



Organizational Development Training

Human Resources Office

Talent Development Division

October 1, 2026

Housekeeping Items

- Please put phones on silent or vibrate mode.
- Any information provided today is not legally binding.
- Audience introductions and questions will be after the presentation.
- WSSC Water reserves the right to not answer questions asked and/or submitted.
- Presentations and sign-in sheets will be posted here:
<https://www.wsscwater.com/work-us/procurement/early-engagement-vendor-sessions/past-contract-events-documentation>
- To receive up-to-date contracting information, visit the Procurement Office's website at www.wsscwater.com/secondary-landing-page/procurement



WSSC Water at a Glance

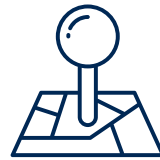
As a not-for-profit public utility, we serve our customers, not shareholders. Every dollar collected is reinvested into our infrastructure, technology and workforce to strengthen reliability, improve service and protect public health for generations to come. That commitment has helped us achieve **108 years without a single drinking water quality violation, ever.**



8th
Largest combined water and wastewater utility in the United States by population served



1.9M
Residents served



1,000 Sq. Mi.
Size of our service area



160M+ Gal.
Water produced daily at 2 filtration plants



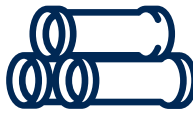
65M+ Gal.
Wastewater treated daily at 6 facilities



500,000+
Laboratory tests performed every year



1,800+
Team H₂O members deliver on our mission



11,000+
Miles of pipe



60+
Water storage tanks



47,000+
Fire hydrants



\$1.9B
FY 2027 Operating & Capital Budget



\$9B
In infrastructure assets maintained on behalf of our customers

Agenda

1. Team Introductions
2. Project/Contract Objectives
3. Project/Contract Overview
4. Keys to Success
5. Project/Contract Compliance*
6. Supplier Portal and OpenGov Platforms
7. Questions

Team Introductions



Human Resource Office



Valerie Farrar

Chief Human Resources
Officer



Leslie Swann

Talent Development Division
Manager



Nana Olibris

Talent Development
Specialist



Demetria Mercer

Talent Development
Specialist



Contract Objectives

- **Provide Comprehensive Training**
Deliver professional development, leadership, and workforce training.
- **Develop Employee Skills**
Strengthen communication, critical thinking, productivity, and workplace effectiveness.
- **Build Leadership Capacity**
Develop emerging, mid-level, and senior leaders.
- **Prepare Future Leaders**
Equip high-potential employees and aspiring supervisors for leadership roles.



Contract Objectives (continued)

- **Support Organizational Change**
Build skills to effectively navigate change, conflict, and difficult conversations.
- **Enhance Workplace Culture**
Promote collaboration, trust, accountability, professionalism, and inclusion.
- **Support Career Growth**
Provide opportunities for upskilling, reskilling, and career development.
- **Deliver Flexible Learning**
Provide scalable in-person and virtual training solutions across WSSC Water.



Contract Overview

This contract will provide WSSC Water employees with comprehensive professional development, leadership, and workforce training through flexible in-person and virtual learning opportunities. The program will strengthen employee skills, develop current and future leaders, support career growth, and align workforce development initiatives with WSSC Water's organizational priorities.



Keys to Success

- **Comprehensive Course Offerings**
Broad training catalog aligned with WSSC Water's needs.
- **Quality & Expertise**
Experienced instructors and subject-matter experts.
- **Customized Solutions**
Ability to tailor training to departments and employee levels.
- **Leadership Development**
Strong emerging, supervisory, and leadership programs.



Keys to Success (continued)

- **Scalability & Flexibility**
Effective delivery through both in-person and virtual formats.
- **Engaging Learning Experience**
Interactive, practical, and applicable training.
- **Organizational Alignment**
Solutions that support WSSC Water's workforce and organizational priorities.
- **Measurable Results**
Clear methods to evaluate participation, learning, and impact.



Contract Compliance

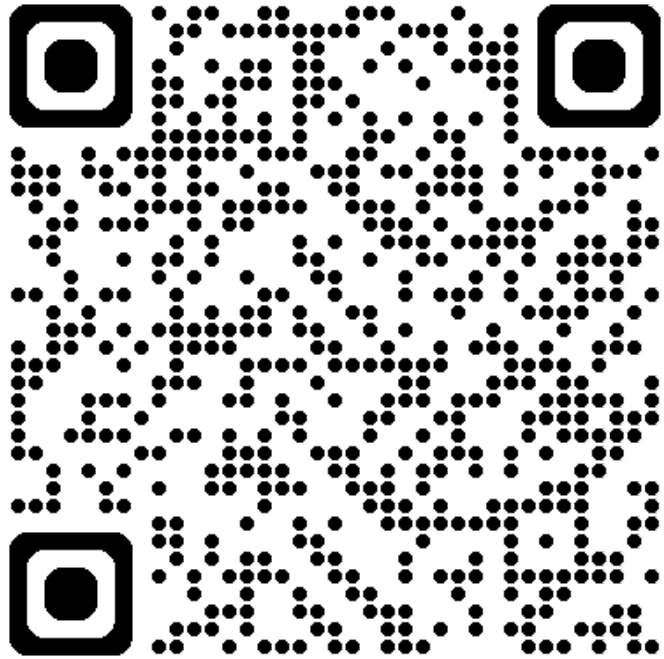
- **Meet Every Requirement**
Address all SOW requirements and deliverables.
- **Demonstrate Qualifications**
Show relevant experience, expertise, and qualified SMEs.
- **Deliver at Scale**
Support diverse topics, audiences, formats, and training needs.
- **Meet Delivery Standards**
Provide compliant in-person/virtual training and required materials.



Contract Compliance (continued)

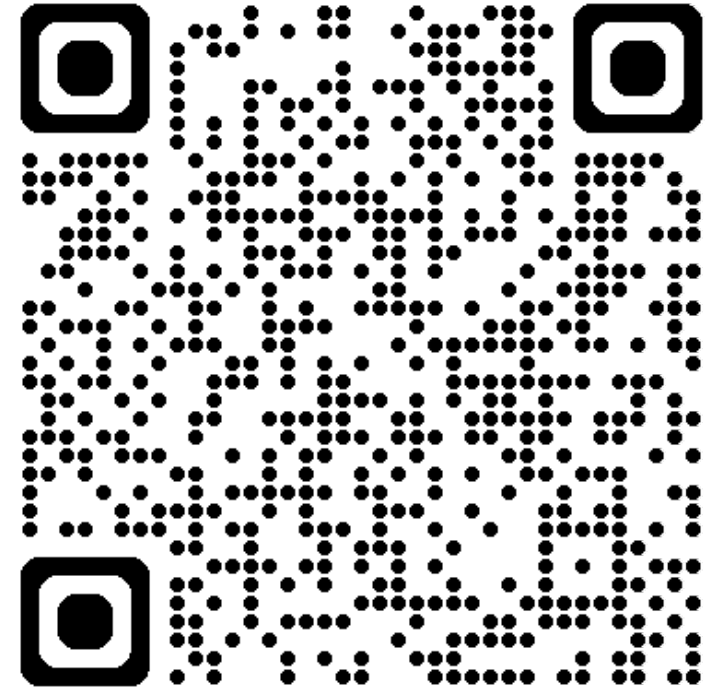
- **Demonstrate Results**
Provide reporting, evaluations, and measurable training outcomes.
- **Submit a Complete Proposal**
Include all required forms, documentation, and pricing.
- **Limit Exceptions**
Minimize deviations, assumptions, and conditions to the SOW.

Supplier Portal and OpenGov Platforms



or Visit:

<https://www.wsscwater.com/supplier>



or Visit:

<https://procurement.opengov.com/portal/wsscwater>



Early Engagement Vendor Session Inquiry Form

<https://forms.office.com/g/c3xHCEqjgG>



Early Engagement Vendor Session Post-Event Survey

<https://forms.office.com/g/57Ws7Ur0Xf>