

Chairman:
CRAIG A. GREENING
Members:
Q. J. HUMPHREYS
DENNIS C. MILLER
JOHN L. PARKER
DIANA STOUT
EVERETTE SULLIVAN

Committee for the Purchase of Commodities and Services from the Handicapped

ROOM E-108
STATE CAPITOL BUILDING
CHARLESTON, WEST VIRGINIA 25305-0139

Ex Officio Members:
DICK ESTILL
Executive Secretary
DANNY MYERS
Executive Director
West Virginia Association
Rehabilitation
Facilities

MINUTES
February 18, 1992
SMALL P & P CONFERENCE ROOM
WEST VIRGINIA REHABILITATION CENTER COMPLEX
INSTITUTE, WEST VIRGINIA

The meeting of the Governor's Committee for the Purchase of Commodities and Services from the Handicapped was called to order by Vice-Chairman, Dennis Miller. Other members in attendance were: Q. J. Humphreys, Everette Sullivan, and John Parker. Ex officio members in attendance were Dick Estill, Executive Secretary for the Committee, Danny Myers; Executive Director of the CNA; and Deborah Bensey, Director of Operations for the CNA. Invited guests were Stephen King, Division of Rehabilitation Services, and Amy Wagner, Janitorial Services Manager at Shawnee Hills Industries.

A motion was made by Q. J. Humphreys, seconded by Everette Sullivan, that the minutes of January 7, 1992, be approved. Motion passed unanimously.

The financial report was given by John Parker. It showed a beginning balance of \$4,309.93 with expenditures totaling \$195.31, and a new balance of \$4,114.62.

The next order of business was a report from the Executive Secretary, Mr. Estill. Mr. Estill provided members with a copy of a letter he had written to the Department of Administration discussing the impact of the four percent reduction to the Committee's budget for this fiscal year.

Danny Myers reported to the Committee on his attendance at the National State Use Conference on February 10-11, 1992. There was a good deal of material on interfacing supported employment initiatives and State Use programs. He acquired new information on remanufacturing and recharging laser printer cartridges. He also acquired information on manufacture of powdered food and drinks. Start up date for the Rest Stop Maintenance Program on I-79 is scheduled to be March 8, 1992. There are two potential phase-in dates for the remaining rest stops. All Committee members highly praised Mr. Myers' outstanding work and effort in preparation of the bid package.

There was a suggestion that sometime during the current calendar year, a detailed publicity program be assembled on the entire State Use activity, highlighting the Rest Stop Maintenance Program.

The first contract presentations were for Rest Stop Maintenance, with the Clay County Workshop performing maintenance for the Servia North and

South Rest Stops; Precision Services performing janitorial and grounds-keeping on the North and South Burnsville Rest Stops; the Marion County Opportunity Workshop taking care of the Meadowbrook North and South Rest Stops; and PACE-TEC taking care of a single rest stop North of Morgantown at the Pennsylvania State line. Everette Sullivan motioned, seconded by Q. J. Humphreys, that these contracts be approved. Motion passed unanimously.

The second contract presentation involved the amenities kit assembled by Adena Industries provided to West Virginia State Parks. This kit consists of 16 separate items. Motion was made by John Parker, seconded by Q. J. Humphreys, that this kit be approved. Motion passed unanimously.

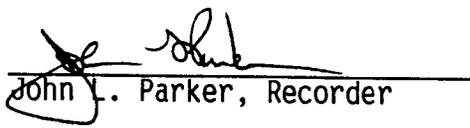
The third contract presentation involved janitorial services to be performed by Shawnee Hills for the Regional Jail Authority to clean approximately 5,050 square feet. This is based on one worker, three man-hours per day, five days weekly. The monthly cost of the contract is \$406.64, and annualized cost is \$4,879.68. Motion was made by Q. J. Humphreys, seconded by Everette Sullivan, that this contract be approved. Motion passed unanimously.

The next item of business before the Committee involved vendor complaints with the janitorial contract performed by Shawnee Hills--Clay County, for the Clay County Department of Health and Human Services. Ms. Bensey reported that follow-up inspections had revealed that the quality of job performance is now acceptable. Ms. Bensey assured the Committee that she would continue monitoring activities with this contract.

The second vendor complaint dealt with recent problems with mail sorting by Shawnee Hills Industries. Ms. Wagner provided the Committee with both a written response and a discussion of her response to the various problems with this contract at length with the Committee. After this discussion, the Committee was generally satisfied that if the procedures outlined by Ms. Wagner were followed completely, no other problems should occur. John Parker observed that since this is the second documented problem with mail sorting with Shawnee Hills, if further problems occurred in the future, the Committee would have a most difficult time justifying continued performance of this contract with the present vendor, namely Shawnee Hills.

There being no further business to be brought before the Committee, it was in adjournment with the time and place for the next meeting being Tuesday, March 17, 1992, at 9:30 a.m. at the Large P & P Conference Room at the West Virginia Rehabilitation Center Complex, Institute, West Virginia.

Craig A. Greening, Chairman


John L. Parker, Recorder

Addendum for Information Only: Change order #3 to Jackson County Development Center's keypunch/verifying state contract was provided.

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ROOM E-108
 STATE CAPITOL BUILDING
 CHARLESTON, WEST VIRGINIA 25305-0139

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 Executive Secretary
DANNY MYERS
 Executive Director
 West Virginia Association
 Rehabilitation
 Facilities

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DIRECT COST ANALYSIS
 ESC 734 4th Ave Huntington
 Work to be Done by Goodwill KYOKWA
 Starting May 15, 1992
 Approximate sq. ft. 6150
 Contact Rose Barker

Labor	Per Hour	Per Hour 20% Fringe	Per Month
Supervisor	\$5.00	\$1.00	\$260.00
Worker #1	4.25	\$0.85	\$221.00
sub total			----- \$481.00
Chemicals			40.00
Equipment			25.00
Administrative overhead			21.84
Total			----- \$567.84
Annual			\$6,814.08
Approximate Cost per square foot			
			\$1.1062

Disposables supplied by State of WV. This quote is based on 4 man hours per day X 5 days. Vendor may use a crew to provide labor.

The above amount is pending subject to purchasing agency approval and final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

 Danny K. Myers, M.A.
 WVARF Executive Director

Facility	Facility
Monthly	Annual
\$546.00	\$6,552.00

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DIRECT COST ANALYSIS
 ESC Office Moorefield
 Work to be Done by Special Services
 Starting _____
 Approximate square footage 1200
 Contact Rose Barker

	Per Hour	Per Hour 20% Fringe	Per Month
Labor			
Supervisor	\$5.00	\$1.00	\$78.00
Worker #1	4.25	\$0.85	\$66.30

sub total			\$144.30
Chemicals			20.00
Equipment /Travel			100.00
Administrative overhead			10.57

Month Total			\$274.87
Annual Total			\$3,298.46

Based on 3 times a week (1 hr. day for supervisor 1 hr for worker)

WVARE agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

 Danny K. Myers, M.A.
 WWARE Executive Director

Facility	Facility
Monthly	Annual
\$264.30	\$3,171.60

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DIRECT COST ANALYSIS
 ESC Office 4401 McCorkle
 Work to be Done by Shawnee Hills
 Starting May 1, 1992
 Approximate square footage 10584 sq.ft.
 Contact Rose Barker

	Per Hour	Per Hour 20% Fringe	Per Month
Labor			
Supervisor	\$5.00	\$1.00	\$325.00
Worker #1	4.25	\$0.85	\$276.25

sub total			\$601.25
Chemicals			75.00
Equipment			50.00
Administrative overhead			29.05

Month Total			\$755.30
Annual Total			\$9,063.60

This Contract is Bid at cost i.e. without Profit.

Disposables supplied by State of WV. This quote is based on 5 man hours per day X 5 days. Vendor may use a crew to provide labor.

WVARF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

 Danny K. Myers, M.A.
 WVARF Executive Director

Facility	Facility
Monthly	Annual
\$726.25	\$3,715.00

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DIRECT COST ANALYSIS
 Central Stock Room
 Work to be Done by Shawnee Hills
 Start March 18, 1992
 Approximate square footage 2100
 Contact

	Per Hour	Per Hour 20% Fringe	Per Month	
Labor				
Supervisor	\$5.00	\$1.00	130.00	1 hr. per day
Worker #1	4.25	0.85	110.50	1 hr. per day

sub total			\$240.50	
Chemicals @\$30			130.00	
Disposables @\$100			50.00	
Facility Equipment/Overhead			16.82	
Administrative Overhead			-----	
Month Total			\$437.32	
Annual Total			5,247.84	

THIS CONTRACT IS BID AT COST I.E. WITHOUT PROFIT

WVAREF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

 Danny K. Myers, M.A.
 WVAREF Executive Director

This quote is for basic service. Vendor will steam clean carpet at cost of \$.10 per square foot at additional cost of \$200 per time.

Facility
 Payment
 \$420.50 Monthly
 \$5,046.00 Annual
 Carpet Cleaning - \$.096 per square foot
 \$192.00

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STATE CAPITOL BUILDING
CHARLESTON, WEST VIRGINIA 25305-0139

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DANNY MYERS
Executive Director
West Virginia Association
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Facilities

DIRECT COST ANALYSIS
State Office Building Beckley
Work to be Done by MH Center
Starting _____
Approximate square footage 45100
Contact Jodie Canterberry 256-6980

	Per Hour	Per Hour 20% Fringe	Per Month
Labor			
Supervisor	\$5.00	\$1.00	1,040.00
Worker #1	4.25	0.85	384.00
Worker #2	4.25	0.85	884.00
Worker #3	4.25	0.85	884.00

sub total			\$3,692.00
Chemicals			50.00
Facility Equipment/Overhead			50.00
Administrative Overhead			151.68
			=====
Month Total			\$3,943.68
Annual Total			\$47,324.16
Aproximate Cost per square foot			\$1.0493

THIS CONTRACT IS BID AT COST I.E. WITHOUT PROFIT

WVARF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Danny K. Myers, M.A.
WVARF Executive Director

Facility
Payment
\$3,792.00 Monthly
\$45,504.00 Annual

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Executive Director
West Virginia Association
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PURCHASING AGENCY COPY
DIRECT COST ANALYSIS
State Office Building Clarksburg
Work to be done by ARC
June 1, 1992-May 31 1993
Approximate square footage
Contact Dan Gilchrist

60,803

	Per Hour	Per Hour	Per Month
Labor		20% Fringe	
Supervisor	\$5.00	\$1.00	1,040.00
Worker #1	4.25	\$0.85	884.00
Worker #2	4.25	\$0.85	884.00
Worker #3	4.25	\$0.85	884.00
1/2 Worker #4	4.25	\$0.85	442.00

sub total			\$4,134.00
Chemicals			300.00
Facility Equipment/Overhead			200.00
Administrative Overhead			185.36
			=====
Month Total			\$4,819.36
Annual Total			\$57,832.32
Sq. Ft.		Approximate Cost per square foot	
60,803		\$0.9511	

THIS CONTRACT IS BID AT COST I.E. WITHOUT PROFIT

Disposables supplied by State of WV. This quote is based on 38 man hour per day X 5 days. Vendor may use a crew to provide labor.

WVAFR agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Danny K. Myers, M.A.
WVAFR Executive Director

Facility	Facility
Monthly	Annual
\$4,534.00	\$55,608.00

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 Executive Director
 West Virginia Association
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 DIRECT COST ANALYSIS
 Building Commission Capital Complex
 Travel Management
 May 1, 1992--April 30, 1993

	Per Hour	Per Hour 20% Fringe	Per month
Labor			
Worker #1	4.25	0.85	\$51.00 10 hours per month

sub total			\$51.00
Chemicals			\$4.81
sub total			\$7.00
Facility Equipment/Overhead			\$2.51
Administrative Overhead			=====
Grand Total			\$65.32
Annual Total			\$783.84
			Facility Monthly 62.81
			Facility Annual 753.72

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Executive Director
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Facilities

Division of Personell 5790A Mc Corkle
Work to be Done by Shawnee Hills
Starting April 1, 1992
Approximate square footage 8968
Contact

Labor	Per Hour	Per Hour 20% Fringe	Per Month
Supervisor	\$5.00	\$1.00	\$260.00
Worker #1	4.25	\$0.85	\$221.00

	sub total		\$481.00
Chemicals			45.00
Equipment			60.00
Administrative overhead			23.44

Total Monthly \$609.44
Total Annual \$7,313.28

This Contract is Bid at cost i.e. without Profit.

Disposables supplied by State of WV. This quote is based on 5 man hours per day X 5 days. Vendor may use a crew to provide labor.

WVARE agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Danny K. Myers, M.A.
WVARE Executive Director

Facility Monthly	Facility Annual
\$586.00	\$7,032.00

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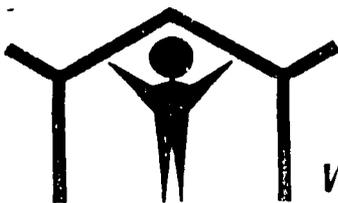
PRICE LIST FOR STATE GOVERNMENT AGENCIES WVARF PRICE

MAILING LIST MAINTAINENCE

Initial Data Entry (3 or 4 line) zip or zip plus 4. Includes check with index of valid addresses.	0.10 per address
Data base storage per month	1.50 per thousand
3" X 5" Cards with labels affixed and printed	36.95 per thousand
Make corrections in mailing list	0.265 per address
Mailing list printout	10.608 1st M addresses
Mailing list printout	7.956 per M there after
Print mailing labels	0.022 per label
Affix mailing labels	0.022 per label
Sort by zip code	0.022 per piece
=====	
Fold 8 1/2 x 11/14 by hand	21.86 per M pages
Fold 8 1/2 x 11/14 by machine	5.46 per M pages
Collate by hand	10.94 per M pieces
Collate by machine	5.46 per M pieces
Staple	10.93 per M impressions
Apply label to 3"x5"	21.86 per M labels
Hand Stamping	10.93 per M impressions
Addressograph	5.46 per M impressions
Seal envelope to #10 by machine	5.46 per M pieces
Seal envelope to #10 as postage applied	2.74 per M pieces
Seal envelope larger than #10	10.93 per M pieces
Seal and tape	27.32 per M pieces
Seal by hand to #10	10.94 per M pieces
Sort by Zip Code	21.86 per M pieces
Insert by hand	10.93 per M pieces
Burst and separate	10.72 per M pieces
Supply 9x12 manila envelopes	42.64 per M envelopes

First Set Free

Postage affixed at current postal rates will be billed monthly.



West Virginia Association of Rehabilitation Facilities, Inc.

January 16, 1992

Mr. Buck Satterfield
Director of Support Services
3701 MacCorkle Avenue S.E.
Charleston, WV 25304

Dear Mr. Satterfield:

As per our discussion at our November meeting, please process the necessary paperwork to issue a change order on the DHHR Janitorial Contract. The change order should reflect the addition of the Buckhannon, Upshur County DHHR office. The amount for the Buckhannon office is \$617.76 per month. We began this office on October 1, 1991. We are currently owed \$1,853.28 for October, November, and December. Please issue the necessary paperwork to allow for payment from October through present and to allow us to increase our monthly invoice from \$68,222.93 to \$68,840.69. If any additional information is needed please advise. Thank you.

Sincerely,


Danny K. Myers
Executive Director

cc: Tom Gunnoe



West Virginia Association of Rehabilitation Facilities, Inc.

January 17, 1992

Mr. Buck Satterfield
Director of Support Services
3701 MacCorkle Avenue, S.E.
Charleston, WV 25304

Dear Mr. Satterfield:

WVARF has received a recent health insurance rate increase of 54%. This in turn means that single coverage for our DHHR janitors went up from \$122.17 per month to \$188.15 per month and family coverage went up from \$306.92 per month to \$472.67 per month. WVARF can not possibly absorb this increase the only alternatives are 1.) A budget increase from DHHR or 2.) co-payments for the total increase from the janitors. I have attached a sheet listing the DHHR janitors, the increase in their insurance and the total needed to supplement the contract for the remaining of the fiscal year. WVARF would like to request that DHHR do a change order increasing the contract amount by \$16,060.15, or \$3,212.03 per month for the remaining months in this fiscal year to cover the insurance increase. Thank you for your concern in this matter.

Sincerely,

Debra M. Bensey
Director of Operations

cc: Tom Gunnoe

			Month	Til June 30
Bennett, Loyd	232-62-1384	F	165.75	828.75
Carper, Fred	230-54-2444	S	65.98	329.90
Curry, Charles	236-58-4802	F	165.75	828.75
Dillon, Ruby	195-22-5817	S	65.98	329.90
Fisher, Linda	236-96-9171	F	165.75	828.75
Foster, Sophia	233-76-4317	F	165.75	828.75
Gallagher, Susan	232-11-2779	F	165.75	828.75
Greathouse, Mike	232-15-8660	S	65.98	329.90
Harper, Martha	234-88-9363	F	165.75	828.75
Harrah, Roger	535-50-5979	F	165.75	828.75
Light, William	234-48-8246	S	65.98	329.90
McCallister, Richard	232-62-4658	S	65.98	329.90
McCallister, Shirley	232-62-4659	S	65.98	329.90
Minor, Clifford	233-90-7662	F	165.75	828.75
Parker, Esther	233-70-0250	S	65.98	329.90
Penetost, Gene	226-40-0072	F	165.75	828.75
Pickens, Brian	232-94-0560	S	65.98	329.90
Rose, Everett	235-04-2952	F	165.75	828.75
Rose, James	232-78-0134	F	165.75	828.75
Rose, Kizzie	232-34-0047	S	65.98	329.90
Shiflett, Ronald	236-62-2226	F	165.75	828.75
Smith, Mamie	234-02-5760	S	65.98	329.90
Smith, Wilma	282-52-6272	F	165.75	828.75
Stacy, Charles	236-52-3809	F	165.75	828.75
Wright, David	236-62-0977	F	65.98	329.90
Wright, Doretha	233-66-1817	S	165.75	828.75

\$3,212.03 \$16,060.15



West Virginia Association of Rehabilitation Facilities, Inc.

February 25, 1992

Mr. Dan Miller
Dept. of Finance and Administration
Room E-110
State Capitol Bldg.
Charleston, WV 25305

Dear Dan,

As per our conversation regarding the DHHR Contract # 4001, we understand your desire to have approval from the Governor's Committee for the Purchase of Commodities and Services from the Handicapped for this increase.

Due to the effective dates of the insurance increases we need this change order processed as soon as possible. If you would please make this increase effective on a provisional basis we understand that the increase would be null and void if not approved at the next regular scheduled meeting of the Governor's Committee which is on March 17, 1992. Thank you.

Sincerely,

Debra M. Bensey

Debra M. Bensey
Director of Operations

WV-79 (REV. '88)
PURCHASE CHANGE REQUEST

FY	Buyer	Date	Agency Acct. #	P. O. Date	Order #
91-92	DM-31	1-21-92	915-9150-01-025-16	6-25-91	4001

Document	Purpose of Change (check boxes applicable)	Statewide Contract #
<input type="checkbox"/> Requisition (Cancellation only) <input type="checkbox"/> Regular Purchase Order (01) <input type="checkbox"/> Contract Purchase Order (06) <input type="checkbox"/> Special Purchase Order (04) <input checked="" type="checkbox"/> Agreement (06)	<input type="checkbox"/> Cancellation <input checked="" type="checkbox"/> Increase/Decrease <input type="checkbox"/> Unused Balance (\$25.00 Maximum) <input type="checkbox"/> Freight <input type="checkbox"/> Renewal <input type="checkbox"/> Extension Error	<input type="checkbox"/> Error in Total Amount <input type="checkbox"/> Change of Account <input type="checkbox"/> Change of Vendor Name/Address <input type="checkbox"/> Other

PROCUREMENT
 MAR 10 1992

Vendor Name, Address, FEIN, Phone # 550-633-886-1 766-4894 West Virginia Association of Rehabilitation Facilities P.O. Box 745 Institute, WV 25112	Spending Unit Name & Address WV Division of Human Services State Capitol Complex - Bldg. 6 Charleston, WV 25305 (County Offices)
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Item #	Quantity	Description of Change	Unit Price	Extended Price
		Change Order # <u>1</u>		
		1. ADD THE FOLLOWING OFFICE TO THE JANITORIAL CONTRACT EFFECTIVE OCTOBER 1, 1991. WV Division of Human Services UPSHUR COUNTY OFFICE 22 N. Locust Avenue P.O. Box 460 Buckhannon, WV 26201 ADDITIONAL COST PER MONTH - \$617.76 2. INCREASE CONTRACT AMOUNT AN ADDITIONAL \$3,212.03 PER MONTH TO COVER INSURANCE INCREASE. EFFECTIVE FEBRUARY 1, 1992. PREVIOUS SCHEDULE OF PAYMENT: \$68,222.93/Month INCREASE: \$ 3,829.79/Month NEW SCHEDULE OF PAYMENT: \$72,052.72/Month		

RECEIVED
 FEB 21 8 29 AM '92

CERTIFIED CORRECTED
 BUDGET DIV.
 BY [Signature]
 FEB 27 1992

RECEIVED
 92 FEB 20 PM 2:11

VENDOR COPY

Reason for Change

- Addition of Upshur County Office.
- Increase in total charges to cover 54% insurance rate increase to WVARF.

Previous Total	\$ 818,675.16
Increase	\$ 21,619.99
Decrease	\$
New Total	\$ 840,295.15

Approved [Signature]
 Agency Authorized Signature
 Director, Support Services

Approved [Signature]
 Director, Purchasing Division
 Date 2/25/92

ENCUMBERED

FEB 19 1992

Commissioner, Dept. Finance & Admin. _____ Date

WV DEPT. OF HUMAN SERVICES Attorney General

[Signature]
 Date

I I QUALITY CONTROL PROGRAM

QUALITY CONTROL POLICY IS UNDER DEVELOPMENT AND WILL BE PUBLISHED AT A LATER DATE. See Exhibits in section "I i" for sample procedures for service contracts.

CAUTION

DUE TO THE CONDITION OF THE ORIGINAL DOCUMENT(S), THE FOLLOWING IMAGE(S) MAY BE OF POOR QUALITY.

AGENCY WV Public Service Commission		ADDRESS 201 Brooks St.		DATE OF COMPLAINT 2/13/92	
REPORT INITIATED BY: Ed Elswick		TITLE: Fac. Mgr.		REPORT APPROVED BY: <i>[Signature]</i> Fac. mgr.	
P O NO 137	CONTRACT NO	ECO NO	SCQ NO	BUYER Dan Miller	DATE 2/13/92

SECTION I TO BE COMPLETED BY AGENCY

DISTRIBUTION: SEND PARTS 1-2-3 & 4 TO VENDOR - PART 5 TO PURCHASING DIVISION - RETAIN PART 6 FOR YOUR FILE.

VENDOR: WV Association of Rehabilitation Services
ADDRESS: P. O. Box 745, Institute, WV 25112-0745 766-4894

AGENCY COMPLAINT

The vendor continues to perform a sub-standard service (as witnessed by the attached inspection and response memo). The same areas continue to receive very little attention. The vendor received a \$10,000 + increase in yearly payments, and the service continues to decline. Mr. Myers portrayed WV Assoc. of Rehab. Services as a competent, trained staff when, infact, they have very little knowledge and limited skills to perform the necessary work. We ultimately would like to put this contract out for competitive bids.

SECTION II TO BE COMPLETED BY THE VENDOR

INSTRUCTIONS TO VENDOR: PLEASE REPLY WITHIN 10 DAYS. - SEND COPIES 1 AND 2 TO AGENCY; SEND COPY 3 TO PURCHASING DIVISION, CAPITOL STATION, P. O. BOX 5280, CHARLESTON, W. VA. 25311-0280 - RETAIN PART 4. FAILURE TO RESPOND MAY RESULT IN REMOVAL FROM THE APPROVED VENDOR'S LIST.

VENDOR'S RESPONSE

WVART Director of Operations + Member of Governor's Comm. inspected bldg. Both met with Mr. Elswick. Quality Control Procedures established with Mr. Elswick - Shawnee Hills. WVART meeting with Shawnee Hills management 3/2/92. Mr. Elswick was asked to report to WVART immediately when Shawnee does not respond to a problem. This vendor complaint was first written complaint ever received from Mr. Elswick. Followup with all parties will be done weekly.

SIGNATURE <i>[Signature]</i>	TITLE Director of Operations	DATE 2/25/92
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SECTION III TO BE COMPLETED BY THE AGENCY

AGENCY REPLY TO PURCHASING DIVISION

WAS VENDOR'S RESPONSE SATISFACTORY? YES NO

DATE _____

IF NO PLEASE EXPLAIN WITH YOUR RECOMMENDATIONS TO THE PURCHASING DIVISION

REC'D
FEB 21 1992
WEST VIRGINIA ASSOCIATION OF
REHABILITATION FACILITIES

February 27, 1992
Inspection - Public Service Commission

Attending: Debbie Eensey - WVARF. John Parker - Governor's Committee, Ed Elswick - Public Service Commission, Mr. Crowder - Public Service Commission

Inspection was prompted by Vendor Complaint from Mr. Elswick requesting that Shawnee Hills be removed from the janitorial contract. (See attached complaint) This was the first written complaint that WVARF had received on the contract. The complaint included a file of inspections made over the past year. These inspections had never been received by WVARF or Shawnee Management. Mr. Elswick said the inspections were given to the janitorial crew chief on a weekly basis.

We took a tour of the building lead by Mr. Elswick. Findings were:

- All windows sills dirty.
- Building did not appear to have been dusted recently.
- All window blinds dusty.
- Stairwells dusty and some have trash in them.
- Main areas apparently vacuumed, but not behind or around furniture.
- Some restrooms clean. some were not.
- It did not appear that any office furniture had been dusted, even desks that were completely clear had not been touched. All desk were "dustable" there was no clutter on any desks to prevent dusting.
- No flat services had been dusted (file cabinets, counter tops, railings, ect.)
- Baseboards had wax build up on them.
- Sinks dirty in kitchenettes.
- Walls dirty around light switches, would just need wiped off with a damp cloth.
- Vacant cubicles filthy.
- Equipment room floors never swept or mopped.
- Four offices have very nice wood baseboards, apparently not dusted.
- Top executive offices, very dusty,
- Upholstered chairs never vacuumed.
- Elevator walls need wiped down.
- Not happy with condition of the perma grain floors.
- Outside brick area to be swept and hosed, did not no of this ever being done.
- Walk off mats in the lobby never put back in the same place.
- A lot of rooms had cobwebs.
- One executive office has a T.V. in it, in the morning when the Commission comes in the morning the volume is up very loud, and the antenna has been repositioned, leading him to believe that someone is watching it in the evenings.
- Janitors have been seen in the offices with their feet up on the

desks talking on the phones.

-A fork was left under one table for 2 months to see how long it would take some one to pick it up. finally the Public Service Commission Employee picked it up.

-Commissioner Frum has been doing his own dusting, if he does not see improvement he plans on going to Chuck Polan.

SUGGESTIONS MADE:

- 1.) Inspection Reports are to go to Larry Canterbury directly from Mr. Elswick on a weekly basis.
- 2.) Larry Canterbury will make contact with Mr. Elswick weekly to review the inspection reports and go over any complaints which have not been taken care of.
- 3.) Larry Canterbury and WVARF will do unannounced inspections of the building.
- 4.) When Mr. Elswick reports a complaint to Shawnee Hills if it is not taken care of in a reasonable amount of time he will then call the WVARF office immediately.
- 5.) Shawnee will put on an extra person or persons to get the building up to speed.
- 6.) Larry Canterbury will make sure procedures are being followed on care of the perma grain floor, if following the correct procedures do not take care of the problem he will meet with Mr. Elswick so that the two of them may determine what to do.
- 7.) Shawnee will send to WVARF in writing their plan of action for correcting the above problems and their plan to implement a quality control program.



West Virginia Association of Rehabilitation Facilities, Inc.

February 28, 1992

Mr. Ed Elswick
Public Service Commission
201 Brooks Street
Charleston, WV 25323

Dear Mr. Elswick:

It was a pleasure meeting you yesterday. I want to assure you that WVARF will take the necessary steps to see that conditions improve at your building and that emphasis is put on better management contact. As I told you Larry Canterbury will be in contact with you weekly and he will personally review all inspections. Shawnee Hills and WVARF will do unannounced (to the janitorial staff) inspections on a periodic basis. I will be meeting with the Shawnee Management on Monday and then will meet with Larry Canterbury to go over the details. I will send you a copy of my inspection report, as well as let you know of the details of my Shawnee meeting.

As we discussed yesterday if you do not receive immediate response to a problem please call me at the WVARF office. I feel quite sure that by tightening quality control we can solve your problems. Thank you.

Sincerely,

Debra M. Bensey
Debra M. Bensey
Director of Operations

Chairman:
CRAIG A. GREENING
Members:
G. J. HUMPHREYS
DENNIS C. MILLER
JOHN L. PARKER
DIANA STOUT
EVERETTE SULLIVAN

**Committee for the
Purchase of Commodities and Services
from the Handicapped**

ROOM E-108
STATE CAPITOL BUILDING
CHARLESTON, WEST VIRGINIA 25305-0139

Ex Officio Members:
DICK ESTILL
Executive Secretary
DANNY MYERS
Executive Director
West Virginia Association
Rehabilitation
Facilities

March 5, 1992

Mr. Ed Elswick
Public Service Commission
201 Brooks Street
Charleston, West Virginia 25323

Dear Mr. Elswick:

Thank you for the walk-through tour on February 27 of your building and for showing us first hand the level of janitorial service your building is presently receiving. I want you to know that both Debbie Bensey and I are not at all satisfied with the level and quality of janitorial service you are receiving. We will be taking initiatives separately to seek a solution to the inadequate quality of janitorial service at your building.

Ms. Bensey and I feel that a change is needed in the way that the servicing organizations (Shawnee Hills Employment Services and the West Virginia Association of Rehabilitation Facilities) interact with you and other employees who work in your building. While the level of interaction with you individually needs to increase dramatically, our representatives need to receive periodic written notes on areas that require extra attention or effort--that is, of course, after your building is thoroughly cleaned and squared away to your satisfaction.

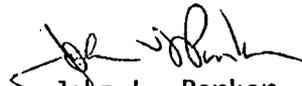
Let me reiterate that we are not concerned with putting the Public Service Commission Building in first class shape merely to pacify those who are critical of its appearance now. It is our purpose to GET IT CLEAN AND KEEP IT CLEAN to your satisfaction.

It is important to emphasize the basic philosophy of the Committee for the Purchase of Commodities and Services from the Handicapped. In all our deliberations and contract awards, it is important that workers with handicaps and crews of workers be able to attain or exceed quality standards that are prevalent in the business community at-large. To accept anything less than top quality job performance is to demean or otherwise patronize persons with disabilities for whom our committee advocates.

Mr. Ed Elswick
March 5, 1992
Page 2

We look upon the issues and problems you have brought to our attention as challenges to the continuation of this contract and to the preservation of the jobs of the workers concerned. I have several other ideas for day-to-day quality improvement we will want to discuss with you at a later date once the condition and cleanliness of your building has been brought into shape. I look forward to meeting with you again to discuss them.

Sincerely yours,


John L. Parker

cc: Donna Hastings, Shawnee Hills
John Barnette, Shawnee Hills
✓ Debbie Bensey, WVARF
Danny Myers, WVARF
Craig Greening, Chairman, Governor's Committee

SHAWNEE HILLS
COMMUNITY MENTAL HEALTH/
MENTAL RETARDATION
CENTER, INC.

511 MORRIS ST. CHARLESTON, WV 25301
304-345-4800

ACCREDITED BY THE JOINT COMMISSION



TO: Debbie Bensey
WVARF

FROM: Bev Wheatcraft *BW*
Shawnee Hills

RE: CONTINUOUS QUALITY IMPROVEMENT

DATE: March 3, 1992

Shawnee Hills is committed to Continuous Quality Improvement, therefore we are adding two positions to our janitorial division to assure our customers receive quality services. I will be assuming responsibility as Quality Assurance Coordinator until a full time person can be hired. This position will report directly to Donna Hastings, Director of Employment Services. We will also be hiring a clerk to perform duties such as billing, phone calls, etc. to free Larry Canterbury so he can spend 75% of his time on the job site.

As part of our CQI efforts we will be providing site specific training for all supervisors and crew chiefs on continuous basis. We will be developing a formal customer complaint log that will be submitted directly to Donna Hastings. The QAC will be conducting site inspections and reviewing the scope of work for each.

I believe these efforts will result in a program that will provide our customers with total quality service. If you have any questions or would like to discuss these plans further please call me at your convenience at 341-0376.

COMMITTEE FOR THE PURCHASE OF COMMODITIES AND SERVICES
FROM THE HANDICAPPED

Small P & P Conference Room
W.V. Division of Rehabilitation Services Complex
Institute, West Virginia

FEBRUARY 18, 1992

AGENDA

- I. 9:30 Roll Call
- II. Approval of Minutes of Previous Meeting
- III. Treasurer's Report
- IV. Report of Chairman
- V. Report of Executive Secretary
- VI. Contract Presentation from CNA
 - A. Renewals -
Regional Jail Authority
Ammenities Dept. of Commerce
- VII. Unfinished Business
 - A. Report on State Use Conference - Lake Tahoe
 - B. Update D.O.H. Rest Stops
- VIII. New Business
- IX. Vendor Complaints/Grievances
 - A. Clay County DHHR - 30 day report
 - B. IS&C Mail Presort - 30 day report
- X. Sub-Committee Action Pending
CNA Quality Control Procedures