



Proposal for City of Grand Junction Flex Learning Model  
Revised 11.3.24

## PROPOSAL SUMMARY: 2025 SERVICE AGREEMENT

Illuminate Business Services is pleased to submit this proposal for services to support the City of Grand Junction in reaching the vision of being “a safe, welcoming, healthy and accessible city that builds on its collective character to be a place where opportunity abounds, resources are well-managed, and people are connected and engaged in their community.” Recognizing this vision is heavily dependent on the valuable employees within the City of Grand Junction, Illuminate Business Services will partner with the City of Grand Junction through coaching, consulting, and training. In working with Illuminate, you are investing in your most important asset—your people!

### The Objective

Need #1: Provide continuity in professional development through consistent, quality offerings available to all employees through a flexible learning model.

Need #2: Increase productivity and job satisfaction across the organization.

Need #3: Develop improved self-awareness and appreciation of others in the workplace.

Need #4: Support leaders in expanding their capacity to work strategically together.

### The Solution

To meet the objectives defined, the following recommendations are proposed:

Recommendation #1: Consulting

- Consulting Services include the provision of expertise or strategic advice that is presented for consideration and decision-making by the organization.

Recommendation #2: Coaching

- The International Coaching Federation (ICF) defines professional coaching as partnering with clients in thought-provoking and creative process that inspires them to maximize their personal and professional potential. The process of coaching often unlocks previously untapped sources of imagination, productivity, and leadership.

Recommendation #3: Training

- Workplace training is the process of developing knowledge, skills, and efficiency in the organization’s employees to create understanding of the work environment and organization culture.

## Resources and Qualifications

### Professional Experience

Melanie Hall has significant leadership experience spanning more than two decades in multiple industries on the Western Slope of Colorado. Pairing senior leadership experience with formal education, Melanie brings an informed knowledge base that guarantees quality deliverables for clients served.

Melanie holds a BBA with a Management Concentration from Colorado Mesa University. She is also a graduate of the Center for Executive Coaching and has earned the credential of Professional Certified Coach (PCC) through the International Coaching Federation. Melanie is a Certified Master Facilitator through the Center for Executive Coaching and a recent graduate of the Wharton Executive Leadership Neuroscience and Business Program.

She holds numerous certifications in assessments including Everything DISC by Wiley, Genos Emotional Intelligence, Change Style Indicator, Change Navigator, and Five Behaviors of Teams.

### Relevant Work Experience and References

Local government comprises the majority of clients for Illuminate Business Services. Current clients include the City of Montrose, City of Grand Junction, Mesa County, Garfield County, City of Delta, Delta County, Mesa County D51 Schools, and Town of Crawford. Recent municipal clients include Mt. Crested Butte, Town of Snowmass Village, Town of Cedaredge, and Mesa County Libraries.

References for current local government clients are:

- Ann Morgenthaler, Deputy City Manager for City of Montrose
  - [amorgenthaler@cityofmontrose.org](mailto:amorgenthaler@cityofmontrose.org) or (970) 240-1427
- Robbie Levalley, County Administrator for Delta County
  - [rlevalley@deltacountyco.gov](mailto:rlevalley@deltacountyco.gov) or (970) 250-5701
- Wanda Winkelman, Risk Manager for City of Grand Junction
  - [wandaw@gjcity.org](mailto:wandaw@gjcity.org) or (970) 244-1561

## Project Deliverables

Following is a complete list of all project deliverables:	
Deliverable	Description
<b>Training Solutions:</b>	
Training Deliverable #1	Better Supervisor Training 4 cycles of Better Supervisor training offered in each of the four quarters 6 2-hour trainings during each cycle with workbook for each participant
Training Deliverable #2	Single Session Workshop Q2 2-hour workshop offered in two different sections on the training date Q3 2-hour workshop offered in two different sections on the training date

	<p>Q4 2-hour workshop offered in two different sections on the training date</p> <p>Topics to be determined with the City of Grand Junction</p>
Training Deliverable #3	<p>Core LEARNing Content</p> <p>Q3 LEARN Training to be offered in 5 2-hour sessions in two different sections on the training date</p> <p>Q4 LEARN Training to be offered in 5 2-hour sessions in two different sections on the training date</p>
Training Deliverable #5	<p>Book Study</p> <p>Book Study of Fred Factor to be offered in 4 2-hour sessions in two different sections on the training dates</p>
<b>Consulting Solutions:</b>	
Administrative Deliverable #1	<p>Manage registration process</p> <p>Send email confirmations and calendar invites for training</p> <p>Send email reminder two days prior to training date</p> <p>Notify supervisors of employee participation in training</p> <p>Field questions related to training through email or phone call</p> <p>Create completion certificates</p> <p>Administer evaluations and develop evaluation summary</p>
<p>Curriculum Development Deliverable #1</p> <p>30% of Total Deliverable with 70% included in 2024 Proposal</p>	<p>Content development and slide decks for offerings included in Flex Learning Model Full Approach</p> <p>Flex Learning Design Branding Kit</p> <p>Workbook for LEARN</p> <p>Develop registration process</p> <p>Create swim lane workflow for implementation</p> <p>Develop certificates for offerings</p> <p>Develop evaluation forms and process</p> <p>Develop training binder materials</p> <p>Create employee tracking sheets</p>

## Execution Strategy

The resulting value of this proposal is dependent on the efforts of both the contractor and the organization. Collaboratively undertaking an investment in human capital will result in significant value for the City of Grand Junction.

Illuminate will provide the quality deliverables outlined within the covered period. To accomplish this, the City of Grand Junction agrees to protect their investment by providing:

- Logistic Support

- Support the scheduling of trainings, coaching, and other consultations with time for Illuminate to plan, prepare, and deliver quality offerings
- Arrange for adequate space for delivery, AV equipment, IT support if needed, and other logistics required for successful delivery
- Administrative support to be provided by the City of Grand Junction to include, but not limited to printing of class materials, tracking, and publicity of offerings

#### Engagement

- Provide leadership championing of the coaching engagements
- Recognize that coaching is not therapy, nor is it an opportunity for the contractor to serve in a supervisory capacity by addressing a specific agenda
- Accept that all employees are not in a place of “coachability” and will respect the assessment of the contractor in offering suggestions to postpone or end sessions if needed
- Allow coaching sessions to be delivered in person or virtually to improve access to services
- Fully engage in the training and coaching sessions

#### Intellectual Property

- All intellectual property remains the property of the contractor with rights provided to the City of Grand Junction to use deliverables in the training and development of City of Grand Junction employees

#### Communication

- Share feedback from participating individuals in trainings to improve offerings to create additional value
- Authorize Illuminate to discuss the engagement with the City of Grand Junction to promote interest from other potential clients without disclosing the details of the proposal

## Continuation of Contract

### Covered Period

This proposal covers the period of January through December 2025 with specific deliverables scheduled throughout the covered period.

### Renewal

Contract does not renew.

### Dissolution

If breach of the contract occurs by either party, the contract is immediately void.

If either party wishes to discontinue the contracting relationship, written notice of 30 days will be given with proration of the unpaid fees to be paid immediately. No fees for services delivered will be returned to the organization that have been previously paid.

## PRICING

Coaching Solutions Package	\$0.00
Training Solutions Package	\$39900.00
Consulting Solutions Package	\$14300.00
<b>Total</b>	<b>\$54200.00</b>

Terms: Payment due upon presentation of invoice(s) for completed deliverables. All invoicing to be complete by December 31, 2025.

Any services provided outside of the scope of work within this proposal will be negotiated in advance between the organization and the contractor and included in an amendment to this contract or through a separate proposal. Upon agreed upon scope of work, contractor will present a separate invoice for these services.

## ACCEPTANCE OF PROPOSAL

### City of Grand Junction:

DocuSigned by:  
Duane Hoff Jr., Contract Administrator - City of Grand Junction  
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Signature

Duane Hoff Jr., Contract Administrator - City of Grand Junction

Printed Name

1/24/2025

Date

### Illuminate Business Services:

Signed by:  
Melanie Hultin, President, Illuminate Business Services  
804673356ABB488...

Signature

Melanie Hultin, President, Illuminate Business Services

Printed Name

1/24/2025

Date