

**A Social Work Service to Support GPs**

**REQUEST FOR PROPOSAL (RFP)**

**Service Requirements**

Northern Sydney PHN is seeking a provider to run a **‘Social Work Service to Support GPs’.** The service will support people with chronic or complex health care conditions, supporting patients through social work services in addition to the care provided by the patient’s GP and Allied Health Providers. It is envisaged that supports around nutritional, social and welfare needs will support the prevention of patients being admitted or re-admitted to hospital by ensuring appropriate services are in place.

Northern Sydney PHN is seeking Request for Proposals for the provision of this service, without prescribing a defined operating model for the delivery of the service.

Preliminary criteria for eligibility for this service have been defined as having one or more of the following:

* Chronic and/or complex health care conditions, except people with a mental health diagnosis of an acute, persistent and/or severe nature.
* Have carers whom require support and assistance.
* Are experiencing difficulty navigating and accessing support services.
* Have had recent hospitalisation and are at risk of being without support.

Proposed service models are at a minimum expected to provide social work assistance, including:

* Assess patient needs.
* Providing information to patients.
* Arranging referral and linkage to appropriate services.
* Liaising with social, welfare and community providers.
* Acting as a resource to general practice.
* Ensuring the service is person-centred, with a positive experience for the patient and their carers.

Proposed models could also contain additional elements including;

* supporting the development of a personalised support plan in consultation with the person and their GP for ongoing needs to appropriate programs and supportive services in the community
* documenting local needs identified through the delivery of the service

The proposed model should include the creation of referral mechanisms and related program collateral. Northern Sydney PHN can support the promotion of the service to GP practices within the region.

**Background**

The Northern Sydney PHN, operated by the Sydney North Health Network, is one of 31 Primary Health Networks (PHNs) established by the Australian Government to increase the efficiency and effectiveness of medical services for the community. Our focus is on patients who are at risk of poor health outcomes and we work to improve the coordination of their care so they receive the right care, in the right place at the right time. Better health outcomes for patients is achieved by working together with a network of health professionals including General Practitioners, Practice Nurses, Allied Health Providers, the Northern Sydney Local Health District and other health services. This partnership approach and community focus is reflected in our vision: Achieving together – better health, better care.

Northern Sydney PHN aims to simplify the healthcare system, providing a better experience for health providers and better health for the community.

Against a backdrop of strong population growth for our region, an ageing population, potential healthcare workforce shortages and greater numbers of hospitalisations and GP visits over the next 15 years, Northern Sydney PHN will be concentrating on innovative and sustainable solutions that shift the focus of care out of the hospitals and into the hands of primary healthcare.

Northern Sydney PHN supports a collaborative, patient-centred, whole-system approach to regional health planning. Extensive consultations, undertaken with a range of providers, have resulted in the following desirable outcomes:

* Improved consumer experience
* Improved consumer health outcomes
* Reduced ED demand and avoidable hospitalisation

**Aims**

* Better integration of care, including information sharing and identification of psychosocial, health, social and welfare issues to improve outcomes for complex patients and reduced patient stress.
* Support patients to stay well and in their own homes, including better support around psychosocial, health, social and welfare needs, in order to reduce the likelihood of admission or readmission to hospital.
* Reduced workload for primary care health professionals in the supporting non-health needs of patients (but that impact on a patient’s health, such as nutrition, housing, transport, financial, and other supports).
* Improved utilisation of local services, while helping reduce the amount of time that GPs and practice nurses need to spend navigating and sourcing health, social and welfare service assistance for patients.
* An increase in patients’ ability to manage their own condition, and in turn reduce the need for an admittance to hospital in the after hours period with an exacerbation of their condition

# **Proposed Geographic Area**

Applicants need to be capable of responding to the needs of patients within the Northern Sydney PHN region. It is expected that the applicants will specify the targeted geographical area and the reason for the choice of location (e.g. relationships established, expanding existing service etc.).

**Indicative Funding Envelope and Duration**

Funding agreements of up to $150,000 will be offered to preferred applicants for a pilot period of up to 12 months.

**Expected Outcomes**

Data collection, documentation and tracking are vital to Northern Sydney PHN’s understanding of the success of the service. Program outcomes could include:

* Improved patient and carer experience as measured against specific patient recorded outcome measures (PROMS) and patient recorded experiences (PREMS).
* Identification and logging of service needs and gaps to inform Northern Sydney PHN population health planning.
* Increased coordination and facilitation of services for persons with chronic and complex health conditions, which will lead to a patient’s ability to manage their own condition, and in turn reduce the need for an admittance to hospital in the after hours period with an exacerbation of their condition.
* Stronger working relationships between community, primary and tertiary care professionals.

Proposed Timeline

The proposed procurement activities include a Request for Proposal (RFP) process. Shortlisted RFP respondents will be invited for interviews, and may be required to participate in a competitive dialogue workshop if required. The table below outlines the key activities and timeline.

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| **Activity** | **Time/Date** |
| Release of Request for Proposal | 18 May 2016 |
| Responses to be received via email to tenders@snhn.org.au | by 10:00AM on 3June 2016 |
| Review of Proposals  | 6-10 June 2016 |
| Interviews with Shortlisted Respondents / Competitive Dialogue Process if Required | 13-17 June 2016 |
| Notify successful applicant and inform unsuccessful bidders | 20-24 June 2016 |
| Contract Negotiation & Execution | 20-24 June 2016 |
| Commencement of Service | 27 June 2016 |

**Evaluation of Request for Proposal**

The information that you provide in this Application Form will be used for evaluation purposes therefore it is important that you complete every section accurately. Failure to do so could mean your application not proceeding.

Applicants will be evaluated in five main areas:

**Proposed Operating Model**

Assessment of the extent to which the proposed operating model demonstrates an understanding of the service requirements. Consideration will be given to Applicants’ demonstration of:

* Understanding of the requirements of the service.
* Type and range of supports and interventions provided to clients of the service.
* Ability to support data gathering for Northern Sydney PHN population health planning.

**Key Objectives**

Assessment of the extent to which the provider can demonstrate a link between the proposed operating model and the pilot’s aims and expected outcomes, including any contributions to innovative delivery models. Consideration will be given to the Applicants’ demonstration of:

* Proposed key objectives of the model and identification of a clear means of meeting these objectives.
* Level of innovation of the service delivery model.
* Proposed outputs (and linked outcomes) through this service, including how these will be captured and measured within the proposed model.

**Capability to Implement Model**

Assessment of the Provider’s experience of undertaking similar work and capability to implement their proposed model, including:

* Track record of delivery of services with a scope similar to the proposed model within agreed timescales.
* Experience of similar work to the proposed model.
* Skill set and experience of proposed staff delivering model.

**Ability to Commence Service**

Assessment of the extent to which the proposed model demonstrates:

* A project planning approach that provides confidence that the work will be completed within the timescales specified.
* Demonstration of a credible project plan to complete this work in the required timescales.
* Understanding how to create the environment to enable this initiative to be successful as quickly as possible.

**Value for Money**

Assessment of the value for money offered by the Provider in undertaking the work specified:

* Please provide a **fixed fee** for this work.
* Any additional benefits offered.

**Evaluation Guidelines & Scoring Methodology**

After the deadline for the receipt of the RFP Application, a Panel will evaluate the individual responses based on evidence contained within the document. **The RFP will anticipate that providers can demonstrate value for money and financial efficiency in delivering the service.**

A score for each response will be awarded from the marks available (dependent on the providers’ responses). Marks available will range for 0-3 and weightings for each section are identified as follows:

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| **Section** | **Weighting** | **0** | **1** | **2** | **3** |
| Proposed Operating Model | 20% | Unable to articulate the requirements and suggested approach. | Offers limited understanding of requirements or how they would approach | Offers flexible approach to how they would approach brief, demonstrating understanding of the complexities of brief. | Convincing response offering very high level of understanding of brief and approach to piece of work.  |
| Key Objectives | 20% | Key objectives do not align with the requirements of the RFP.  | Objectives and measurement have limited alignment with the requirements.  | Objectives and measurement align well with the requirements.  | Objectives and measurement highly aligned with the requirements and the application demonstrates an innovative approach.  |
| Capability to Implement Model | 20% | No skills or past experience in relation to the proposed model, or no response. | Skill mix and experience are considered inappropriate to project requirements as currently identified. | Skill mix and experience which is considered appropriate to project requirements as known currently. | Skill mix and experience is considered highly appropriate and informed to project requirements as known currently. |
| Ability to quickly Commence Service | 20% | No clear plan to complete the work in the required timescales, or no response | Partially meets requirements to deliver service in required timescales. | Demonstrates plan where the service appears to be delivered within appropriate timeframes.  | Convincing response demonstrating a credible plan to undertake the work in the required timescales. |
| Value for Money | 20% | Score will be allocated by comparing providers’ proposals. |
| **Total** | **100%** |  |  |  |  |

**Additional Information**

Responses should be contained within the RFP template and should address all of the questions posed within the attached template.

Interviews will be scheduled for the week commencing **13 June 2016**.

Please note:

* Responding to this Request for Proposal does not constitute Northern Sydney PHN’s agreement to a binding contract.
* Any and all costs for the completion and response to this RFP are borne by the provider and Northern Sydney PHN is not liable for any monies associated therewith.
* Northern Sydney PHN reserves the right to withdraw this RFP up to the point at which a successful provider is appointed.
* There may be need to add additional functions to the specification, where this is the case these will be made available to all potential suppliers by3 June 2016.
* The onus lies with the Applicant to prove that their response was delivered. Late submissions or submissions deemed not to be received will not be given consideration and the supplier may be disqualified.

**Contact Details**

If you have any questions regarding the RFP, email**tenders@snhn.org.au****.**

**Submission Details**

Please note that all fields must be completed (including inserting N/A if not relevant to your proposal). All Applications must be submitted in full.

Request for Proposal Application Forms must be submitted by email to **tenders@snhn.org.au** by **10:00AM on 3 June 2016.**

Please contact Northern Sydney PHN via the email address above to seek permission to submit an application via alternative means if required.

**REQUEST FOR PROPOSAL (RFP) - APPLICATION FORM**

**Applicant Details**

## 1.1 Organisation - Provide the following information to identify the legal entity submitting an RFP.

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| Legal name of applicant:       |
| Trading name of applicant (if applicable):       |
| ABN:       | ACN:       |
| Registered business address:       |
| Suburb:       | State/territory:       | Postcode:       |
| Are you registered for GST? Yes [ ]  No [ ]  |
| Legal entity type: Individual [ ]  Partnership [ ]  Incorporated Association [ ]  Company [ ]  Other [ ]        |
| Does your organisation have a website? Yes [ ]  No [ ] If yes, please provide your website URL:       |
| Briefly describe your organisation (no more than one paragraph):       |

## 1.2 Authorised Person Contact Details - Who is the nominated authorised contact person for this application?

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| Position / role:       |
| Title:       | First name:       | Surname:       |
| Postal address:       |
| Suburb:       | State/territory:       | Postcode:       |
| Phone (daytime): |       | Phone (after hours):       |
| Email address: |       |

**Response to RFP**

All RFP Applications will be assessed against the following criteria. Please do not provide unrequested attachments as Northern Sydney PHN reserves the right to obtain further information and/or explanation from your organisation at any time during the RFP process, if required.

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| 1. **Criterion 1 – Please describe your proposed operating model for the ‘Social Work Service to Support GPs’.** Please include detail around how you would support patient identification and referral, the scope of service delivery, follow-up, and the identification of needs for Northern Sydney PHN population health planning.

(maximum 500 words) |
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| 1. **Criterion 2 – Please describe the key objectives of your model.** What are the key objectives of your service model and how do these align with the objectives of the pilot? How will these objectives be achieved? How will you measure the key outputs and outcomes? Is this model innovative, and if so, what is innovative about your model?

(maximum 400 words) |
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| 1. **Criterion 3 – Please outline your capability and experience in implementing your proposed model.** Describe the scope of service that you can provide. Please describe your experience in providing social work services in the primary care environment. Please describe the skill set of the team you are putting forward to deliver the service. Where possible, please include a CV for team members delivering the service.

(maximum 400 words) |
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| 1. **Criterion 4 – Please describe your ability to quickly commence service-roll out in June 2016 and expected timelines.** Please provide a brief implementation plan. Please detail whether you are able to commence the service in June 2016, and the proposed time it would take from program development to taking actual patient referrals.

(maximum 200 words) |
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| 1. **Criterion 5 – Please provide a fixed fee proposal for the delivery of your prosed model.** Please indicate time and resources required for the delivery of your model, including a total price.

(maximum 200 words) |
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**Supporting Information**

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| 1. **Referees –** Please provide details of two (2) referees who may be contacted to provide confirmation of the claims made in respect of the capacity of the Applicant’s organisation to fulfil the nominated services.
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|  | ***Referee 1***  | ***Referee 2*** |
| Organisation Name: |       |       |
| Contact Person: |       |       |
| Position: |       |       |
| Telephone: |       |       |
| Email: |       |       |
| Relationship Details / Services Provided: |       |       |
| Organisation Name: |       |       |

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| 1. **Insurance –** Please provide details of insurance policies held as below. Applicants certify that copies of relevant certificates of currency will be provided on request.
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|  | Public Liability | Professional Indemnity | Workers Compensation |
| Insurer: |       |       |       |
| Policy Number: |       |       |       |
| Expiry Date: |       |       |       |
| Value: |       |       |       |
| Limit *(state whether on a per claim or aggregate basis):* |       |       |       |

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| 1. **Subcontracting -** Do you plan to subcontract any services?

*Please note: If services are to be subcontracted, prior approval will need to be sought from Northern Sydney PHN on a case by case basis.* |
| Yes [ ]  No [ ]  |

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| 1. **Additional Information** - If you wish to provide information about your current activity or business and cannot find an appropriate section in which to enter it you may include it here.

(maximum 500 words)  |
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**Declaration**

This declaration should be signed **AFTER** completing the RFP application, it must be signed by a person identified in your organisation’s constitution, or holding a position that is identified as being authorised to commit your organisation to the conditions as described in any contract or Funding Agreement with Northern Sydney PHN.

I acknowledge and certify that

* The organisation has read and understood the Request for Proposal;
* The information in this document is true and correct; and
* None of the organisation’s office bearers, employees or agents have been charged or convicted of committing a criminal offence which will reasonably affect the ability of the organisation to undertake a future service delivery.

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| PERSON MAKING THE RFP DECLARATIONI acknowledge that by lodging this Request for Proposal Application by emailing Northern Sydney PHN I am providing an electronic signature for this Declaration. |
| Name:        |
| Title:       |
| Date:       |