

Question 1

Has a budget or range been identified for the cost of these professional services? If so, are you allowed to share what that amount is?

- A budget or range has not been identified for this project. Region VII AAA wants the most feasible proposal submitted with the best course of action to achieve the goals set in the plan. In this regard, quality will have a higher priority than cost.

Question 2

Who will we report to at Region VII?

- The selected consultants will be working with the Region VII AAA management team and will report to the Region VII AAA Board of Directors.

Question 3

How will Region VII measure our performance of success?

- Region VII AAA will measure a successful bidder for consulting services by awarding the successful organization the contract. The RFP has the required components under "Submission Format". Measurement of project success of the selected consultant will be based on criteria set forth by all involved parties.

Question 4

Will you quantify the expected approximate number of interviews and/or surveys for each level of key stakeholders; Board, Council, Executive Director, Staff; Partners and Public?

- No. Region VII AAA would like the Strategic Planning consultant to guide the Region VII AAA staff and Board of Directors' in the best course of action to develop a Strategic Plan.

Question 5

Will you define "Partners?"

- For the purpose of the Strategic Plan, a partner is a colleague, associate, vendor, provider, contractor, etc. of Region VII AAA

Question 6

Will you define "Public?"

- For the purpose of the Strategic Plan, the public is defined as a population of individuals (i.e., people, citizens, community, residents, etc.).

Question 7

What is the overall budget for this project?

- A budget or range has not been identified for this project. Region VII AAA wants the most feasible proposal submitted with the best course of action to achieve the goals set in the plan. In this regard, quality will have a higher priority than cost.

Question 8

What is the budget for each phase of the project: 1) Strategic Planning? 2) Plan Implementation?

- A budget or range has not been identified for this project. Region VII AAA wants the most feasible proposal submitted with the best course of action to achieve the goals set in the plan. In this regard, quality will have a higher priority than cost.

Question 9

Does Region VII have the authority to have other counties provide you data?

- Region VII AAA is an Area Agency on Aging funded to serve individuals in the 10 county Planning and Service Area (PSA) of Bay, Clare, Gladwin, Gratiot, Huron, Isabella, Midland, Saginaw, Sanilac, and Tuscola. Area Agencies on Aging were established as an amendment to the 1965 Older American's Act. Our mission is to advocate, plan, develop, and support a comprehensive system of quality care and services designed to achieve the optimum level of health, well-being, and independence of people as they age. Contractors regularly provide Region VII AAA data as part of our partnerships. In most cases, Region VII AAA would have to request data from outside entities including counties in and out of the planning service area as any other entity would.

Question 10

Does Region VII have the authority to administer resources to other counties?

- Through our agreements with providers for the MI Choice Medicaid Waiver and agreements with providers for the Aging and Adult Services Agency, Region VII AAA regularly administers funding to our planning service area. Our agency is not limited to a certain area with other funding opportunities.

Question 11

What type of financial and managerial reports are available at Region VII?

- Region VII AAA has all standard financial reporting available. Region VII AAA also has programmatic data available as required by our funding agencies.

Question 12

We noticed the identification of Board of Directors as stakeholders; but not the Advisory Council, is the Advisory Council not to be considered as stakeholders?

- The request for proposal states that key stakeholders are "including but not limited to board members, staff, partners, and the public". Advisory Council members would be considered stakeholders.

Question 13

What does "existing materials" include? Could you please provide a description of the types and estimated volume of documents to be reviewed?

- Existing materials mean a community survey from 2016, concept paper/white paper, legislative language that is available.

Question 14

The same clause includes "interviews and surveys of key stakeholders (including but not limited to board members, staff, partners, and the public)." Does this suggest that the consultant will be conducting these interviews and surveys or will the consultant be reviewing pre-existing interview and survey documents generated by someone else?

- Consultants will be conducting their own interviews and surveys of stakeholders. Region VII AAA will participate in these endeavors if possible.

Question 15

Could you please provide additional detail regarding Region VII Area Agency on Aging's expectations of the consultant to "continue with the implementation and guidance of the strategic plan process..."? Does this extend beyond the development of proformas, as listed in your objectives?

- Yes, this includes the assistance of the consultants in helping Region VII AAA reach the goals set forth in the Strategic Plan. This is the implementation process that is for the 4.5 years after the development of the plan.

Question 16

We noticed that you intend to contract with one provider but that you reserve the right to contract with multiple consultants for different aspects of this work. We also read (on page 5) that once submitted, our proposal is irrevocable for 90 days. Could you please clarify how the multiple contractor's clause relates to the 90-day irrevocability clause? We respect your right to select as many contractors as you desire and also want to ensure that any work we are responsible for is within our reasonable control, in order to ensure its high quality and that we are not reliant on others' work for producing our deliverables.

- This language is for the partnership between Region VII AAA and the consultants to hire contractors that may be needed to assist in the implementation of the Strategic Plan. The intent is not to hire multiple consultants for the plan.

Question 17

Are there any significant organizational changes anticipated during the lifetime of this project? If so, please explain.

- Yes, Region VII AAA is presently working with a consultant to develop a Program for All-inclusive Care for the Elderly (PACE). This project should be included in the overall strategic plan along with the projects included in the concept paper.

Question 18

The scope listed in the RFP indicates an expectation to conduct a number of interviews with key stakeholders. How many stakeholders are expected to be engaged? Furthermore, are you open to alternative means of data collection, such as focus groups, in lieu of interviews for select groups of stakeholders?

- Region VII AAA wants the most feasible proposal submitted with the best course of action to achieve the goals set in the plan. We would like feedback obtained through focus groups, surveys, and other techniques used to obtain information.

Question 19

Is there an existing strategic plan? If so, was it developed using external consultants? What was the cost?

- There was a strategic plan that is now obsolete due to the changing landscape of services in Michigan. Region VII AAA will not share or use the obsolete plan.

Question 20

Have any needs assessments been completed in the last three years to identify services needs in the region served by Region VII AAA?

- There was a Community Needs Assessment developed in 2016. It is now published on the bid page of the agency website. The agency also uses a database to track callers' needs.

Question 21

How are service providers evaluated to determine impact and effectiveness?

- Service providers have an annual provider monitoring process completed by Region VII AAA to determine compliance and effectiveness.

Question 22

What is the anticipated role of the Board and Staff in working with the selected consultant to develop the strategic plan?

- The board and staff will be fully engaged in the Strategic Plan process and look forward to how they can participate & assist.

Question 23

Was the Strategic Planning RFP developed with assistance from external consultants?

- No.

Question 24

How much is budgeted to develop the strategic plan?

- A budget or range has not been identified for this project. Region VII AAA wants the most feasible proposal submitted with the best course of action to achieve the goals set in the plan. In this regard, quality will have a higher priority than cost.

Question 25

The Summary notes that the strategic planning process portion of the project will begin September 10, 2018 and result in a finished document within six months. The Summary also notes that the successful consultant will assist in implementation of the projects identified during the strategic planning process over the subsequent four and a half years. Because the number and complexity of the projects that will be identified during the strategic planning process are at this point unknown, developing a scope and budget for the entire five-year project term is not possible. Would Region VII AAA accept a proposal that includes a budget limited to the six-month duration of the strategic planning process, as a phase one scope of work, with the expectation that a phase two budget for project implementation would follow, after the effort associated with implementation is defined?

- Region VII AAA wants the most feasible proposal submitted with the best course of action to achieve the goals set in the plan. We have not set a method for the creation of the scope of work, budget period, or project implementation phase.
- Region VII AAA looks forward to proposals that are outside the box and not cookie cutter or off the shelf proposals.

Question 26

The Scope of Work states that interviews and surveys of key stakeholders are required. Included in the expected list of stakeholders are members of the Board of Directors and other “partners”. For purposes of the budget, please confirm that the successful bidder should attempt to individually interview all 12 members of the board, along with staff from each program area, and key additional partners, for a total number of individual interviews of no less than 26-30.

- Region VII AAA wants the most feasible proposal submitted with the best course of action to achieve the goals set in the plan. We have not set a method for data collection or number of stakeholders to be engaged.

Question 27

The Scope of Work indicates that key stakeholders also to be contacted include members of the public. Is it expected that the successful consultant will obtain required feedback through in-person focus groups or meetings or is information gathering through a survey instrument envisioned?

- Region VII AAA wants the most feasible proposal submitted with the best course of action to achieve the goals set in the plan. We would like feedback obtained through focus groups, surveys, and other techniques used to obtain information.

Due to the large amount of questions received, Region VII AAA has the following open statement:

Region VII AAA is making an open statement that should be considered an answer and guidance to many of the questions asked regarding the Request for Proposal (RFP).

Region VII AAA is seeking forward thinking consultants. We wish for the RFP to be able to explain your position, ways to manage the project, and how costs will be calculated. Our ultimate goal, as explained in the white paper, is to create a “community care organization”. We encourage bidders to read the white paper and plot the best course of action for Region VII AAA to follow in the next 5 years. The focus of the strategic plan will be on the programs and the budget to implement the programs – not on focus groups. We understand that we are looking to create a very complex plan and we need the consultants’ expertise for developing the steps necessary to achieve our goal, from beginning to end.

Region VII AAA is not afraid of taking risks and we would like the consultant to think out-of-the-box. Consultants should be creative in developing the plan. Our strategic plan will not be a standard, off-the-shelf, cookie cutter project. Cost estimates for the number of areas you believe are needed to reach this goal should be included, whether it is 10 or 100 different steps. Quality will have a higher priority than cost.