

<b>Request for RFT2023-10 Title:</b>	Need Assessment for the After Hours, Multicultural Access and Homelessness Support Programs
<b>Request number:</b>	RFT2023-10
<b>Closing Date:</b>	15 November 2023
<b>Closing Time:</b>	2.00pm AWST
<b>Submission Method:</b>	Rft2023-10@wapha.org.au
<b>Contact Person:</b>	Rft2023-10@wapha.org.au

**\*\*\*SUBMISSION TO BE IN A SINGLE ZIP FOLDER\*\*\***

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## PART A: BACKGROUND & INFORMATION

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## 1. FORMAT OF REQUEST

This *Request* consists of three (3) PARTS as follows:

PART	DETAIL	ACTION
A	Part A - Request information and background.	Read and keep.
B	Part B - Conditions of Request	Read and keep.
C	Part C - Draft Agreement Documents - Consisting of the following attachments:	
	1 – Service Agreement	Read and keep.
	2 – Draft Activity Schedule	Read and keep.
D	Part D - Submission Forms - Consisting of the following attachments:	
	1 – Submission Form	Complete and submit.
	2 – Budget Template	Complete and submit.
	3 – Non-Conformance Schedule	Complete and submit if required.

### 1.1 Part A – Request Information and Background.

This Part A provides background and information on the WA Primary Health Alliance (WAPHA) generally, and this Request specifically. It provides context and assistance to Respondent’s in the expectations of WAPHA and the method in which to approach/complete documents. Information is provided on each of the documents provided in the Request and the expected actions (if any) Respondents are to take in relation to these documents.

### 1.2 Part B – Request Conditions

#### 1.2.1 General

The Conditions of Request in Part B of this Request contain important provisions regarding the nature of this Request and the consequences of the Respondent making a Submission. The Respondent is deemed to have read and considered the Conditions of Request, as well as all other documents which comprise this Request, prior to making a Submission.

#### 1.2.2 Submission Format

Respondents are to ensure that Submissions are to be submitted in a **single zip folder**.

Refer to section 5 of the Conditions of Request.

### 1.3 Part C – Draft Agreement Documents

#### 1.3.1 Service Agreement

The Services Agreement that will be used to enter into Agreements with the successful Respondent(s) is provided in draft format with this Request. This provides the form of the Agreement, including contractual terms and conditions.

Respondents are to review this document thoroughly and are required to indicate in the Submission Form provided in Part D either:

- a) that they accept the terms and conditions as presented; or

- b) that they have proposed amendments and complete the Non-Conformance Schedule detailing all proposed amendments including the reason/justification for each proposed amendment.

### 1.3.2 Activity Schedule

The draft Activity Schedule provided in this Request provides the detail of the services that will be provided by the successful Respondent(s) (including guidelines, reporting requirements, payment milestones and other requirements, etc.).

Some sections of the final Activity Schedule may be completed using information provided in Respondents Submissions (such as locations of services, modality of service provisions, sub-contractors, etc.). These areas will be indicated as such in the draft Activity Schedule.

Respondents are to review this document thoroughly and are required to indicate in the Submission Form provided in Part D either:

- a) that they accept the draft Activity Schedule as presented (acknowledging that some parts will be subject to finalisation using information provided in their Submission); or
- b) that they have proposed amendments and complete the Non-Conformance Schedule detailing all proposed amendments including the reason/justification for each proposed amendment.

## 1.4 Part D – Submission Forms

### 1.4.1 Submission Form

Respondents are to complete and submit this document in accordance with the questions and information requested in the form.

#### a) Prequalification Questions

Where a Respondent answers “No” to a prequalification question this indicates that the Respondent is not a suitable provider of the required services. A Respondent who answers “No” to a prequalification question is strongly advised to consider whether to make a Submission.

#### b) Disclosure and Compliance Questions

Answers to disclosure and compliance questions will not preclude a Respondent’s Submission from being evaluated or considered. The responses to these questions will assist the PHNs in assessing inherent risks, financial sustainability and stability of the Respondent and information that is required for the Activity Schedule.

#### c) Qualitative Requirements

Responses to the Qualitative Criteria are designed to demonstrate the Respondent’s capacity, experience, suitability of proposed model, and its understanding of the PHNs’ requirements.

Responses should ensure that claims or statements made to address any aspect of the Qualitative Criteria are supported through the use of examples.

#### d) Addressing Capability and Capacity

When providing information regarding organisational capacity and capability Respondents should assume that the persons evaluating the Submissions have no prior knowledge of the Respondents activities, experience or any previous work undertaken.

### 1.4.2 Budget Template

Respondents are to complete and submit this document in accordance with the template provided. This document when completed will assist WAPHA in assessing the financial aspects of the proposed model and to

compare the value for money outcomes (when considered in concert with the associated completed Submission Form).

Where a Respondent proposes to provide services in more than one PHN it is required submit a separate Budget for each PHN region.

#### 1.4.3 Non-Conformance Schedule

Respondents are complete and submit this document (if required) detailing any non-conformances or proposed changes that it has relied upon in making its Submission to either or both of the draft:

- a) Services Agreement; or
- b) Activity Schedule.

Proposed changes to either of these documents will not preclude a Submission from being considered but may require negotiation and discussion (depending on the detail of the proposed changes).

## 2. WAPHA BACKGROUND AND INFORMATION

### 2.1 General

In the 2014 Federal Budget the Australian Government announced the establishment of Primary Health Networks (PHN's).

There are 31 PHNs' established to:

- Improve the efficiency and effectiveness of health services for people particularly those at risk of poor health outcomes;
- Improve coordination of health services; and
- Increase access and quality support.

The seven key priorities for WAPHA are Aboriginal health, aged care, alcohol and other drugs, digital health, health workforce, mental health and population health.

## 3. REQUEST BACKGROUND AND INFORMATION

### 3.1 Background

WAPHA requires the provision of services to conduct a state-wide needs assessment for the following programs:

1. Multicultural Access;
2. Homelessness Support; and
3. After Hours programs.

The needs assessment will focus on consultation and collaboration with external stakeholders, including peak bodies and specialist support services for each of the priority groups to identify barriers and opportunities to increase primary health care access, cultural competency and safety and increased service provision to each priority group.

The provision of services will cover the following PHN areas:

- PHN North
- PHN South
- PHN Country WA

## Statement of Requirements

The successful Contractor will be required to prepare needs assessment reports that meets the requirements outlined below:

1. Presentation and description of data and information that:
  - a. Reviews current literature, national, state and regional policies and reforms for each program area;
  - b. Identifies and analyses the primary health care needs of the region in relation to Multicultural Access, Homelessness Support and After Hours programs respectively, including (but not limited to):
    - i. Demographic and geographic profiles of the target population and primary health needs of specific groups such as LGBTIQ+, Multicultural and Aboriginal people;
    - ii. Review of population health data such as health determinants and challenges of target populations including condition specific information e.g. chronic conditions and mental health;
    - iii. Access and usage of community based and hospital attendance of target population during hours and after hours periods where available.
    - iv. Identification of priority communities, health issues and locations for each program.
      - iv A current market scan of existing service provision, identifying regional service gaps, barriers (including workforce) and opportunities including workforce models, general practice networks, collaboration and co-commissioning for each program and **each PHN**. This would ensure that there is no duplication or unnecessary competition with existing services;
  - c. provides descriptions of and findings from stakeholder (including general practice) and community consultation for **each PHN** region that identifies barriers and opportunities and priorities to be addressed in relation to Multicultural Access, Homelessness Support and After Hours primary health care support.
  - d. analyses and identifies opportunities to enhance person and family centred care, integration and collaboration between the primary care, acute health systems and other sectors in **each PHN**.
2. Identifies cultural competency and safety barriers, priority needs and recommended activities (relevant for each program area);
3. Provides recommendations for commissioning of service delivery models under the Multicultural Access, Homelessness Support and After Hours program in **each PHN** with a [quintuple aim of healthcare](#) and health equity lens within hours and after hours period (as relevant);
4. Develop a draft program logic and suggested evaluation methodology for any new or continuing program activities (for each program area);
5. Prepare a final report articulating primary health care needs (consumer and service provider) and priorities and recommended commissioning activities including **each PHN** region within hours and after-hours period (as relevant) for each program; and
6. Present findings [back to WAPHA's Project Sponsor and Team](#).

**Respondents can submit a response for one or all of the program areas (needs assessment). Respondents must however, provide a separate submission and budget proposal for each program area being tendered for.**

### 3.2 Anticipated Timeframe

At the time of issuing this Request, WAPHA anticipates the following timeframe for the completion of the process.

Request opened to market	<i>Monday, 30 October 2023</i>
Close date for Submissions	Wednesday, 15 November 2023
Close date for queries	Tuesday, 7 November 2023
Completion of evaluation of Submissions	Thursday, 30 November 2023
Negotiation, drafting and finalisation	Wednesday, 13 December 2023
Execution of Agreements	Friday, 15 December 2023
Commencement of Services	Monday, 18 December 2023