposal No. (if applicable): \_\_\_\_\_ Solicitation Submission Date: \_\_\_\_\_

This contract is comprised of: The above referenced Solicitation, the Supplier's Bid or Proposal, and any documents attached to this Contract or incorporated by reference.

Item	Material/Service Desc	Qty	UOM	Price	Per Unit	Total
1	General Process Improvement ITQ-273	0.000		0.00	1	0.00
<b>Item Text</b> 80100000-ITQ-273 General Process Improvement						
Services may include, but are not limited to, training; consulting; mentoring; coaching; and facilitation in utilizing lean continuous process improvement methods and tools.						
2	Strategic Planning ITQ-274	0.000		0.00	1	0.00

**Information:**

Supplier's Signature \_\_\_\_\_  
Printed Name \_\_\_\_\_

Title \_\_\_\_\_  
Date \_\_\_\_\_



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Item	Material/Service Desc	Qty	UOM	Price	Per Unit	Total
<b>Item Text</b> 80100000-ITQ-274 Strategic Planning						
Services may include, but are not limited to, training; consulting; mentoring; coaching; and facilitation in: setting the strategic direction of organizations; defining vision, mission, values, and goals; aligning strategies and operational processes to an organization's goals; and engaging employees in defining an organization's purpose and direction.						
3	Perform. Mngmt. System ITQ-275	0.000		0.00	1	0.00
<b>Item Text</b> 80100000-ITQ-275 Performance Management System						
Services may include, but are not limited to, training; consulting; mentoring; coaching; and facilitation in creating process and outcome measures, visual management tools (e.g. huddle boards, scorecards, dashboards), and reporting structures (e.g. tiered huddles, business reviews, Stat meetings) at every level of an organization to enable clear visibility into organizational performance and inform decision-making.						
5	Problem Solving ITQ-277	0.000		0.00	1	0.00
<b>Item Text</b> 80100000-ITQ-277 Problem Solving						
Services may include, but are not limited to, training; consulting; mentoring; coaching; and facilitation in data-driven problem solving methods, including activities such as developing problem statements, process mapping, root cause analysis, developing solutions, and measuring results.						
6	Breakthrough Initiatives ITQ-278	0.000		0.00	1	0.00
<b>Item Text</b> 80100000-ITQ-278 Breakthrough Initiatives						
Services may include, but are not limited to, training; consulting; mentoring; coaching; and facilitation in planning and executing significant improvements or large-scale projects intended to advance an organization's long-term strategic objectives.						
7	Imp Customer Experience ITQ-279	0.000		0.00	1	0.00

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Item	Material/Service Desc	Qty	UOM	Price	Per Unit	Total
<b>Item Text</b> 80100000-ITQ-279	Improving the Customer Experience					
<p>Services may include, but are not limited to, training; consulting; mentoring; coaching; and facilitation in designing and delivering high-quality government services that exceed customer expectations, through application of methods such as voice of the customer focus groups, journey mapping, and design thinking.</p> <hr/> <p style="text-align: center;"><b>General Requirements for all Items:</b></p> <p><b>Header Text</b> The Department of General Services is issuing this contract to procure Lean Management Services for the Commonwealth of PA. The term of the contract is five years. See attached Statement of Work for contract requirements and specifications.</p> <p>Questions should be forwarded to Daniel Hansen dhansen@pa.gov 717.214.0833 No further information for this Contract</p>						

<b>Information:</b>	
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