



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: March 18, 2011

HSS 11 045

PUBLIC HEALTH IMPROVEMENT INITIATIVE

FOR

DIVISION OF PUBLIC HEALTH

Date Due: April 18, 2011
11:00 AM

ADDENDUM # 3 – Questions and Answers

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART OF THE ABOVE MENTIONED BID.

Bruce Krug
PROCUREMENT ADMINISTRATOR

William Ingram
Division of Public Health

RFP HSS 11 045
Public Health Improvement Initiative
Summary of Pre-bid Meeting Question and Answers
March 14, 2011

1. Is this RFP for Component 1 or Component 2 of the Public Health Improvement Initiative (PHII)?

Response: As indicated on page 8 of the Request for Proposal (RFP), it is for Component 1 of the Strengthening the Public Health Infrastructure Cooperative Agreement.

2. How much funding is available for the work addressed in this RFP?

Response: Up to \$45,000 the first year and not to exceed that amount for subsequent years contingent on funding and additional needs to be addressed.

3. Have priorities (among those listed on p. 9 of the RFP) been established for Year One of the project?

Response: The items numbered 1-5 in the Scope of Services (page 9) are the priorities for year one of the project.

4. Is a copy of the *Strengthening the Public Health Infrastructure Cooperative Agreement* (p. 8 of RFP) available for review by prospective bidders?

Response: Yes, copies will be made available at the Pre-bid Meeting and posted to the RFP website. [<http://bids.delaware.gov>]

5. Can prospective bidders see what has thus far emerged from the effort to-date from the strategy mapping, etc., so we can see the progress already being made? Is a copy of the "Strategy Map Methodology" (p. 7 of RFP) available for review by prospective bidders?

Response: Yes, copies of the latest Obesity Strategy Map and a Division of Public Health strategy map guidance document will be made available at the Pre-bid Meeting and posted to the RFP website. [<http://bids.delaware.gov>]

6. Does part of the technical assistance involve DPH staff training?

Response: Yes, if needed.

7. Should a one-year budget be prepared (for a contract period of 6/15/11 – 6/14/12)?

Response: Yes.

8. Is there an indirect cost cap of 12%?

Response: Yes

9. Can we get a list of those in attendance at the pre-bid meeting?

Response: Yes, will be posted on the RFP website. [<http://bids.delaware.gov>]

10. Is a response required for section IVD, "Confidential Information," particularly for institutions of higher education?

Response: Yes, if the bidder provides confidential information with the proposal.

11. Is there a page limit to section IVG of the RFP, "Proposed Methodology and Work Plan?"

Response: There is no page limit. However, the plan should be accurate, clear and concise and provide details applicable to the Scope of Services on page 9 of the RFP.

12. Does DPH have a performance management software system in place? (Section I B, page 8)

Response: Yes, the InsightVision 2.0 Performance Management and Balanced Scorecard System licensed through InsightFormation, Inc.

13. Can DPH clarify which of the project goals outlined on page 8 of the RFP are short-term (expected to be completed within the 1st year of contract) vs. long-term (to be completed in potential additional 4 years of contract)? (Section II, page 9)

Response: The Scope of Services on page 9 of the RFP identifies short term goals. The Strengthening Public Health Infrastructure Cooperative Agreement package has an initial five-year plan submitted in August 2010. This plan will be provided at the Pre-bid Meeting and be posted at the RFP website. [<http://bids.delaware.gov>]

14. Can DPH provide more detail around the anticipate level of effort associated with the first year of work? (Section II, page 9)

Response: The Scope of Services provides adequate detail. The level of effort will need to be commensurate to meet requirements in the Scope of Services and will need to be determined by each bidder based on expertise, experience and resources.

15. Should the offerors' proposed methodology, work plan and budget cover the 12 month project period only or include information on proposed work for potential follow-on contract years as well? (Section IV, page 14; Section V, page 15)

Response: The answer is both. The primary focus will be on year one Scope of Services (Section IV, paragraph G, page 14), and since the bidder is required to submit a line item budget for each contract year (Section V, page 15) bidders will need to submit reasonable plans for each subsequent year.

16. In lieu of the detail breakout required by Appendix A and B, may the offeror provide the Defense Contract Audit Agency (DCAA) approved indirect costs?" (Section V, page 15)

Response: Bidder may provide the indicated DCAA approved indirect cost information in addition to the required Appendix A and B information, but not in lieu of them.

17. What is the budget limit of range for the first year of this consulting engagement, if any?

Response: Up to \$45,000.

18. Does DPH intend to fund the first year of this consulting project only from its CDC public health infrastructure improvement grant, or will DPH also draw on other sources?

Response: Yes, from Component 1 of the CDC Strengthening Public Health Infrastructure Cooperative Agreement.

19. Please provide a brief description of what is meant by the “strategic priority areas” in #1 on p. 9 of the RFP: (1) Top level strategy map; (2) Decrease obesity; (3) Health reform; (4) Core services; (5) Health equity.

- a) How do you define each of these strategic priorities?
- b) What are you trying to accomplish in each?

Response: Strategic priority areas are areas in which DPH has chosen to focus on. As an example, in selecting the strategy to prevent and decrease obesity DPH desires to focus all available resources to prevent and mitigate the detrimental impact that obesity has on human health. The other priority areas are under development and one of the reasons we are looking for a consultant with the right expertise to assist us. The umbrella goal over each area is to improve organizational performance and ultimately improve health outcomes.

20. For “core services” in particular: Have core services already been identified, or do you want assistance in identifying them or developing a process for identifying them? What, other than identifying core services, is your goal for the “core services” strategic priority area?

Response: DPH public health practitioners are familiar with core public health services, but want to engage in a process to clarify those core services and transform to an organization that provides less outpatient services and more population based services.

21. Information technology is not mentioned in the RFP. Does DPH already have software or an IT system to use for performance management?

1. If so:
 1. Is it a system that is designed for balanced scorecards and enables you to cascade scorecards by “strategic priority areas” or themes, and by organizational unit or group responsible?
 2. Will the consultant be expected to work with this system?
2. If not, will you want the consultant to help DPH to select a system?

Response: Yes, InsightVision 2.0 Performance Management and Balanced Scorecard System licensed through InsightFormation, Inc.

22. How far down do you plan to “drive” the performance management system in the first year of this consulting engagement? e.g.,

- To every “section” in DPH?
- To every work group in every section?
- To every employee?
- To just those sections, work units, and/or employees that have a role in one or more of the “strategic priority areas”?

Response: The simple answer is as far as possible, especially in the strategic priority areas.

23. In addition to strategy maps, objectives, and measures for the strategic priority areas, in the first year do you want to:

1. Include objectives and measures for services or programs *not* involved in those strategic priorities?
 1. If so, how many programs or services will be involved the first year?
2. Include objectives and measures or performance plans for organizational units?
 1. If so, how many organizational units will be involved the first year?

Response: The Scope of Services identifies specific requirements for the first year.

24. Will you want a work plan from the consultant in any detail beyond the first year?
1. If so, how many programs or services does DPH want to involve in each year after the first?
 2. If so, how many organizational units does DPH want to involve in each year after the first?

Response: In accordance with Section V, page 15 of the RFP, the bidder is required to submit a line item budget for “each contract year”. Keeping this in mind the bidder will need to also outline a reasonable plan for the second through the fifth year.

25. Would it be possible to see a copy of the Del. DPH grant proposal or/and the grant agreement between the Del. DPH and the funder?

Response: Yes, copies of the Strengthening the Public Health Infrastructure Cooperative Agreement application was made available at the Pre-bid Meeting and posted to the RFP website. [<http://bids.delaware.gov>]

26. How much funding is available for this project for year 1? How much would be available for subsequent years 2-5?

Response: Up to \$45,000 the first year and not to exceed that amount for subsequent years contingent on funding and additional needs to be addressed.

27. On p. 9 #4 on the “establishment of a Quality Improvement Committee”, is this an “internal” Quality Improvement committee to DPH or is it an “external” Quality Improvement committee made up of members of the community?

Response: This is an internal DPH Quality Improvement Committee.

28. On p. 9 #5 it says “establish a communication strategy”. Is this project meant to also implement the communications strategy or just to develop it? (let’s hope only develop it)

Response: Yes, to work with DPH and develop an appropriate communication strategy.

29. On the budget form from p. 25 it state indirects at 12%. Is this the upper limit? In other words is this an illustrative budget or is it meant to indicate that indirect costs may not exceed 12%?

Response: Yes, indirect costs cannot exceed 12 percent of the budget.

30. On DPH webpage the Performance Management department sits within the Director's Office <http://www.dhss.delaware.gov/dhss/dph/sections/html>. But there is no further info about it – how many staff, or any other information about who they are or what work they have focused on.

Response: The Office of Performance Management is made up of a director, one training administrator (performance improvement/quality experience), two trainers (over 15 years experience) and an administrative support person. Additionally, within the Strengthening the Public Health Infrastructure Cooperative Agreement application there is information regarding the Office of Performance Management and both this document and an organizational chart will be posted to the RFP website. [<http://bids.delaware.gov>]

31. There are three minimal requirements in order to apply for accreditation: 1) State Health Report, 2) Strategic Plan, and 3) Improvement Action Plan. We found assessments and health reports for several specific health issues, but did not see one that addressed the overall profile of the state. Is there one? Do you have any of these documents above?

Response: No, there are specific reports as stated but no overall reports.

32. What sort of budget breakdown are you looking for and can we show subcontract rate under “contract other” category?

Response: You should mirror format as outline in RFP and it is acceptable to show subcontractor under contract other category.

33. In reference to the certification form for disadvantaged/minority/woman owner business, do they get an advantage?

Response: No, this is for data collection and to document engagement with these sorts of businesses with Delaware.

34. Should we include subcontractors that fall into the MBE/WBE category?

Response: Yes, it is encouraged.

35. Can you put current DPH organizational chart on RFP website?

Response: Yes, we will post it on the RFP website. [<http://bids.delaware.gov>]

36. Component 2 not found, did DPH get awarded it?

Response: No, DPH was not awarded a grant under Component 2 of the Strengthening Public Health Infrastructure Grant.

37. On page 8 of the Strengthening Public Health Infrastructure Cooperative Agreement handout, can you spell out the black bubble?

Response: Yes, will spell it out and post the updated agreement to the RFP website. [<http://bids.delaware.gov>]

38. Is there an incumbent contract in place now? Is it a corporation or individual? Who is it?

Response: Yes, there is an incumbent contract. It is an individual. Marihelen (Midge) Barrett.

39. Will Midge Barrett be submitting a RFP?

Response: We cannot speak for Ms. Barrett, but she did attend the pre-bid meeting.

40. Do we need to submit a hard copy of the proposal?

Response: No, as stated in section VI.A. of the RFP, the only hard copies that need to be submitted are a cover letter and the forms in Appendix C, D, E, and F.

41. The questions that were handed out at the pre-bid meeting, are they on the RFP website now?

Response: No, they will be posted along with the answers from the pre-bid meeting on or before March 28, 2011.

42. In the services stated in the Scope of Services, is there a priority to complete one or more of them sooner rather than later?

Response: They are numbered and are in order of priority to complete. However, based on the need, we may not stay in that order.

43. How long have we been using InsightVision 2.0? How many users? When does the subscription end? Do we like it?

Response: We have been using it since February 4, 2011 and are licensed for up to 25 users. It is a yearly contract. We do like it.

44. Was Insight Vision 2.0 provided by a bidder here at the pre-bid meeting today?

Response: No.

45. Will this RFP work be based on work previously done?

Response: Yes.

46. Can you provide a link to the Office of Performance Management website?

Response: The Office of Performance Management only has an intranet website at this time (internal state). Information about the Office is included in the Strengthening Public Health Infrastructure Cooperative Agreement, plus an organizational chart will be included as an attachment at the RFP website. [<http://bids.delaware.gov>]

47. Will preference be given to Public Health experience or experience in Performance Management?

Response: The evaluation criteria in this RFP will give you an idea of the areas by which we will be evaluating your bids.

48. How many people or how many work units will the contractor be expected to work with?

Response: Possibly work with all parts of DPH.

49. The “Results that Matter” period ended?

Response: Yes.