

## **SCHC-TransCare Integration RFP—Questions and Answers**

- When would the delivery of the Integration Business Case and/or Project Completion date be?

*End of July 2017.*

- What work has been completed to date? (e.g., due diligence, notification to the LHIN, creation of a Joint board steering committee, preliminary financial analysis, etc.)

*The only work completed to date was the creation of the Integration Committee and notification to the Central East LHIN.*

- Section 1.2 Integration Vision Refers to “enhanced infrastructure” to support fundraising and volunteering resources. Does this refer to IT infrastructure AND capital infrastructure?

*The intent of the business case is to inform these decisions.*

- Section 5.1 Mandatory requirements. How does an organization get “invited” to submit a proposal? Is this an Invitational proposal?

*That is an error in the RFP, this is an open call; no invitation to submit a proposal is needed.*

- 3.11 Proposal Submission Guidelines There’s a reference to an “upset budget of \$20,000 plus HST”. What does “upset” mean in this context?

*\$20,000 is the total available (or “upset”) project budget.*

- Clause 5 of the draft contract Contractor Personnel. SCHC and TransCare® shall have the right to interview and approve any Contractor Representative who will be assigned to perform the Services or any part thereof. *Is this in addition to the review of the consultant’s qualifications, and the consultant’s interview as set out in the RFP?*

*This gives the hiring organization(s) the right to approve or disapprove any individual(s) that the consultant puts forth as its representative(s) to perform the required services of this project.*

- Clause 9(d) of the contract - This clause stipulates that the consultants will not use personal computers while conducting work under this contract. *Can we assume that this refers only to times when we are on site and wanting to connect with the SCHC or TransCare® server?*

*Yes, that assumption is correct.*

- Would it be possible to get an org chart for both organizations indicating the number of employees, and the number of levels and departments / divisions?

*That information will be provided to the successful consultant.*

- Have both boards already agreed to potential integration? Or will they make that decision after the initial analysis?

*The only decision the Boards have made is in development of the Business Case to explore options, no further decisions can be considered until after the development of the Business Case.*

- Are you considering integration of all/any back office functions, front end services or both? (when I read the section 1.2 integration vision, it sounds like any or all of the front or back end would be considered assuming there is a business case)

*We are open to considering all integration options.*

- Are you considering all types of integration (collaboration through to full merger)?

*Yes.*

- Is this integration mandated by the LHIN, or self-identified by the two organizations? Will the LHIN need to approve the final business case?

*This initiative is self-identified and voluntary. The LHIN will not need to approve the final business case, however they would need to approve any integration option that resulted from the business case.*

- Do you have an upside budget for this project phase?

*As stated in the RFP, the budget is \$20,000.*

- Do you have timeline or a deadline in mind? The RFP states that the work will be awarded by the end of April, however, do you a completion date for the business plan in mind?

*We would expect a final report by end of July, 2017.*

- Are you anticipating a written final report as the end product or a written final report and a presentation? And, if it is a presentation, will that presentation be to the integration committee and/or the Board of Directors of both organization?

*We are expecting a final written report and a presentation that will be made at minimum to the Integration Committee, but may also be made to the Board of Directors of both organizations.*

- Does the integration committee consist of senior staff only or does it also include Board Members?

*The Integration Committee consists of both senior staff and Board Members.*

- Could you tell us the catalyst for this potential integration of services? This is a trend in the health care association sector, however, we were wondering if a particular external requirement is prompting the discussion, such as a change in funding or if perhaps some change in internal circumstances.

*Please refer to the Stakeholder Communications posted on both SCHC and TransCare's websites.*

- I notice in the "Community Health Services Integration Plan" dated June 2014 that SCHC and TransCare along with three other community agencies already went through integration analysis and came up with specific recommendations. In that report, it outlines the same type of analysis required in this RFP (Step 2 on page 22 outlines the analysis along "Type of Integration, Pros and Cons, Risks, Finances and Key Considerations")

My questions relate to that report and the outcomes:

- Is this RFP related to the implementation of some or all of those recommended areas?

*No, this project is independent of that work and self-directed by SCHC and TransCare.*

- Is this project meant to continue into deeper detail the same analysis, or to recreate it?

*The intent is not to recreate it, and a deeper analysis is mandatory.*

- Why are the other three organizations not involved anymore?

*This project is independent of that project and self-directed by SCHC and TransCare.*