

Appendix D SOW Timeline to OFM Competitive Procurement for Organizational Change Management

Deliverables	Fiscal Year 2020												Fiscal Year 2021											
	July	August	September	October	November	December	January	February	March	April	May	June	July	August	September	October	November	December	January	February	March	April	May	June
SOW 1	OCM Integral Consultants																							
1 Measurement of Quality Metrics for One Washington Program Performance																								
2 Stakeholder Feedback Loops for Program																								
3 Comprehensive OCM Program																								
4 Measurement for Changes to State Employee Roles																								
5 Continuous Improvement Model with Schedule of Check Points																								
6 Monthly Status Report																								
SOW 2	Comprehensive OCM Plan																							
1 Baseline Readiness Assessment																								
2 OCM Framework																								
3 Communication Plan																								
4 Stakeholder Engagement Plan																								
5 Coaching Plan																								
6 Resistance Plan																								
7 Training Plan with Measurements																								
8 Final Comprehensive OCM Plan																								
SOW 3	Document Current Agency Business Processes																							
1 Provide methodology and tools to document current agency business processes.																								
2 Train Program staff on the methodology and the tools to document current agency business processes.																								
3 Final documentation of current agency business processes.																								
SOW 4	Agency Change Management and Pool																							
1 Provide draft Agency OCM Pool Plan																								
2 Final Agency OCM Pool Plan																								
3 Monthly Status Report																								