

Confidential and proprietary for DM&A and Pinellas County Only



RFP: 145-0141-p (SS)
CHARTER REVIEW FACILITATOR

RFP: 145-0141-P (SS)
CHARTER REVIEW FACILITATOR

Pinellas County Board of County Commissioners
400 S. Ft. Harrison Avenue
Annex building- 6th Floor
Clearwater, Florida 33756

Due: May 28, 2015 by 3:00pm



Diane Meiller and Associates, Inc.
255 South Orange Avenue
Suite 1510
Orlando, Florida 32801
www.meillerassociates.com
407.487.1992

SUBMIT TO: PINELLAS COUNTY BOARD OF COUNTY COMMISSIONERS 400 S. FT. HARRISON AVENUE ANNEX BUILDING – 6 TH FLOOR CLEARWATER, FL 33756	 <h1 style="text-align: center;">REQUEST FOR PROPOSAL</h1>
ISSUE DATE: May 5, 2015	PROPOSAL SUBMITTALS RECEIVED AFTER SUBMITTAL DATE & TIME WILL NOT BE CONSIDERED
TITLE: Charter Review Facilitator	RFP NUMBER: 145-0141-P (SS)
SUBMITTAL DUE: May 28, 2015 @ 3:00 P.M. AND MAY NOT BE WITHDRAWN FOR 120 DAYS FROM DATE LISTED ABOVE.	PRE-PROPOSAL DATE & LOCATION: NOT APPLICABLE
DEADLINE FOR WRITTEN QUESTIONS: May 18, 2015 BY 3:00 P.M. SUBMIT QUESTIONS TO: SUE STEELE, CPPB AT ssteele@pinellascounty.org Phone: 727-464-4776 Fax: 727/464-3925	
<p style="text-align: center;">THE MISSION OF PINELLAS COUNTY</p> <p>Pinellas County Government is committed to progressive public policy, superior public service, courteous public contact, judicious exercise of authority and sound management of public resources to meet the needs and concerns of our citizens today and tomorrow.</p>	 <small>JOE LAURO, COUNTY CLERK Pinellas County, Florida</small>

PROPOSER MUST COMPLETE THE FOLLOWING

NO CHANGES REQUESTED BY A PROPOSER WILL BE CONSIDERED AFTER THE RFP OPENING DATE AS ADVERTISED. BY SIGNING THIS PROPOSAL FORM YOU ARE ATTESTING TO YOUR AWARENESS OF THIS POLICY AND ARE AGREEING TO ALL OTHER PROPOSAL TERMS AND CONDITIONS, INCLUDING ALL INSURANCE REQUIREMENTS.

PROPOSER (COMPANY NAME): Diane Meiller and Associates, Inc. D/B/A DM&A

MAILING ADDRESS: 255 S. Orange Ave., Suite 1510 **CITY / STATE / ZIP** Orlando, Florida 32801

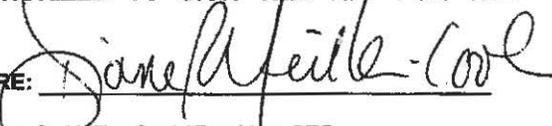
COMPANY EMAIL ADDRESS: mtaylor@meillerassociates.com **PHN:** (407)487-1992 **FAX:** (407) 487-1966

***REMIT TO NAME:** Diane Meiller and Assocaites, Inc. **CONTACT NAME:** Mary Taylor
 (As Shown On Company Invoice) **FEIN#** 20-4066400

Proper Corporate Identity is needed when you submit your proposal, specifically how your firm is registered with the Florida Division of Corporations. Please visit www.sunbiz.org for this information. **PRINT NAME:** Mary Taylor

EMAIL ADDRESS: mtaylor@meillerassociates.com

I HEREBY AGREE TO ABIDE BY ALL TERMS AND CONDITIONS OF THIS RFP, INCLUDING ALL INSURANCE REQUIREMENTS & CERTIFY I AM AUTHORIZED TO SIGN THIS RFP FOR THE PROPOSER.

AUTHORIZED SIGNATURE: 
PRINT NAME/TITLE: Diane R. Meiller-Cook/ President CEO

THIS FORM MUST BE RETURNED WITH YOUR RESPONSE



RFP: 145-0141-p (SS)
CHARTER REVIEW FACILITATOR

OVERVIEW



Company Overview

Diane Meiller and Associates, Incorporated (DM&A) is a highly regarded and widely recognized firm with an innovative and personalized approach in guiding organizations through transformational change from their current state to a defined future state. DM&A, a certified Minority and Women Owned Business Enterprise (MWBE), was established in Orange County, Florida in January 2006 by Diane Meiller-Cook. Headquartered in Orlando, Florida, DM&A assists institutions across multiple industries, both public and private, by performing thorough and objective assessments of their current processes, tools, metrics, and competencies, followed by developing an achievable roadmap to a future state of performance excellence.

Trusted Partner

DM&A has been engaged and re-engaged by numerous commercial (for profit and non-profit) enterprises, as well as many public sector clients to assess their current state. It is DM&A's responsibility to ensure there is a deep level of confidence and trust in our ability and commitment to the client's success. The success of each engagement is built upon the level of collaboration between DM&A and the leadership, staff members and other business partners at the Client.

What makes our team the one that our clients choose over larger firms, is the personalization and customization we bring to every project. Our belief is that every institution possesses its own unique DNA in an industry of shared challenges, regulations, and products/services. Our team possesses the knowledge and skill to appropriately leverage and customize industry best practices in all areas associated with performance excellence to achieve optimal results in each client's organization.

DM&A Practice Areas

DM&A's primary practices are Business Process Optimization, IT Optimization and Planning, HR and Organizational Development (which includes Change Management), and Enterprise Strategy, Facilitation and Planning. Practice Leaders possess 20 plus years of experience in their respective practice areas and minimal educational requirements of a Master's degree. Our unique approach of strategically leveraging the competencies and experience within each practice area and a strong commitment to a unified and collaborative partnership with our clients is what drives the success of each engagement.

Accreditations and Certifications

DM&A is a certified Minority and Women Owned Business Enterprise (MWBE).

Why DM&A

In the Firm Overview, we described WHO DM&A is as a company. We also want to share WHY we exist, and what makes us DISTINCTIVE, RELEVANT, CONSISTENT and VALUABLE. Additionally, we will describe HOW and WHAT we do, and organizations we have worked with on similar efforts. We know that the outcome of any enterprise and transformational initiative is directly tied to the people responsible for its success. As you evaluate DM&A as your business process transformation partner, we feel it is beneficial to understand who we are.

Why We Exist

DM&A's purpose is helping organizations transform from their current state to a state of performance excellence through process efficiency, cost effectiveness and resource optimization. Beyond our work with clients, DM&A demonstrates commitment to our community through active participation with a number of organizations whose focus is in providing opportunities to those who need additional assistance in fulfilling their needs or dreams.

What Makes DM&A Distinctive

DM&A is an accountable and trusted business and community partner who delivers quality and outcomes by leveraging a blend of our team's expertise for each task, phase and deliverable to provide customized solutions for each client engagement. We employ industry best practice Project/Program Management, assess and document current key strategic and operational processes, look for obvious and opaque gaps, and develop recommendations for improvement. This is the foundation upon which DM&A was founded. Our approach to program/project management is not limited to managing tasks, timelines and cost, but also mitigation of risk, and the implementation of a sound and executable change management strategy, which both drives and reinforces sustainable change.

What Makes DM&A Relevant

Performance Excellence is relevant to every business, regardless of the type of organization. Every organization's opportunity for success is at its optimal point if it is led, managed, and measured against its mission and goals. DM&A has the experience and expertise to facilitate evolution from a current state to one of performance excellence. Our engagement teams work with stakeholders to identify and develop strategies to leverage client strengths, mitigate external threats, and optimize resources through a competency-based alignment of roles and responsibilities to support the organization's mission and goals.

What Makes DM&A Consistent

DM&A consistently focuses on our client's goals begins with understanding the current environment. We conduct a comprehensive review of key/core processes, organizational structure and associated responsibilities, goals/objectives and how they are measured. While organizations may share products/services, standards, and even practices, with peers or competitors in an industry or government body, DM&A understands that there are nuances and cultural norms specific to each client. DM&A's consistent approach in working with our clients considers their unique environment as the future state is defined and the roadmap is developed.

Value of a Partnership with DM&A

The value of any product or service is measured by the qualitative and/or quantitative benefit it brings. DM&A's value is measured by the impact of the results of our work. DM&A's performance excellence recommendations are extremely valuable because they allow clients to focus on the right things at the right time, with the right tools, and with the right people. Implementation of DM&A recommendations better prepares organizations to serve clients, lead and manage staff, improve productivity, ensure quality, and manage costs. This is the value DM&A brings to every client and why DM&A is the best partner for any institution that is driven toward a state of performance excellence.

DM&A Consultant Team

Our customer's success is at the center of every engagement. DM&A consultants are the center of our organization. They are employees of the company, and bring with them a minimum of 15 years and an average of 25 years of industry experience and leadership. Each consultant also brings with them large institutional experience as a practitioner and leader. DM&A consultants have each led initiatives similar to those engagements that they are assigned, and leverage their understanding of the complexities of transformational change in environments rich in cultural norms and history. They also share a personal commitment to individual and collective performance excellence – the same commitment we help our customers develop. This commitment begins with solid expertise in their respective practice areas and competencies, and is perpetuated with performance management and continued development throughout their careers at DM&A.

Diane R. Meiller-Cook
President and CEO

A dynamic change leader with specific expertise in enterprise strategic planning, change management and corporate organizational realignment, Ms. Meiller-Cook possesses the expertise to collaborate effectively with senior leaders to assess and leverage an organization's human capital resources to optimize its ability to achieve objectives. Ms. Meiller-Cook is a regular presenter on the topics of Change Management, Strategic Planning, Organizational Alignment and Leadership Optimization.

Ms. Meiller-Cook has over 25 years of experience in multiple industries, specializing in the areas of Business Strategy and Leadership, Marketing and Sales, Human Resources, and Operations Management. Starting her career with Human Resources at IBM in East Fishkill, New York, and Ms. Meiller-Cook then was recruited for Sales and Marketing assignments in Tucson, Boston, and Manhattan, where she received numerous commendations for outstanding performance, including the IBM's Chairman's Award. She joined EDS where she spent five years in the areas of Business and Strategic Planning, Recruiting, Marketing, and Business Development, leading transition efforts as a result of mergers/acquisitions in new market areas including Geographic Information Systems, Optical Imaging, and Outsourcing services.

Upon relocating to Florida twenty years ago, she ran Branch and Regional Operations in the IT Solutions industry. There was a significant focus on business alignment, after-market acquisition strategy and transition, and corporate-wide client business relationship management with global organizations. After a short engagement with a venture capital organization specializing in offshore SOX compliance services in South America, Ms. Meiller-Cook opened a management consulting company in January 2006, and has since worked with numerous medium to large organizations in Strategic Planning, IT Assessment, IT Governance, PMO, Business Process Analysis and Improvement, Metrics Based Management and KPI's, IT Strategic Sourcing, Performance Excellence Customer Service Training, Corporate Reorganization and Alignment, and Executive Coaching and IT Project Management and Delivery.



Education, Licenses & Certifications:

- BS, Northeastern University
- Prosci[®], Change Management Certified

Professional Affiliations:

- Society for Information Management (SIM)
- Project Management Institute (PMI)

Speaking Engagements:

- Panel Member, CIO Forum
- Panel Member, Young Women's Leadership Symposium
- Hispanic Association of Lockheed Martin
- Orange Appeal Women's Conference
- HD Supply Women's Leadership Group

Specific Areas of Expertise Include:

Strategic Planning: Ms. Meiller-Cook is adept at providing clients with the insight and direction needed to create and implement strategic business plans, both departmentally and enterprise-wide. She has assisted clients in identifying long and short term business goals and how to effectively meet the needs of a growing organization. Ms. Meiller-Cook has successfully developed strategic plans for Orange County Clerk of Courts and Florida Virtual School.

Concept Development: With a background in marketing and business operations, Ms. Meiller-Cook has assisted Fortune 500 organizations in developing business concepts to enhance and grow their operations. Her expertise in Business Process Analysis and Refinement, PMO development and Performance Excellence Customer Service has enabled her to evaluate all aspects of an organization's value in order to define and develop business concepts to ensure competitive edge.

Organizational Alignment: With a professional background in Human Resources and Business Development and Operations, Ms. Meiller-Cook has a long history of aligning organizations to best suit the business needs. She has effectively developed metrics and performance standards to meet the demanding needs of the enterprise at Florida Virtual School, Orange County Clerk of Courts, Palm Beach County Clerk of Courts and Florida's Blood Centers.

Leadership Coaching: Ms. Meiller-Cook has extensive experience with providing mentoring and coaching for organizational leaders in the areas of career planning, executive decision-making, team-building and community engagement. Her advisement is regularly sought out by leaders to assist them with developing a successful transformational and operational strategy.

Community Engagement: A leader's commitment to meaningful contribution towards a strong and healthy community is essential according to Ms. Meiller-Cook. Her passion to share inspire others to embrace the importance of positive impact to the community is what led to the creation of **me and my commUnity**™, one of the region's most highly regarded mentoring program for teenage girls. The program provides mentoring which teaches up and coming leaders the importance of all aspects of great leadership, with particular focus on in-depth understanding and contribution toward a solution for the most pressing issues within the community.



RFP: 145-0141-p (SS)
CHARTER REVIEW FACILITATOR

SECTION 1

**QUALIFICATION
And
EXPERIENCE**

Sections D Vendor Experience



DM&A Qualifications and Experience

From the Solicitation:

Requirement: 2.a) Proposer's qualifications and experience

Detail: A separate statement describing the Proposer's qualifications and experience in providing the same or similar services as outlined in the RFP Scope of Work. This description should include the names of the person(s) who will provide the services, including any subcontractors, their qualifications, and the years of experience in performing this type of work/services. Also include the reference information requested in Section D.

The DM&A Pinellas Charter Facilitation Team Qualifications

DM&A has deep consultant expertise and several public sector clients have engaged, and reengaged, DM&A for our extensive facilitation and assessment experience, peer referrals and results:

- Reedy Creek Improvement District
- Florida Virtual Schools
- Fulton County Schools
- Orange County Clerk of Courts
- Valencia College

Additionally, DM&A has been engaged by a number of other municipalities to assess the current state and develop future state recommendations for improved efficiencies and organizational alignment including DeKalb County School District, the Clerk & Comptroller of Palm Beach County, and Pinellas Clerk of Courts.

DM&A is very interested in providing the Charter Review Facilitator services to Pinellas County and will appoint the following Consultant team for this engagement.

Name	DM&A Role	Related Expertise	Years of Experience
Diane Meiller-Cook	Owner and President	<ul style="list-style-type: none"> • Community Relations & Community Engagement • Municipal government consulting experience • Municipality Meeting Facilitation • Corporate & Non-Profit Board Participation • Strategic Engagement Planning • Engagement Leadership • Stakeholder Management • Strategic, Governance & Operations Reviews • Consensus Building • Legal Collaboration & Cooperation • Research & Briefing Paper Development 	30

Diane Meiller and Associates, Inc.

May 2015

Pinellas County: Charter Review Facilitator – DM&A Qualifications & Experience

Name	DM&A Role	Related Expertise	Years of Experience
Tina Rourk	Practice Lead IT Optimization, Planning & Organizational Alignment	<ul style="list-style-type: none"> • Communications & Planning • Change Management • Community Relations & Community Engagement • Municipal government consulting experience • Municipal meeting facilitation experience • Corporate & Non-Profit Board Participation • Strategic Engagement Planning • Engagement Leadership • IT Security Assessment • IT Organizational Assessment • Business Process Analysis • Disaster Recovery and Business Continuity • Regulatory Compliance • Program Administration • Operating Rules Development • Scheduling & Staffing • Stakeholder Management • Strategic, Governance & Operations Reviews • Consensus Building • Legal Collaboration & Cooperation • Schedules & Project Plans • Research & Briefing Paper Development • Communications & Planning • Change Management 	25
Leslie O'Meara	Practice Lead Director of Human Resources Human Capital Management & Organizational Alignment	<ul style="list-style-type: none"> • Community Relations & Community Engagement • Corporate & Non-Profit Board Participation • Municipal Government Consulting Experience • Strategic Engagement Planning • Engagement Leadership • Human Resources Regulatory Compliance • Scheduling & Staffing • Stakeholder Management • Consensus Building • Strategic, Governance & Operations Reviews • Legal Cooperation & Consultation • Schedules & Project Plans • Research & Briefing Paper Development • Communications & Planning 	15
Cathleen Crane	Senior Consultant	<ul style="list-style-type: none"> • Community Relations & Community Engagement • Municipal government consulting experience • Program Administration • Meeting Facilitation – large & small group 	20

Name	DM&A Role	Related Expertise	Years of Experience
		<ul style="list-style-type: none"> • Operating Rules Development • Scheduling & Staffing • Stakeholder Management • Strategic, Governance & Operations Reviews • Business Process Analysis • Quality Assurance • Consensus Building • Schedules & Project Plans • Research & Briefing Paper Development • Communications & Planning 	
Denise Schneck	Consultant	<ul style="list-style-type: none"> • Program Administration • Meeting Facilitation - large & small group • Operating Rules Development • Scheduling & Staffing • Stakeholder Management • Strategic, Governance & Operations Reviews • Human Resources Regulatory Compliance • Financial Analysis & Reporting • Business Process Analysis • Consensus Building • Research & Briefing Paper Development 	25
Sara Brady	Owner and President, Sara Brady Public Relations DM&A Engagement subcontractor	<ul style="list-style-type: none"> • Public & Private Sector Crisis Management • Media Relations & Media Releases • Public Information Materials • Multi-Media Communications • Major Market Print Journalism • Meeting Facilitation - large & small group • Consensus Building • Scheduling & Staffing • Stakeholder Management • Briefing Papers 	30

DM&A and Sara Brady Public Relations Experience Providing Similar Services

The following table contains information on relevant DM&A engagements.

Information on each engagement includes a summarized scope and also indicates which of the services DM&A performed during those engagements align with the services required by Pinellas County (RFP Section E, C). In addition to the client reference information required in Section D, DM&A includes contacts and contact information for each following engagements.

Client, Owner & Location	Entity Type	Engagement Scope & Services Provided	Service Dates	Client References
Florida Virtual School Orlando, FL	Education K – 12	Scope #1-9: (Nine separate and distinct engagements): Enterprise Process Assessments: <ol style="list-style-type: none"> 1. Human Resources 2. IT 3. Global Services (incl. Client Tech Support) 4. Marketing 5. Finance 6. Education Services 7. Curriculum Development 8. Professional Learning 9. Policy & Accountability 	2011 – 2014	Julie Young, CEO (former) 407.234.3995 Pam Birtolo, Chief Education Officer (former) 386.569.4310 John Pavelchak, CFO (current) 407.513.3460
		Scope #10: Enterprise Project Management Office (EPMO)	2011-2012	Julie Young, CEO (former) 407.234.3995

Client, Owner & Location	Entity Type	Engagement Scope & Services Provided	Service Dates	Client References
		Scope #11: Software Development Life Cycle	2013	Serena Sacks, CIO (former) 404.763.5506
		Scope #12: Enterprise-wide SOP Assessment	2013	Julie Young, CEO (former) 407.234.3995
		Scope #13: Enterprise & Departmental Balanced Scorecard	2013-2014	Julie Young, CEO (former) 407.234.3995
		<p>Aligned Services for Scopes 1 - 13:</p> <ol style="list-style-type: none"> 1. Meeting facilitation, scheduling, support. 2. Administrative management of engagement teams. 3. Reviewed existing regulations, governance, strategic, and operating objectives, charters, and procedures; identify updates; facilitate discussion with leadership, stakeholders and end users (public, private). 4. Developed proposed operating framework and rules. 5. Best practice and subject matter research. 6. Cooperated and consulted with leaders, officers and professionals to identify and resolve concerns and ensure compliance in all areas. 7. Identified and scheduled public / private stakeholder interviews, workshops and presentations. 9. Final report preparation with recommendations and roadmaps for client consideration. 10. Published and distributed final report and presentation. 11. Performed other activities as approved to achieve objectives. 		

Client, Owner & Location	Entity Type	Engagement Scope & Services Provided	Service Dates	Client References
Reedy Creek Improvement District Lake Buena Vista, FL	Municipal Government	Scope #1: HR Assessment Scope #2: IT Assessment Aligned Services for Scopes 1 & 2: 1. Meeting facilitation, scheduling, support. 2. Administrative management of engagement teams. 3. Reviewed existing regulations, governance, strategic, and operating objectives, and procedures; identify updates; facilitate discussion with leadership, stakeholders and end users. 4. Developed proposed operating framework. 5. Best practice and subject matter research. 6. Cooperated and consulted with leaders, officers and professionals to identify and resolve concerns and ensure compliance in all areas. 7. Identified and scheduled public stakeholder interviews, workshops and presentations. 9. Final report preparation with recommendations and roadmaps for client consideration. 10. Published and distributed final report and presentation. 11. Performed other activities as approved to achieve objectives.	2011 2013	Bill Warren, District Administrator 407.934.7480 Ann Blakeslee, Deputy Administrator 407.828.3548

Client, Owner & Location	Entity Type	Engagement Scope & Services Provided	Service Dates	Client References
Valencia Community College Orlando, FL	Higher Education	<p>Scope: College-wide Distance Learning Assessment & Recommendations</p> <p>Aligned Services:</p> <ol style="list-style-type: none"> 1. Meeting facilitation, scheduling, support. 2. Administrative management of engagement teams. 3. Reviewed existing governance, strategic and operating objectives, and results; identified updates; facilitated discussion with leadership, stakeholders and end users (public, private). 4. Developed proposed operating framework. 5. Best practice and subject matter research. 6. Cooperated and consulted with leaders, officers and professionals to identify and resolve concerns and ensure compliance in all areas. 7. Identified and scheduled public / private stakeholder interviews, workshops and presentations. 9. Final report preparation with recommendations and roadmaps for client consideration. 10. Published and distributed final report and presentation. 11. Performed other activities as approved to achieve objectives. 	2013	Susan Ledlow, PhD VP Academic Affairs & Planning 407.582.3423

<p>Fulton County Schools</p> <p>Atlanta, GA</p>	<p>Education K - 12</p>	<p>Scope #1: Technology Employee On-boarding Business Processes</p> <p>Scope #2: Enterprise Human Resource Employee On-boarding Business Processes</p> <p>Scope 3#: Virtual Learning Facilitation Session</p> <p>Aligned Services for Scopes 1-3:</p> <ol style="list-style-type: none"> 1. Meeting facilitation, scheduling, support. 2. Administrative management of engagement teams. 3. Reviewed existing regulations, governance, strategic, and operating objectives, and procedures; identify updates; facilitate discussion with leadership, stakeholders and end users. 4. Developed proposed operating framework and rules. 5. Best practice and subject matter research. 6. Cooperated and consulted with leaders, officers and professionals to identify and resolve concerns and ensure compliance in all areas. 7. Identified and scheduled public stakeholder interviews, workshops and presentations. 9. Final report preparation with recommendations and roadmaps for client consideration. 10. Published and distributed final report and presentation. 11. Performed other activities as approved to achieve objectives. 	<p>2014-2015</p> <p>2015</p> <p>2015</p>	<p>Serena Sacks, CIO 404.763.5506</p> <p>Arthur Mills Executive Director, Talent Management and Organizational Strategy 404.763.5522</p> <p>Dr. Scott Muri Assistant Superintendent</p>
--	-----------------------------	--	--	---

Client, Owner & Location	Entity Type	Engagement Scope & Services Provided	Service Dates	Client References
Orange County Clerk of Courts Orlando, FL	Municipal Government	<p>Scope #1: IT Organizational Alignment Assessment Scope #2: IT Governance / Project Management Strategy Scope #3: IT Security Assessment Scope #4: Systems Analysis and Data Clean-Up Scope #5: IT Infrastructure and Application Systems Documentation</p> <p>Aligned Services for Scopes 1 - 5:</p> <ol style="list-style-type: none"> 1. Meeting facilitation, scheduling, support. 2. Administrative management of engagement teams. 3. Reviewed existing regulations, governance, strategic, and operating objectives, charters, and procedures; identify updates; facilitate discussion with leadership, stakeholders and end users (public, private). 4. Developed proposed operating framework and rules. 5. Best practice and subject matter research, briefing document development. 6. Cooperated and consulted with leaders, officers and professionals to identify and resolve concerns and ensure compliance in all areas. 7. Identified and scheduled public / private stakeholder interviews, workshops and presentations. 9. Final report preparation with recommendations and roadmaps for client consideration. 10. Published and distributed final report and presentation. 11. Performed other activities as approved to achieve objectives. 	2010- Present	<p>Cathi Balboa, CAO 407.836.6343</p> <p>Dr. Repps Galusha, CIO 407.836.6393</p>

Client, Owner & Location	Entity Type	Engagement Scope & Services Provided	Service Dates	Client References
Clerk & Comptroller of Pinellas County	Municipal Government	<p>Scope: IT Services Assessment & Recommendations</p> <p>Aligned Services:</p> <ol style="list-style-type: none"> 1. Meeting facilitation, scheduling, support. 2. Administrative management of engagement teams. 3. Reviewed and complied with existing BTS services charter, governance, strategic, and operating objectives, and procedures; identify updates; facilitate discussion with leadership, stakeholders and end users (public, private). 4. Developed proposed operating framework. 5. Best practice and subject matter research. 6. Cooperated and consulted with leaders, officers and professionals to identify and resolve concerns and ensure compliance in all areas. 7. Identified and scheduled public stakeholder interviews, workshops and presentations. 9. Final report preparation with recommendations and roadmaps for client consideration. 10. Published and distributed final report and presentation. 11. Performed other activities as approved to achieve objectives. 	2011-2012	Ken Burke, Clerk & Comptroller 727.464.3341

Client, Owner & Location	Entity Type	Engagement Scope & Services Provided	Service Dates	Client References
Clerk & Comptroller of Palm Beach County	Municipal Government	<p>Scope #1: IT Organizational Assessment & Alignment Scope #2: IT Governance / Project Management Strategy Scope #3: Interim CIO</p> <p>Aligned Services for Scopes 1-3:</p> <ol style="list-style-type: none"> 1. Meeting facilitation, scheduling, support. 2. Administrative management of engagement teams. 3. Reviewed existing regulations, governance, strategic, and operating objectives, charters, and procedures; identify updates; facilitate discussion with leadership, stakeholders and end users (public, private). 4. Developed proposed operating framework and rules. 5. Best practice and subject matter research, briefing document development. 6. Cooperated and consulted with leaders, officers and professionals to identify and resolve concerns and ensure compliance in all areas. 7. Identified and scheduled public / private stakeholder interviews, workshops and presentations. 9. Final report preparation with recommendations and roadmaps for client consideration. 10. Published and distributed final report and presentation. 11. Performed other activities as approved to achieve objectives. 	2011	Sharon Bock, Clerk & Comptroller 561.355.2996

The following table contains information on relevant Sara Brady Public Relations engagements.

Client, Owner & Location	Entity Type	Engagement Scope & Services Provided	Service Dates	Client References
Orange County Government Orlando, FL	Municipal Government	Scope #1: Orange County Sustainability Initiative	2013-2014	Lori Cunniff, Deputy Dir. of Community Environment & Development Services 407.836.1405
		Scope #2: Pine Hills On The Rise Community Assessment initiative Aligned Services for Scopes 1 & 2: 1. Message development and distribution. 2. Management of communications in public meetings. 3. Capture and analysis of discussions during public meetings. 4. Media relations – Assistance with media updates before, during and after initiative.	2010-2011	Lavon Williams Orange County Government Office of Public Engagement and Citizens Advocacy 407-836-5614

May 2015



Pinellas County: Charter Review Facilitator – DM&A Qualifications & Experience

Section D Reference Information

DM&A provides the reference information required in Pinellas County Section D on the completed form titled "Section D".

SECTION D – VENDOR REFERENCES

Proposal Title: Charter Review Facilitator

Proposal Number: 145-0141-P (SS)

THE FOLLOWING INFORMATION IS REQUIRED IN ORDER THAT YOUR PROPOSAL MAY BE REVIEWED AND PROPERLY EVALUATED.

COMPANY NAME: Diane Meiller and Associates, Inc.

LENGTH OF TIME COMPANY HAS BEEN IN BUSINESS: 9 yrs. 4 months

BUSINESS ADDRESS: 255 S. Orange Ave., Suite 1510 Orlando, Florida 32801

HOW LONG IN PRESENT LOCATION: 9 yrs. 4 months

TELEPHONE NUMBER: 407.487.1992

FAX NUMBER: 407.487.1966

TOTAL NUMBER OF CURRENT EMPLOYEES: 12 FULL TIME 1 PART TIME

NUMBER OF EMPLOYEES YOU PLAN TO USE TO SERVICE THIS CONTRACT: 3

All references will be contacted by a County Designee via email, fax, mail or phone call to obtain answers to questions, as applicable before an evaluation decision is made.

Proposers must have experience in work of the same or similar nature, and must provide references that will satisfy the County. Proposer must furnish a reference list of at least four (4) customers for whom they have performed similar services.

LOCAL COMMERCIAL AND/OR GOVERNMENTAL REFERENCES THAT YOU HAVE PREVIOUSLY PERFORMED SIMILAR CONTRACT SERVICES FOR:

1.
COMPANY: Reedy Creek Improvement District
ADDRESS: P.O. Box 10170, Lake Buena Vista, FL 32830
TELEPHONE/FAX: 407.934.7480
CONTACT: Bill Warren, Deputy District Administrator
CONTACT EMAIL: bwarren@rcid.org
COMPANY EMAIL ADDRESS: www.rcid.org

2.
COMPANY: Florida Virtual School
ADDRESS: 2145 Metrocenter Blvd., Suite 200 Orlando, FL 32835
TELEPHONE/FAX: 407.234.3995
CONTACT: Julie Young, Former CFO (retired)
CONTACT EMAIL: julie@julieyoungeducation.com
COMPANY EMAIL ADDRESS: www.FLVS.net

3.
COMPANY: Orange County Clerk of Courts
ADDRESS: 435 North Orange Ave, Orlando, FL 32801
TELEPHONE/FAX: 407.836.8393
CONTACT: Dr. Repps Galusha
CONTACT EMAIL: Repps.Galusha@myorangeclerk.com
COMPANY EMAIL ADDRESS: www.myorangeclerk.com

4.
COMPANY: Fulton County Schools
ADDRESS: 6201 Powers Ferry Rd,NW. Atlanta, GA 30339
TELEPHONE/FAX: 404.763.6875/404.2541233
CONTACT: Serena Sacks, CIO
CONTACT EMAIL: serena@fultonschools.org
COMPANY EMAIL ADDRESS: www.fultonschools.org



RFP: 145-0141-p (SS)
CHARTER REVIEW FACILITATOR

SECTION 2

METHODOLOGY

*Diane Meiller
and Associates, Inc.*

Methods and Manner to Satisfy Requirements

From the Solicitation:

Requirement: 2.b) *Methods and/or manner to satisfy Scope of Work requirements.*

Detail: *A separate written narrative describing the methods and/or manner in which the Proposer proposes to satisfy the requirements of the Scope of Work set out in Section E.*

Scope of Work

DM&A has extensive success providing the services Pinellas County requires for the Charter Review Facilitator. DM&A will complete charter review facilitation tasks and deliverables to include, but not be limited to:

1. Develop proposed operating rules for the CRC.

DM&A will assist in the development of the proposed operating rules for all facilitated sessions, including:

- a. Roberts Rules of Order
 - b. Issue / Question response time
 - c. Means / Frequency of communication
 - d. Points of contact
 - e. CRC attendance requirements
2. Facilitate the meeting of the CRC to include attending, scheduling & other administrative responsibilities.
 - a. DM&A will work closely with the appointed administrative support personnel at Pinellas County to establish a schedule of meetings and availability of required CRC participants.
 - b. Upon approval of this schedule, DM&A will prepare for and facilitate the review sessions. This includes creating meeting agendas, review plans, and task schedules, and documenting all issues, actions, and outcomes.
 - c. Assist in building consensus with CRC members.
 3. Review the existing Charter and assist in developing a non-exclusive list of updates and subject matter delegation for the CRC to consider; facilitate discussion of subject matter identified by CRC for consideration.
 - a. DM&A will conduct a review of the current Pinellas County charter.
 - b. DM&A will review comparative county charters and highlight points of interest.

- c. Survey CRC and assist in identifying issues for further review and research by CRC and DM&A.
 - d. Perform research and develop briefing documents for the CRC.
 - e. Discussion facilitation with CRC.
 - f. DM&A will capture and document facilitation session feedback.
 - g. Document open issues, outcomes and next steps.
4. Cooperate and consult with legal counsel for the CRC on charter language, ballot language for any proposed amendments to the Charter and other legal concerns.
 - a. DM&A will draft proposed charter and amendment language for review by CRC and legal.
 - b. As directed by CRC, DM&A will prepare the final draft of charter language for review by CRC and legal counsel.
5. Identify and schedule members of the local community and from other jurisdictions to testify as directed by the CRC.
 - a. Based on areas identified, DM&A will work with CRC to select and schedule appropriate officials / civic leaders from other charter governments to present and/or testify to the CRC.
 - b. DM&A will schedule participants according to CRC schedule and agenda requirements.
 - c. Meeting reminders will be sent 48 hours prior to the scheduled meeting to all participants.
6. Prepare public information materials including, but not limited to, media releases, pamphlets, etc.
 - a. Design and activate a complete communications plan designed for both internal and external audiences
 - b. Identify targeted audiences
 - c. Work with county to identify key community stakeholders – those who strongly support the effort as well as those who oppose
 - d. Identify existing and needed communication channels and platforms
 - e. Determine and create key messages during and after initiative
 - f. Ensure that key messages are provided to other elected leadership (Mayor, Commissioners) for appropriate public speaking and appearance events
 - g. Implement traditional communication tactics/community tools to potentially include:
 - i. News releases
 - ii. Websites
 - iii. Social media (FB, Instagram, Twitter, etc.)
 - iv. Newsletters
 - v. Project fact sheets
 - vi. FAQs
 - vii. Meeting announcements/agendas

- viii. Meeting evaluation & comment forms
- ix. TV & Radio PSAs/Community calendars
- x. Community newspapers (major and small)
- xi. Appropriate blog sites
- xii. Newspaper

- h. DM&A and Sara Brady PR will facilitate the material publishing/printing; all costs associated with publishing/printing is the responsibility of Pinnellas County

7. Prepare a final report for consideration by the CRC.

The team at DM&A will prepare the final report on the charter review process and outcomes.

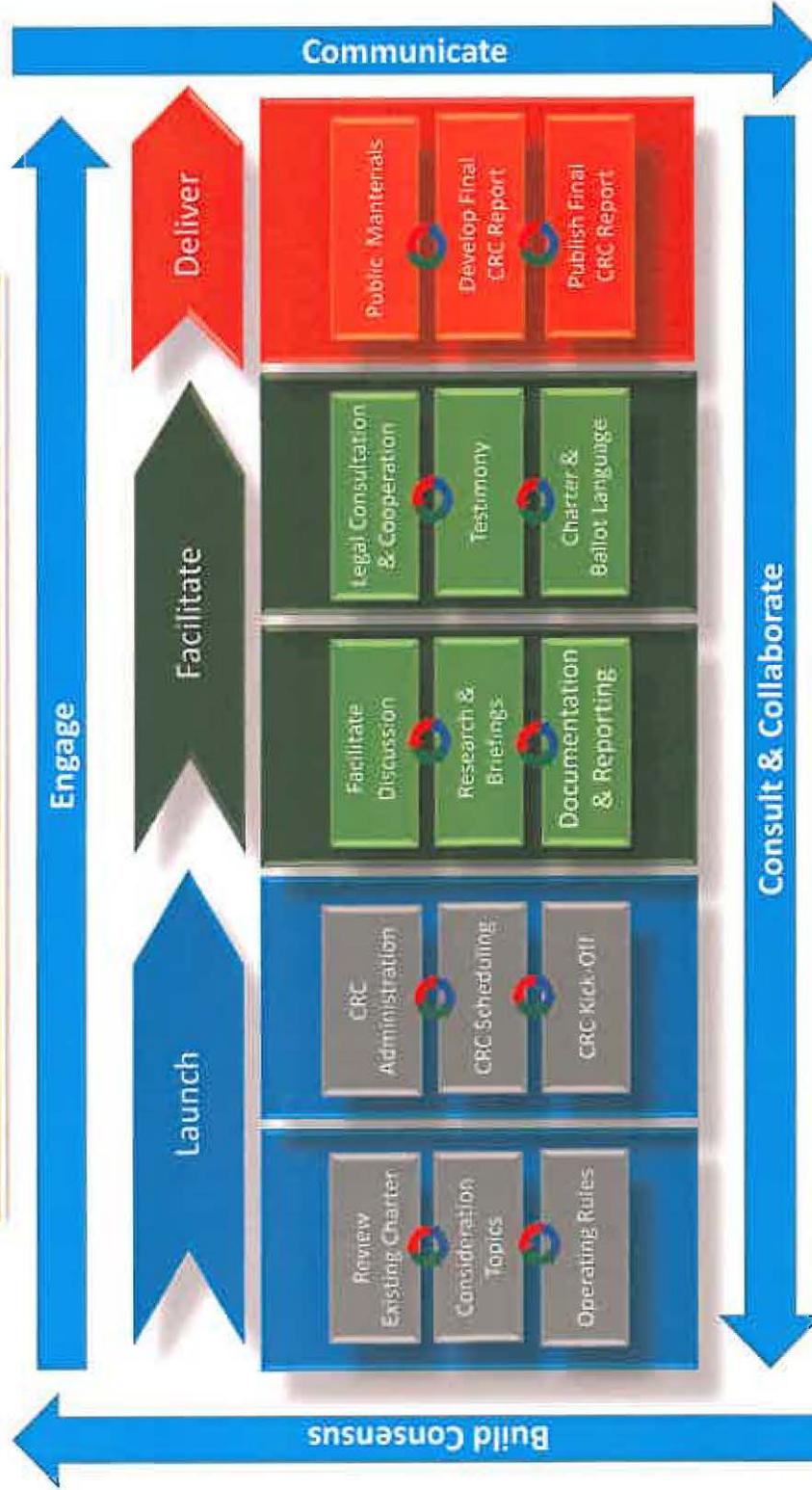
8. Arrange for publication and distribution of the final CRC report.

- a. DM&A, in partnership with Sara Brady Public Relations will recommend the appropriate audience, media, and communication channels for distribution of the final CRC report.
- b. DM&A/Sara Brady Public Relatinos will recommend the communication schedule for the distribution of the final CRC report.
- c. DM&A/Sara Brady Public Relations will prepare the report in required formats for distribution.

9. Perform other tasks as directed by the CRC.

DM&A will perform other tasks as discussed and agreed upon with Pinellas County. Any tasks or activities outside of scope will incur additional fees/costs as outlined in pricing schedule.

DM&A Pinellas County
Charter Review Facilitation Approach





RFP: 145-0141-p (SS)
CHARTER REVIEW FACILITATOR

SECTION 3

**STATEMENT OF WORK
and
TIMELINE**



Diane Meiller
and Associates, Inc.

Proposed Statement of Work

From the Solicitation:

Requirement: 2.c) A separate proposed Statement of Work.

Detail: A separate proposed Statement of Work (Proposer's Statement of Work) that enumerates and defines the work/services that Proposer will provide to the County to complete the Scope of Work in this RFP, including each task, deliverable, and/or goods or products comprising the services Proposer will provide, as well as a proposed completion schedule for each task or deliverable, if applicable. The Proposer's Statement of Work shall be in a form that can be incorporated into the Services Agreement as an Exhibit at the County's option.

Services to be Provided for the Scope of Work

Scope of Work Services	Tasks / Deliverables
1. Facilitate the meeting of the CRC to include attending, scheduling & other administrative responsibilities.	<ul style="list-style-type: none"> • Assist the CRC in preparing a review plan & task schedule • Meeting agenda development • Facilitate CRC meetings and attend hearings • Document issues, actions & outcomes • Facilitate CRC planning sessions
2. Administrative responsibility for the CRC, which includes staffing, scheduling and facilitating the meetings of the CRC.	<ul style="list-style-type: none"> • Identify required CRC meeting staffing • Facilitate all CRC meetings and hearings • Assist with CRC member scheduling • Meeting facilitation • Assist in building consensus with CRC members
3. Review the existing Charter and develop a non-exclusive list of updates and subject matter delegation for the CRC to consider; facilitate discussion of subject matter identified by CRC for consideration.	<ul style="list-style-type: none"> • DM&A charter review & analysis • Survey CRC and assist in identifying issues for further review and research by CRC and DM&A • Discussion facilitation with CRC • Capture and document feedback • Document agreements • Document open issues and next steps

<p>4. Develop proposed operating rules for the CRC.</p>	<ul style="list-style-type: none"> • Build proposed operating rules for CRC, addressing topics such as: • Roberts Rules of Order • Issue / Question response time • Means / Frequency of communication • Points of contact • CRC attendance requirements • CRC charter content approval requirements
<p>5. Perform research and develop briefing documents for the CRC.</p>	<ul style="list-style-type: none"> • Provide comparative information on charter counties including challenges and subsequent outcomes to CRC • Research issues identified by the CRC for other counties • Prepare briefing documents including researched counties and results
<p>6. Cooperate and consult with legal counsel for the CRC on charter language, ballot language for any proposed amendments to the Charter and other legal concerns.</p>	<p>Cooperate and consult with legal on the following:</p> <ul style="list-style-type: none"> • Draft proposed charter and amendment language for review by CRC and legal • As directed by CRC, prepare final draft of charter language for review by CRC and legal counsel
<p>7. Identify and schedule members of the local community and from other jurisdictions to testify as directed by the CRC.</p>	<ul style="list-style-type: none"> • Identify and schedule appropriate officials / civic leaders from other charter governments to present and/or testify to the CRC • Schedule participants according to CRC schedule and agenda requirements
<p>8. Prepare public information materials including, but not limited to, media releases, pamphlets, etc.</p>	<ul style="list-style-type: none"> • Prepare content • Propose communication format & channels • Material review & approval with CRC • Public information material publishing / printing; cost associated with publishing/printing is the responsibility of Pinnella County

<p>9. Prepare a final report for consideration by the CRC.</p>	<ul style="list-style-type: none">• Prepare final report on the Pinellas County Charter and the Charter Review Committee's work
<p>10. Arrange for publication and distribution of the final CRC report.</p>	<ul style="list-style-type: none">• Recommend audience, media, communication channels for distribution• Recommend communication schedule• Arrange report distribution in required formats
<p>11. Perform other tasks as directed by the CRC.</p>	<ul style="list-style-type: none">• DM&A will perform other tasks as discussed and agreed with Pinellas County. Any tasks or activities outside of scope will incur additional fees/costs as outlined in pricing schedule.

Proposed Completion Schedule

Pinellas County Charter Review Facilitation Proposed Timeline												
	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
1	Engagement Kick-Off	█										
2	Develop operating rules	█										
3	CRC Review Sessions (not to exceed 18)		█	█	█	█	█	█	█	█	█	
4	Review current charter/comparison with other county charters	█	█									
5	On going research of open items		█	█	█	█	█	█	█	█	█	
6	Prepare & publish public information materials					█	█	█	█			
7	Identify and schedule members of the local community and from other jurisdictions to testify					█	█	█	█			
8	Draft proposed charter and amendment language for review by CRC and legal									█		
9	Prepare final draft of charter language for review by CRC and legal										█	
10	Publication and distribution of the final CRC report											█



RFP: 145-0141-p (SS)
CHARTER REVIEW FACILITATOR

SECTION 4

**COMPENSATION
and
FEE AND EXPENSES SHEET**



*Diane Meiller
and Associates, Inc.*

Proposed Compensation for Scope of Work

From the Solicitation:

Requirement: 2.d) Proposed Compensation

Detail: The proposed compensation to be paid by the County for the services identified in the Proposer's Statement of Work required in subsection 2(c) above, including the methodology for determining the compensation. Proposer shall submit the proposed compensation based upon a lump sum not-to-exceed amount; use form on page 16 to submit fees.

Compensation Assumptions

The proposed lump sum compensation for the Charter Review Facilitation is based on several assumptions noted below. If these assumptions do not align with your requirements, please let us know and we can revise them and revisit the proposed compensation accordingly.

- Administrative assistance available by a Pinellas County resource for information, scheduling assistance and meeting space coordination.
- Engagement hours not to exceed 250.
- Any hours above 250 will be charged at \$200 per hour.
- The number of CRC meetings will not exceed 18.
- The number of additional on-site visits will not exceed 4.
- Pinellas County will assume all expenses associated with printing materials, print resources and graphics resources. DM&A will develop messaging and content for Pinellas County to provide for the public information material.
- Other tasks as required outside of services 1-10 in the Scope of Work can be provided by agreement for (an hourly rate of \$200)
- A contract extension and/or expansion of services can be provided by agreement at a rate of \$200 per hour.
- Travel lump sum proposal to be included in Fees and Expenses.
- Invoicing will be bi-weekly with Net 10 payments.

Methodology for Determining Compensation

In-scope Fixed Fee: \$46,975 (non-inclusive of travel)

Activity	Fee Breakout	Estimated Hours	Cost
Facilitate and attend CRC meetings	\$500 per session	2 hours per session 18 sessions	\$9,000
Research and scheduling	\$90 per hour	100 hours	\$9,000
Documentation and updates	\$145 per hour	100 hours	\$14,500
Communication and media	\$175 per hour	45 hours	\$7,875
Travel time	\$85 per hour	50 hours	\$4,250
Other administrative work	\$90 per hour	15 hours	\$1,350
Additional on-site meetings	\$200 per hour	5	\$1,000

Additional Fees As Needed: Should there be additional services requested which are outside of scope, an hourly fee will be charged. Prior approval by Pinellas County is required.

Out-of-scope Fees:	\$200 per hour
Travel expenses:	No to exceed \$3,000

SECTION E – SCOPE OF WORK**FEE AND EXPENSES**

DESCRIPTION	FEE
LUMP SUM COMPENSATION NOT TO EXCEED: (Inclusive of all costs but Travel)	\$ 46,975.00
TRAVEL LUMP SUM NOT TO EXCEED:	\$ 3,000.00
TOTAL: DM&A to invoice bi-weekly with Net 10 payments.	\$ 49,975.00



RFP: 145-0141-p (SS)
CHARTER REVIEW FACILITATOR

SECTION 5

EXCEPTIONS



Diane Meiller
and Associates, Inc.

2. Proposal Requirements

From the Solicitation:

Requirement: 2.e) *Exceptions*

Detail: Any exceptions to any section of this RFP.

DM&A does not require or request any exceptions to any section of the Pinellas County RFP 145-0141-P (SS).



RFP: 145-0141-p (SS)
CHARTER REVIEW FACILITATOR

SECTION 6

REQUIRED FORMS
ADDENDUMS
INSURANCE REQUIREMENTS
RECYLED MATERIAL USAGE



Diane Meiller
and Associates, Inc.

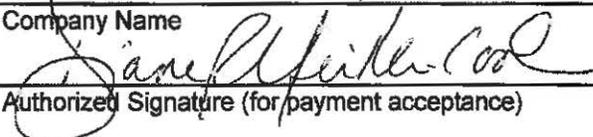
SECTION F ELECTRONIC PAYMENT

Electronic Payment (ePayables)

The Pinellas County Board of County Commissioners (County) offers a credit card payment process (ePayables) through Bank of America. Pinellas County does not charge vendors to participate in the program; however, there may be a charge by the company that processes your credit card transactions. For more information please visit Pinellas County purchasing website at www.pinellascounty.org/purchase.

Would your company accept to participate in the ePayables credit card program?

Yes No

Diane Meiller and Associates, Inc.
Company Name

Authorized Signature (for payment acceptance)
Diane R. Meiller-Cook, President
Printed Signature/Title/Department
407.487.1992
Phone Number

W-9 REQUEST FOR TAXPAYER ID NUMBER AND CERTIFICATION

Form W-9 (Rev. August 2013) Department of the Treasury Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Name (as shown on your income tax return) Diane Meiller and Associates, Inc. Business name/disregarded entity name, if different from above. Check appropriate box for federal tax classification: [X] S Corporation. Exemptions (see instructions): Exempt payee code (if any) Exemption from FATCA reporting code (if any) Address (number, street, and apt. or suite no.) 255 S. Orange Ave., Suite 1510 City, state, and ZIP code Orlando, Florida 32801 Requester's name and address (optional) List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN) Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. Social security number Employer identification number 20-4066400

Part II Certification Under penalties of perjury, I certify that: 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and 2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and 3. I am a U.S. citizen or other U.S. person (defined below), and 4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct. Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return.

Sign Here Signature of U.S. person Date 5/8/2015

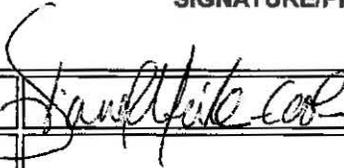
General Instructions Section references are to the Internal Revenue Code unless otherwise noted. Future developments. The IRS has created a page on IRS.gov for information about Form W-9, at www.irs.gov/w9. Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page. Purpose of Form A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to: 1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued), 2. Certify that you are not subject to backup withholding, or 3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and 4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. Note. If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9. Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are: • An individual who is a U.S. citizen or U.S. resident alien, • A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, • An estate (other than a foreign estate), or • A domestic trust (as defined in Regulations section 301.7701-7). Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

SECTION G – ADDENDA ACKNOWLEDGMENT FORM

Proposal Title: Charter Review Facilitator

Proposal No: 145-0141-P (SS)

PLEASE ACKNOWLEDGE RECEIPT OF ADDENDA FOR THIS RFP BY SIGNING AND DATING BELOW:

ADDENDA NO.	SIGNATURE/PRINTED NAME	DATE RECEIVED
1	 /Diane R. Meiller-Cook	5/20/15

Note: Prior to submitting the response to this solicitation, it is the responsibility of the firm submitting a response to confirm if any addenda have been issued. If such document(s) has been issued, acknowledge receipt by signature and date in section above and return Addenda Acknowledgement Form with RFP. Failure to do so may result in being considered non-responsive.

Information regarding Addenda issued is available on the Purchasing Department section of the County's website at, [www.pinellascounty.org/purchase/Current Bids1.htm](http://www.pinellascounty.org/purchase/Current%20Bids1.htm) , listed under category 'Current Bids'.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
5/20/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

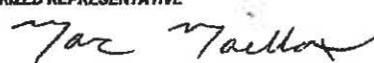
PRODUCER NEWMAN-CRANE & ASSOCS INS INC/PHS 228690 P: (866) 467-8730 F: (888) 443-6112 PO BOX 29611 CHARLOTTE NC 28229	CONTACT NAME: PHONE (AC, No, Ext): (866) 467-8730 FAX (AC, No): (888) 443-6112	
	E-MAIL ADDRESS: INSURER(S) AFFORDING COVERAGE NAIC#	
INSURED DIANE MEILLER AND ASSOCIATES INC 255 S ORANGE AVE STE 1510 ORLANDO FL 32801	INSURER A: Hartford Casualty Ins Co	
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> General Liab		<input checked="" type="checkbox"/>	21 SBA T04627	03/01/2015	03/01/2016	EACH OCCURRENCE \$2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$300,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$2,000,000 GENERAL AGGREGATE \$4,000,000 PRODUCTS - COMP/OP AGG \$4,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:						
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			21 SBA T04627	03/01/2015	03/01/2016	COMBINED SINGLE LIMIT (Ea accident) \$2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			21 SBA T04627	03/01/2015	03/01/2016	EACH OCCURRENCE \$3,000,000 AGGREGATE \$3,000,000 \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N <input type="checkbox"/> If yes, describe under DESCRIPTION OF OPERATIONS below		<input checked="" type="checkbox"/>				PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE- EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Those usual to the Insured's Operations. Certificate Holder is an Additional Insured per the Business Liability Coverage Form SS0008 attached to this policy.

CERTIFICATE HOLDER Pinellas County Board of County Commissioners 400 S FORT HARRISON AVE CLEARWATER, FL 33756	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
---	--

Aspen Premium Recycled Laser Paper

[Back](#)[Print](#)[Description](#)[Product Details](#)

Compliance Standards: FSC Certified

Global Product Type: Paper-Copier/Printer

Paper Weight: 24 lb

Size: 8 1/2 x 11

Paper Color(s): White

Machine Compatibility: Copiers, Laser Printers

Sheets Per Unit: 500

Brightness Rating (US): 95

Brightness Rating (International): 110

Post-Consumer Recycled Content Percent: 30%

Total Recycled Content Percent: 30%

Package Contents: Includes 500 sheets.

Manufacturer:	Quality Park™
Catalog:	Everything For The Workplace
Catalog page:	846

Technical Specs:

Global Product Type	Envelopes/Mailers-Business/Trade
Envelope Size	4 1/8 x 9 1/2
Envelope/Mailer Type	Business/Trade
Trade Size	#10
Color(s)	White
Closure	Gummed Flap
Seam Type	Diagonal, V-flap
Finish	Wove
Security Tinted	No
Expansion	No
Window Position	None
Exterior Material(s)	Paper
Weight	24 lb
Custom Imprint Included	No
Format/Border	Standard
Opening	Open Side
Pre-Consumer Recycled Content Percent	0%
Post-Consumer Recycled Content Percent	30%
Total Recycled Content Percent	30%

Manufacturer:	Smead®
Catalog:	Everything For The Workplace
Catalog page:	888

Technical Specs:

Compliance Standards	SFI Certified
Global Product Type	Classification Folders-Top Tab
Classification Folder Type	Top Tab
Number of Sections	8
Size	Letter
Back Cover Color(s)	Dark Blue
Interior Divider Material	17 pt. Kraft
Tab Cut	2/5
Number of Fasteners	6
Tab Position	Right of Center
Expansion	2"
Cover Material(s)	23 pt. Pressboard
Cover Color(s)	Dark Blue
Fastener Capacity on Inside Covers	2"
Fastener Capacity for Dividers	1"
Pre-Consumer Recycled Content Percent	20%
Post-Consumer Recycled Content Percent	30%
Total Recycled Content Percent	50%
Package Contents	Includes ten folders.

Manufacturer:	Sealed Air
Catalog:	Everything For The Workplace
Catalog page:	E23

Technical Specs:

Compliance Standards	SFI Certified
Global Product Type	Envelopes/Mailers-Cushioned
Envelope Size	10 1/2 x 16
Envelope/Mailer Type	Padded
Trade Size	#5
Color(s)	Golden Brown
Closure	Self-Adhesive
Seam Type	Side
Security Tinted	No
Expansion	No
Window Position	None
Exterior Material(s)	Kraft
Lining	Padded
Custom Imprint Included	No
Format/Border	Standard
Envelope/Mailer Interior Dimensions	10 3/8 x 14 3/4
Opening	Open End
Post-Consumer Recycled Content Percent	35%
Total Recycled Content Percent	100%
Special Features	Self-Seal Flap
