

Allegan County Community Mental Health Services
Strategic Plan Facilitation Services
Bidder Questions and Agency Answers

(dates questions received and answers provided are noted in parenthesis)

1. **Question (9/29/2017):** Will the bidder be expected to engage consumers? And if so, are there existing consumer groups that should be engaged?

Answer (9/29/2017): The bidder should propose whatever engagement processes and/or strategies it believes will support the strategic plan objectives that are listed on page 1 of the RFP. There are at least two organized groups that could be considered; the Parent Advisory Group (PAG) and the Horizon Circle of Friends agency (a consumer-run drop-in center).

2. **Question (9/29/2017):** On page 4 of the RFP, ACCMHS asks bidders to identify organizations for which they have provided the services listed. Do you need all such organizations named?

Answer (9/29/2017): The purpose of submission requirement #6 is to allow the bidder to identify the organizations it has aided in the area of strategic planning so that ACCMHS can evaluate the relevance of the bidder's experience described in submission requirement #5. The bidder should include whatever information it believes is necessary for ACCMHS to evaluate the bidder's prior experience.

3. **Question (9/29/2017):** Is there a difference between the composition or role of the strategic plan team described on page 1 of the RFP and the whole board?

Answer (9/29/2017): The strategic plan team should be understood as a commitment in principle by the ACCMHS board to appoint its members to a workgroup or committee that includes staff (and perhaps others) in order to achieve the desired strategic plan product. The whole board may be engaged at points in the process, and will ultimately be the entity to approve the final plan. The bidder should propose a workgroup or committee process and recommended membership composition in its proposal. The final determination of workgroups or committees and their composition will be developed following bid award during post-award planning and implementation phases.

4. **Question (9/29/2017):** Is there a desire for consumer involvement?

Answer (9/29/2017): It is certainly a value of the organization, and something we would insist on being done in some manner. However, we have left it to the bidder to propose how it would be done.

5. **Question (9/29/2017):** Would ACCMHS allow electronic submission of a proposal?

Answer (9/29/2017): No. The RFP requires bidders to submit 4 complete paper copies.

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6. **Question (9/29/2017):** Does ACCMHS desire an opportunity in the process for staff input?

Answer (9/29/2017): Short answer is Yes. The reference on page 1 of the RFP to “engagement of key stakeholders” offers the bidder an opportunity to identify staff as a stakeholder. It is up to the bidder to propose the means by which this would happen.

7. **Question (9/29/2017):** Does ACCMHS have any parameters around how stakeholder input is to be gathered (e.g., electronic surveys, etc.)?

Answer (9/29/2017): No. The bidder is free to propose the methodology of soliciting and gathering input from stakeholders.

8. **Question (9/29/2017):** Is the price section on page 4 of the RFP intended to allow ACCMHS to pick parts of the winning bidder’s proposal for funding?

Answer (9/29/2017): Yes, although the intent is to purchase a defined set of services. During the post-award negotiation process, ACCMHS may determine a need for more or less of some portion of the services proposed by the bidder. The provision of details as called for on page 5 of the RFP (in the italicized section under submission requirement 8) will help ACCMHS to customize the total package of services to meet ACCMHS needs.

9. **Question (9/29/2017):** Is there a way for the bidder to supply ACCMHS with material as a part of its bid that would shield intellectual property from later disclosure through Open Meetings Act or Freedom of Information Act requests?

Answer (9/29/2017): As stated in the RFP, the bidder should assume that all information “contained in their proposal and subsequent work may be subject to the provisions of the Freedom of Information Act. In addition, any meetings connected to this bid process which meet the requirements of the Open Meetings Act will be open to the public.” This means, for example, that if a work session of the Board were arranged to accomplish some step of the strategic planning process, it would be open to the public even if proprietary processes were involved. That said, a bidder could opt to withhold detailed proprietary materials from their RFP response, and offer to share them later in an “on-site interview and/or presentation” as described at the bottom of page 2 of the RFP. The risk a bidder takes in exercising that option, as the RFP language also states, is that “Bidders will be invited to participate at the sole discretion of Allegan CMH.”

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10. **Question (9/29/2017):** Should we assume that potential conflicts of interest should be disclosed with the bid submission?

Answer (9/29/2017): In general, yes. As stated in the RFP in proposal submission element #5, the bidder is expected to disclose known or perceived conflicts of interest. However, because conflicts can originate with ACCMHS's provision of professional services, please do not disclose that information within the bid. The bidder is requested to contact the agency director, Mark A. Witte, by telephone at (269) 673-6617 x2716 prior to the deadline for RFP submission to communicate potential conflicts of interest which arise from the provision of the agency's mental health or substance use disorder services. These will then be considered in alignment with professional ethics codes and confidentiality requirements.

11. **Question (9/29/2017):** What objectives, indicators, and/or issues is the agency's quality improvement team working on currently?

Answer (10/5/2017): ACCMHS strives to assure that individuals seeking services receive the best care possible, while also focusing on programmatic and administrative responsibilities and efficiencies. ACCMHS always acknowledges potential areas of improvement. Current improvement areas are based on feedback obtained from the Annual Community Needs Assessment, consumer satisfaction surveys, and staff input. This feedback has resulted in identified areas of improvement such as:

- Continued integration of Physical Healthcare into Behavioral Health Services provided by ACCMHS.
- Ongoing integration of Evidenced Based Practices for services provided by ACCMHS.
- Endeavoring to meet MDHHS State-Wide Performance Indicators for access of services, and meet regulatory requirements of the MDHHS, CARF, and other governing bodies.
- Expansion of the provider network so that quality supportive living assistance is available as needed.
- Endeavoring to hire qualified autism providers in order to maximize service capacity while also assessing cost effectiveness.
- Providing educational materials and resource links to the community via the agency internet.
- Continuing to develop and assess goals for individual programs, while also identifying goals for business practices. These goals include measurements of satisfaction, effectiveness, and efficiency.

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12. **Question (10/09/2017):** Does Allegan County CMH already have a preferred vendor to do this work?

Answer (10/10/2017): No; the purpose of this RFP is to select a vendor that demonstrates the best value and fit for our strategic plan development project.

13. **Question (10/09/2017):** If so, what is the organization?

Answer (10/10/2017): There is no previously established preferred vendor.

14. **Question (10/09/2017):** Is there a page limit to the proposal?

Answer (10/10/2017): There is no defined page limit. We will appreciate bid responses that are complete and sufficiently descriptive, and as succinct as possible.

15. **Question (10/09/2017):** Is there formatting requirements regarding font, margins, line spacing, etc?

Answer (10/10/2017): There are no specific formatting requirements. For ease of reading and review, we can recommend 12-point New Times Roman or Arial font (or one with similar ease of reading), single-spaced lines, and 1-inch margins on 8½ x 11 white paper. Fancy papers, presentation packages, etc. are not requested and will not in and of themselves contribute to final score of any submitted bid.

16. **Question (10/09/2017):** Is there a page limit to each attached resume?

Answer (10/10/2017): There is no defined page limit. As we said in response to question 14, we will appreciate bid responses that are complete and sufficiently descriptive, and as succinct as possible.

17. **Question (10/11/2017):** When was the last time Allegan CMH went through a facilitated strategic planning process? Did you use a contracted facilitator?

Answer (10/11/2017): The agency became a mental health authority in 2014. The strategic plan developed in 2014 was accomplished without the involvement of an external facilitator.

18. **Question (10/11/2017):** What is the status of Allegan CMH's current strategic plan?

Answer (10/11/2017): The most recently developed strategic plan (available on our website (<http://www.accmhs.org/SitePages/Board.aspx>) was intended to cover FY2014 to FY2016. An update/progress statement on the plan, available at the same website address, was prepared for our CARF survey in March 2017.

19. **Question (10/11/2017):** When is Allegan CMH due for its next CARF re-accreditation survey?

Answer (10/11/2017): Our most recent site survey was conducted March 22-24, 2017. On April 19, 2017 we received notice of a three-year accreditation from CARF.

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Thus, we would anticipate our next survey to be conducted in the months leading up to March 2020.

20. **Question (10/11/2017):** Does Allegan CMH have meeting facilities large enough to accommodate planning meetings? If no, should the bidder include the costs of meeting room rental in the price quote? If yes, what is the maximum number of people that can be comfortably accommodated in Allegan CMH's meeting facilities?

Answer (10/11/2017): We have three meeting rooms that are available by reservation within Allegan CMH. One room holds about 10 comfortably. Two rooms can accommodate up to approximately 25. Larger meeting rooms (typically at the county's Human Services Building) will be reserved through Allegan CMH.

The county-provided rooms and the policies governing their use are described at this [Allegan County Meeting Rooms link](#). If the bidder proposes to use these resources, Allegan CMH will facilitate the reservations and the bidder should assume that there will be no cost to the bidder for the reservation of these specific room. The bidder may propose other meeting locations or arrangements in their proposal. Allegan CMH will expect clarity in the bidder's proposal about who would be responsible for the supplies or expenses involved in hosting whatever meetings may be proposed, regardless of the location proposed.