

Responses to “2021-2023 Strategic Plan Focus Group Facilitator” RFP Questions

Date: February 17, 2020

- 1) On page 7, item 2.d, the RFP requests “a generic work plan for the provision of Services relating to projects not yet conceived or implemented.” Can you provide additional detail on the scope of this request? Is it related to additional Strategic Planning Services, or other projects?

Answer: Item 2.d. requests respondents fully address the scope of services specified in the RFP. If a respondent believes additional services not specified in the RFP are needed to effectively deliver the scope of the RFP, respondents are asked to provide a generic work plan covering this additional work and services.

- 2) What is the budget range that is allocated for this work?

Answer: The Indianapolis Public Library (IndyPL) will determine an appropriate budget range based on the RFP submissions.

- 3) The scope says we would assist in identification of organizational leaders to participate. Would we also be responsible for recruiting participants for the community member focus groups? (Is this what is meant by “ensure the focus groups are inclusive of diverse community voices and perspectives”?)

Answer: IndyPL has cultivated a list of organizations in the Indianapolis community. The selected consultant would be responsible in assisting in the recruitment of diverse representatives from these and any other appropriate organizations. The approach for community member focus groups “recruitment” is still being determined. The selected consultant will be asked to assist in determining the best approach for community member recruitment and executing the selected approach.

- 4) Are we able to provide incentive/stipend for participation in the community member focus groups?

Answer: No monetary incentive for participation in the community focus groups is available. Some food and refreshments may be provided.

- 5) How many people are anticipated (or desired) to be in each of the twelve (12) community focus groups?

Answer: IndyPL’s goal is to have a minimum of 25 people per community focus group.

- 6) Will any IndyPL employees be present during any of the community focus groups?

Answer: IndyPL’s Strategic Planning and Assessment Officer will attend a select number of focus group.

- 7) How many people are anticipated (or desired) to be in each of the four (4) organization focus groups?

Answer: IndyPL's goal is to have a minimum of 10 organizations represented at each organization focus group.

- 8) How many hours will each community focus group last (e.g., 1 hour, 2 hours, 4 hours, 6 hours, etc.)?

Answer: Each community focus group will be scheduled for two (2) hours.

- 9) How many hours will each organization focus group last (e.g., 1 hour, 2 hours, 4 hours, 6 hours, etc.)?

Answer: Each organization focus group will be scheduled for two (2) hours.

- 10) For the four (4) "organization" focus group, do you mean IndyPL specifically? If not, then who do you mean?

Answer: IndyPL has cultivated a list of organizations in the Indianapolis community. The selected consultant would be responsible in assisting in the recruitment of diverse representatives from these and any other appropriate organizations.

- 11) Who does IndyPL consider to be their main community partners ("Prioritize community member and community partner input.")

Answer: Community partners consist of organizations, agencies, non-profits, etc. that have partnered with IndyPL in the past and/or serve the residents of Indianapolis.

- 12) The RFP states that the contract will commence March 13, 2020 and that all sixteen (16) focus groups' information needs to be compiled, analyzed, etc by June 3, 2020. The Service Agreement "shall cover the period from March 13, 2020 through September 30, 2020." Besides the "Focus Group Facilitation" required services (which conclude on/by June 8, 2020), what additional work do you want the selected consultant to do or complete from June 8-September 20, 2020?

Answer: IndyPL may seek additional information or discussion regarding the completed focus groups beyond the deadline. The extended timeline provides some flexibility in the event parts of the process are delayed. The selected consultant may be asked to present and discuss focus group information at a selected Strategic Plan Steering Committee meeting(s).

- 13) Under E 2 (f) (page 7), due to the confidential nature of strategic plans, my clients do not allow me to copy or distribute information to outside organizations (I have confidentiality agreements in place). Therefore, what is your recommendation to include in lieu of "copies of reports, forms and analyses" from similar projects?

Answers: Providing a list of previous clients that IndyPL may contact would be sufficient.

- 14) Under section C, proposal information, subsection 19 MBE/WBE it states that the entity must submit documentation of our current MBE/WBE status. However, in the scoring section on

page 8 MBE/WBE is not given a section for points. How will the IndyPL weigh MBE/WBE statues in the selection process?

Answer: XBE status will be noted and is part of the consideration criteria.

15) Does the RFP have an official number? If not what is the official title for the RFP?

Answer: "2021-2023 Strategic Plan Focus Group Facilitator"

16) The deadline for the RFP is the 24th of February. By what time does the proposal have to be submitted?

Answer: Proposals must be received by 3 pm on February 24, 2020.

17) Will the city require the consulting company to carry insurance? If so what type of policy coverage will be required?

Answer: The selected consultant is required to carry liability insurance.

18) What documentation from the consulting company will be required to show proof of insurance?

Answers: The Certificate of Liability Insurance.

19) Will we be given a list of IndyPL partners?

Answer: The selected consultant will be given a list of IndyPL partners.

20) Is there a penalty to the contracted consultant in the event the data from the focus groups is not delivered to the library by June 8, 2020? As I construct the work plan, I am concerned about the stated deadline because:

- a. Given the target date for the agreement to be fully operational (March 13) and allotting one work week to compile data, that leaves a 9-week period in order to execute all focus groups and meet the deadline to hand off data by June 8.
- b. Given that focus groups must be conducted off site from a library facility (with which I agree) time is needed to identify and confirm 16 locations at which to host.
- c. The 9-week time period includes a few disruptive happenings (for instance: religious holidays, spring breaks) that could be temporary roadblocks to confirming locations and participants.

Answer: The current timeline has been created to align various organizational considerations. Every effort should be made to meet the specified deadline. If necessary, other considerations that arise and/or are brought to IndyPL's attention and impact the timeline will be taken into account.

21) Will a proposal still be considered if it includes a subcontracted partner to offer an extended team as well as a minority perspective?

Answer: Yes

22) For planning purposes how many people are expected to attend focus groups?

Answer: IndyPL's goal is to have a minimum of 25 people per community focus group and a minimum of 10 organizations represented at each organization focus group.

23) Is there any outreach/ marketing required by the consultant prior to the focus groups?

Answer: The selected consultant will be responsible for "ensur[ing] the focus groups are inclusive of diverse community voices and perspectives." It is IndyPL's expectation this will require outreach and some level of marketing efforts.

24) Is there travel required?

Answer: The focus groups will occur at various locations around Indianapolis. The selected consultant would be required to attend and facilitate each focus group. The selected consultant may also be asked to meet with IndyPL leadership intermittently.

25) Will there be any weekend work required?

Answer: To ensure the greatest level of attendance, some focus groups may occur during the weekend. The selected consultant would be required to facilitate any weekend or weekday focus groups.

26) With up to 12 community member focus groups, (from the areas of local branches and other) and no more than 4 organizational focus groups, are there specific organizations you wish to include/exclude and or, certain individuals/donors you wish to include?

Answer: Yes, there are specific organizations IndyPL would like to participate. In addition to the list already cultivated, IndyPL is continuing to work on identifying these organizations.

27) Other than the question above, does the library have specific goals for this process, other than the walk through with the CEO at the branches?

Answer: The overarching goal of the process is to be as inclusive of IndyPL staff, the community, and community organizations as possible. Using the information obtained from these efforts, IndyPL will create a succinct three-year plan with clear priorities and measurable goals with specific targets.

28) Do you have specific topics you wish to be covered in this process?

Answer: IndyPL needs to identify the wants and needs of the community and how we can best work with community organizations to meet these wants and needs.

29) If you have specific additional goals or objectives, what are they?

Answer: The overarching goal of the process is to be as inclusive of IndyPL staff, the community, and community organizations as possible. Using the information obtained from these efforts, IndyPL will create a succinct three-year plan with clear priorities and measurable goals with specific targets.

30) Do you have certain benchmarks you wish to reach for the process? If so, please explain.

Answer: IndyPL's goal is to have a minimum of 25 people per community focus group and a minimum of 10 organizations represented at each organization focus group.

31) Do you have specific outcomes you wish to accomplish by this process? If so, please list them and explain.

Answer: The deliverable of this process is a succinct three-year plan with clear priorities and measurable goals with specific targets. The focus groups provide important information that assist in shaping IndyPL's priorities.

32) Are there stakeholders you want to be sure are included in this conversation?

Answer: Yes, there are specific organizations IndyPL would like to participate. In addition to the list already cultivated, IndyPL is continuing to work on identifying these organizations.