



Waikato District Health Board

REQUEST FOR PROPOSAL (RFP)

Waikato District Health Board is seeking proposals from organisations that can provide

Overnight primary health care services in Hamilton

Closing date for receipt of proposals: 12:00pm, Wednesday 24 February 2010

1. APPLICANT CONTACT DETAILS

Organisation Name

Legal organisation name *(if different to above)*

Name of Person with authority to enter into agreement on behalf of organisation *(Authorised person)*

Position of authorised person

Contact Person *(Regarding this RFP)*

Position of contact Person

Postal Address

Telephone number(s)

Fax number

E-mail

Name of person who completed this application

Position of person who completed this application

2. WAIKATO DISTRICT HEALTH BOARD

2.1. THE WAIKATO DISTRICT HEALTH BOARD (WAIKATO DHB)

The role of Waikato DHB is to manage publicly funded health services in the Waikato region. The DHB is responsible for the health of its population and is tasked with developing and purchasing a wide range of primary, secondary and tertiary services that reflect both national and regional priorities. The main mechanism for funding services is by contracting with a wide range of specialist healthcare providers. This is achieved through formal and legally binding agreements. Waikato DHB focuses on demonstrating a transparent contracting process that supports health gains for its community in a manner that minimises risk for funder and community.

The four Population priorities are:

1. To improve the health of low socio-economic people;
2. To improve the health of Māori;
3. To improve the health of older persons; and
4. To improve the health of Pacific people

The five Health priorities are:

1. To reduce the rates and effects of heart disease and stroke;
2. To reduce the rate and effects of cancer;
3. To reduce the rate and effects of smoking related lung disease (COPD);
4. To reduce the rate and effects of diabetes; and
5. To reduce the rate and effects of severe mental illness and addictions.

The guiding principles are:

1. Improving **access** to services for all populations (including the DHB's population priority groups; people of low socio-economic status, Māori, older persons and Pacific people) within available resources.
2. **Health promotion** and **preventing ill health**.
3. Strengthening **intersectoral collaboration**.
4. Building **workforce capacity** to meet the needs of the diverse populations.
5. **Supporting Māori** whānau, hapu and iwi to achieve maximum health and wellbeing.
6. Implementing continual **quality improvement** in the delivery of health and disability services that are based on best practice models.

For more information on the population of Waikato DHB region and the health and population priorities please see the DHB website www.waikatodhb.govt.nz

2.2. REQUEST FOR PROPOSAL

The Waikato DHB will administer all aspects of this Request for Proposal (RFP). This includes publication of the RFP, receipt of proposals, evaluation and selection of proposer(s).

Waikato DHB wishes to fund services as outlined in this RFP. You are invited to submit a proposal based on this document.

3. GUIDELINES TO COMPLETING THIS PROPOSAL TEMPLATE

3.1 GUIDELINES & CONDITIONS FOR PROPOSERS

These guidelines and conditions are provided to assist proposers complete the template. Please read these carefully before completing the template.

Proposals (part or whole) must be received by: **12:00pm, Wednesday 24 February 2010.**

- 3.1.1 The Waikato DHB health service provider selection procedure is available on the internet (www.waikatodhb.govt.nz) and will be used as a guide by Waikato DHB to the extent applicable. In the event of any conflict between the health service provider selection procedure and this RFP, the terms of this RFP will prevail. Waikato DHB reserves the right to deviate from or terminate this process and the procedure at its absolute discretion.
- 3.1.2 Information contained in this RFP or given to you by Waikato DHB in connection with the RFP process is given to you for the sole purpose of allowing you to submit a proposal to Waikato DHB and may be confidential. The information contained in this RFP is not to be used for any other purpose or revealed to any other person or parties not directly involved in the submission of your proposal. You must not release or disclose any information deemed confidential by Waikato DHB to any other person (other than your employees or advisors), without the prior written consent of Waikato DHB. Similarly, Waikato DHB will not disclose to any third parties, other than those advising it on purchasing decision, any confidential or commercially sensitive information included in response to the RFP unless authorised by the proposer or as required by law. In particular, Waikato DHB is subject to the Official Information Act 1982 and information provided by proposers may be required to be disclosed under that Act.
- 3.1.3** Probity assurance services will be provided to the DHB by Audit New Zealand to promote assurance that the RFP and evaluation processes are carried out to minimise risk of failure in both the RFP and evaluation processes. **Waikato DHB may determine probity assurance services are not required for every RFP**
- 3.1.4 This request for proposal is not an offer and does not constitute a process contract. It is an invitation to submit a proposal that Waikato DHB may use as a platform on which to attempt to negotiate a formal contract.
- 3.1.5 Where Waikato DHB chooses to accept this proposal and agrees to commence negotiations, Waikato DHB will not be bound in any way until the execution of a written agreement.
- 3.1.6 **Only hard copies of proposals will be acceptable on receipt by Waikato DHB.** Please refer to the last page of this template for details of where and how to send the RFP. Electronic copies of pricing/budget information may also be requested by Waikato DHB after the RFP closing date.
- 3.1.7 The proposal template is available electronically. Contact: support co-ordinator, email support@waikatodhb.govt.nz, or phone (07) 834 3646.
- 3.1.8 All proposals must be completed using this template, as comprehensively as possible for all sections. The boxes are there for a guide only and may be enlarged or shrunk as required. You may use additional paper if supplementary information is provided; please ensure clear cross-referencing between the template and the supplementary material.
- 3.1.9 Please ensure all material is provided in a file, and pages are numbered. Please provide **ten (10)** hard copies of all material (i.e. the original and **nine** photocopies are acceptable). **DO NOT STAPLE OR BIND SO THAT FURTHER COPIES CAN BE EASILY MADE IF REQUIRED.** Please ensure proposals are legible (ideally word-processed) and are placed in a sealed envelope marked **“Proposal for overnight general medical and nursing services”**.
- 3.1.10 All communication as to the RFP, including if you need clarification or further information about any aspect of the RFP process, or services being purchased, should be directed, in **writing** (email, fax or post) to:

**Support coordinator, Planning and Funding
Waikato District Health Board
P O Box 934
Hamilton 3240
Fax: 07 839 4327 or email: support@waikatodhb.govt.nz**

A response will be made as quickly as possible after receipt of the query. The final time and date for any request for clarification or additional information is by **12:00pm, Wednesday 17 February 2010**.

- 3.1.11 Please note, clarification or further information from the Waikato DHB will be confined to the RFP timeline and proposal requirements process, clarification of the details concerning the service to be purchased, and the proposal template. No advice can be given regarding the individual proposer's service, chances of securing a contract or details concerning other proposers. Waikato DHB reserves the right to communicate the substance of any inquiry, together with its reply, to all proposers.
- 3.1.12 Waikato DHB will issue any material clarification and change to the RFP by way of written amendment notice. A copy of each amendment notice or variation will be sent to each contact person receiving this RFP. All amendment notices and variations issued will become part of this RFP and will be posted on the GETS website.
- 3.1.13 Once the selection process is completed, all proposers will be notified in writing.
- 3.1.14 Waikato DHB and its agents or advisors will not be liable in contract or tort or in any other way whatsoever for any direct or indirect damage, loss (including loss of profit) or cost of any kind incurred by any proposer or other person in respect of this RFP process. The proposer is responsible for paying all costs incurred by the proposer in the course or preparation of the proposal and negotiating any contract arising from it.
- 3.1.15 Joint proposals may be submitted, provided one of the joint proposers is identified as the contact point for all communications relating to this RFP. You may submit multiple proposals as part of a joint proposal and/or individually. (Waikato DHB will not accept proposals where a proposal is conditional on Commerce Commission clearance).
- 3.1.16 Any proposer who indirectly or directly canvasses any evaluation panel members, Waikato DHB board members/officers/employees/advisors, referrers, PHOs, professional bodies, or the general public concerning any aspect of this RFP process (either directly, or through third parties such as public relations agencies or similar organisations) may at Waikato DHB's discretion be disqualified. In completing this RFP the proposer also agrees not to publicly discuss their proposal or any other proposal until a final decision is made by Waikato DHB.
- 3.1.17 Waikato DHB makes no representations and gives no warranties in this RFP.
- 3.1.18 Waikato DHB will not be bound by any statement, written or verbal, made by any person other than Waikato DHB's authorised representative in relation to this RFP.
- 3.1.19 By submitting your proposal you warrant that all information provided by you to Waikato DHB and Waikato DHB's representative, in or in relation to your proposal is complete and accurate in all material respects. You also warrant to Waikato DHB that the provision of that information to Waikato DHB, and the use of it by Waikato DHB for the evaluation of your proposal and for any resulting negotiation, will not breach any third party intellectual property rights.
- 3.1.20 Waikato DHB accept no responsibility for any error or mis-description in this RFP, or any associated documents.
- 3.1.21 Should the Commerce Commission consider contract issues that may be pertinent to this RFP we reserve the right to withdraw or amend this RFP to reflect their decisions.
- 3.1.22 It is a condition of submitting a proposal under this RFP that each proposal will remain open for acceptance until the expiry of 6 calendar months from the proposal close date or until notification from Waikato DHB that the contract has been awarded and that the RFP process has been completed, which ever is the earlier.
- 3.1.23 The service specifications included in, and attached to, this RFP are substantially those that Waikato DHB will require a successful proposer to meet. The service specifications form part of the indicative contract referred to in clause 3.1.24 below.
- 3.1.24 The indicative contract for services related to this RFP sets out the minimum terms Waikato DHB will require a successful proposer to meet and is available on request. By submitting a proposal a proposer indicates its acceptance of the terms in the indicative contract notwithstanding any

additional clarifications or amendments. Waikato DHB may, in any event, negotiate outside, amend or add to the terms included in the indicative contract in the negotiation and contract finalisation phase, however this will not affect the proposer's acceptance, as a minimum, of the indicative terms as attached.

4. RFP PROCESS

4.1 The following is a guide to the steps to be taken to receive and evaluate proposals submitted in response to this RFP. This represents Waikato DHB's best indication of its process for this RFP. However, Waikato DHB reserves the right, in its sole discretion, to deviate from this process at any time and for any reason. See below for details.

4.2 INDICATIVE TIMETABLE

Wednesday 27 January 2010	RFP advertised in Waikato Times
Wednesday 27 January 2010	RFP advertised in NZ Herald
Tuesday 26 January 2010	RFP electronically made available to potential proposers and PHOs
Wednesday 27 January 2010	RFP posted on GETS
12:00pm Wednesday 17 February 2010	Final date for requests for clarification or further information
12:00pm Wednesday 24 February 2010	Closing date for proposals Proposals received and acknowledged by Waikato DHB within five working days of the closing date for the proposal
Week commencing Monday 1 March 2010	Evaluation panel convenes and processes proposals
Week commencing Tuesday 9 March 2010	All proposers advised of short list outcome of initial evaluation
Week commencing Monday 15 March 2010	Tentative date for interviews with short listed proposers
Wednesday 28 April 2010	CPHAC approval
Friday 30 April 2010	All proposers advised of outcome of RFP
Week commencing Monday 3 May 2010	Process(es) for contract negotiation with selected proposer(s) initiated
Thursday 1 July 2010	Anticipated contract start date

Please note this timetable is indicative only and may be subject to change at the sole discretion of Waikato DHB. Waikato DHB will notify proposers of any changes.

- 4.3 All proposals must be received by Waikato DHB at the Waikato DHB office, Hockin building, by **Wednesday 24 February 2010 between 8:00am and 12:00pm.**
- 4.4 All proposals received at the Waikato DHB office **Wednesday 24 February 2010** will be acknowledged in writing within 5 working days of the closing date of the proposal.
- 4.5 Waikato DHB's policy is not to evaluate late proposals. The DHB intends only to consider late proposals if an outcome is not reached with those proposal(s) received by the closing date. However Waikato DHB retains the right to evaluate late proposals where the lateness in itself does not give rise to any material prejudice to other proposers.
- 4.6 The evaluation panel set out in clause 5 of this RFP will evaluate the proposals against the criteria in accordance with the terms of this RFP.
- 4.7 Further information or clarification may be sought by the Waikato DHB, or Waikato DHB may meet with proposers, without reference or disclosing this to any other party, in order to evaluate the ability of the proposer(s) to meet the Waikato DHB's requirements in delivering the service.
- 4.8 Proposers may be short-listed and may subsequently be asked to provide additional information.
- 4.9 Following the initial evaluation by the evaluation panel, Waikato DHB anticipates a phase during which Waikato DHB may hold discussions with one or more proposers. During that phase Waikato DHB will seek to resolve issues with proposals and develop proposals to ensure an appropriate outcome is achieved for Waikato DHB and to enable Waikato DHB to compare credible alternatives. Waikato DHB may invite one or more representatives to re-price or amend their proposals during this process. Alternatively, Waikato DHB may accept proposals as submitted. The evaluation panel's rankings and a preliminary recommendation will be made to the Board.

- 4.10 Proposers will be advised of the outcome of the initial evaluation process no later than Monday March 2010. This will include either the decline of the proposal, or an offer to proceed to the next stage in the process. Such an offer will entail invitation to enter into further discussions and a possible presentation/interview with the evaluation panel.
- 4.11 Waikato DHB Planning and Funding will later make a final recommendation to the Board following any negotiation.
- 4.12 Neither this RFP nor any response to it by any proposer constitutes any legally binding obligation by any party. A legally binding relationship will only ensue upon the signing of a formal written contract document (on terms agreed by the Waikato DHB and the selected proposer(s)). Absolutely no legal obligation shall arise between the proposer(s) and Waikato DHB prior to final signing of a formal contract.
- 4.13 On the successful outcome of discussions between the Waikato DHB and the selected proposer(s), a legally binding contract will be negotiated, if possible, between the parties, and service commenced accordingly.
- 4.14 Processes have been developed to manage any potential conflict of interest that may arise in the course of this RFP process.
- 4.15 Any complaints in relation to the selection process will be considered in line with the DHB's complaints policy.
- 4.16 Where any contract(s) for services have not been agreed by 31 May 2010 Waikato DHB reserves the right to adopt an alternative method of purchase for services described in this RFP.
- 4.17 While Waikato DHB intends to follow the health service provider selection procedure as a guide, to the extent applicable, and to follow the processes outlined in this RFP when dealing with proposals, Waikato DHB and its agents reserve the right to:
 - 4.17.1 approach one or more proposers and ask for an amended proposal to be submitted;
 - 4.17.2 accept or not any proposal whether in whole or in part for any reason whatsoever at its absolute discretion and its decision will be final;
 - 4.17.3 withdraw from any negotiation that it may engage in with any proposer at any time;
 - 4.17.4 deviate from or terminate procedures and any other process under this RFP, including the RFP itself, at any time and for any reason whatsoever at its absolute discretion. Absolutely no legal obligations shall arise between the proposer(s) and Waikato DHB until, and only if, a final written contract has been signed by the parties;
 - 4.17.5 reject all or any proposals and not to accept the lowest proposal;
 - 4.17.6 call for further information or clarification from one or more of the proposers regarding any aspect of the proposal;
 - 4.17.7 negotiate with any proposer (which may be to the exclusion of any other proposer), at any time before or after selection of a preferred proposer or proposers, and upon any terms and conditions, to derive an outcome acceptable to Waikato DHB, which may include an outcome that differs from the proposals submitted by such proposer(s);
 - 4.17.8 deal separately with any of the divisible elements of any proposal, unless the relevant proposal specifically states that those elements must be taken collectively;
 - 4.17.9 award contracts for all or part or any combination of parts of the services and to one or more proposers;
 - 4.17.10 re-advertise for proposals;
 - 4.17.11 waive any irregularities or informalities in the RFP process;
 - 4.17.12 amend the closing date, the acceptance date or any other date in the RFP process by the issue of a written amendment notice;
 - 4.17.13 suspend or cancel (in whole or in part), this proposal process;
 - 4.17.14 meet with any proposer before and/or after proposal close and prior to award of the contract(s);
 - 4.17.15 consider or reject any alternative proposal, in Waikato DHB's sole discretion.
 - 4.17.16 provide any proposal(s) to independent advisors appointed by Waikato DHB for the purpose of carrying out an independent review of or providing advice on such proposal(s), or to any relevant professional advisors, including legal and financial advisors, if Waikato DHB considers it to be necessary.

- 4.18 Waikato DHB is under no obligation to check any proposal for errors. Acceptance of a proposal that contains errors will not invalidate any contract formed based on that proposal.
- 4.19 Waikato DHB is ensuring that independent advice through a probity auditor **may be** sought during the strategy implementation, particularly for the evaluation of proposals and selection of the successful proposer(s).

5. EVALUATION

5.1 Evaluation¹

The DHB evaluation panel is expected to include:

- Dr Tom Watson, clinical medical advisor
- Sue Hayward, director of nursing
- Shameem Safih, clinical director of emergency department
- Dr Jim Primrose, chief advisor – primary health care, Ministry of Health
- Ditre Tamatea, acting general manager, Te Puna Oranga
- Brett Paradine, general manager, Planning and Funding
- Adam Wardle, performance analyst, Planning and Funding
- Mathew Watson, portfolio manager, Planning and Funding
- Ruth Rhodes, senior portfolio manager, Planning and Funding
- Dr Ross Marshall, general practitioner representative
- Philip Back, PHO representative
- John Macaskill Smith, Pinnacle representative
- Evelyn Weir, consumer representative

Some members on this list may be subject to change depending on availability to attend evaluation meetings.

Please note: Canvassing of members of the evaluation panel may result in disqualification.

At the time of this RFP it has not been determined that a probity auditor will be needed to ensure the fairness of the evaluation process. You will be advised if this decision is changed.

The evaluation panel will utilise the following criteria to identify the successful proposer from the RFP process. The proposal with the highest score will progress through to the next stage of the RFP process, which may include an interview with the evaluation panel. However if more than one proposal receives similar scores the evaluation panel may interview some or all proposers prior to completing the selection of proposal(s). The evaluation panel may re-score following the interview process. The DHB will then progress to enter contract negotiations with the preferred proposer(s) in regard to the proposed services.

5.2 Evaluation Criteria

Evaluation criteria are based on key service requirements. A percentage based weighting will be allocated to each criteria. Criteria weightings are set relative to each other to place emphasis on the most important criteria, the specific weights for each criteria are set out in the table on pages 9 and 10.

A total provider score will be allocated for each criteria (possible score x allocated weighting).

The possible score for a proposal will be scaled from 0 to 10 against other proposals using the following scale as a guide:

Score	Scoring guide bands
0	No information provided relevant to question
1	Below minimum requirements
2	
3	
4	
5	Meets requirements
6	
7	
8	
9	High performance / Outstanding
10	

¹ Any deviations to this process must be approved by General Manager Planning and Funding.

Each criteria will be scored in turn for each proposal before moving onto the next criteria, to allow for comparison between proposals. Scores for one proposal should be made relevant to other proposals, i.e. proposals should never share the same score unless they have meet requirements or answered the question equally well.

Individual evaluation panel members will score proposals prior to the first evaluation panel meeting. The purpose of the evaluation panel meetings will be to discuss scores and obtain a score for each proposal on each criteria. The average of the individual scores will be used (if there is consensus the average will obviously equal the consensus). Individuals can change their initial scores based on evaluation panel discussions.

All final individual and group scores will be recorded and kept.

Evaluation scoring sheet (3 pages)

This template will be used by the evaluation panel to score all proposals (see section 5.3 of the RFP template). Shaded areas denote use for evaluation panel only.

Waikato DHB evaluation panel members

Name & Position	Dr Tom Watson	Clinical medical advisor / delegate	Signed	
Name & Position	Sue Hayward	Director of nursing / delegate	Signed	
Name & Position	Shameem Safih	Clinical director of ED / delegate	Signed	
Name & Position	Dr Jim Primrose	Chief advisor – primary health care	Signed	
Name & Position	Ditre Tamatea	GM Māori Health / delegate	Signed	
Name & Position	Brett Paradine	GM Planning and Funding	Signed	
Name & Position	Adam Wardle	Performance analyst	Signed	
Name & Position	Mathew Watson	Portfolio manager	Signed	
Name & Position	Ruth Rhodes	Senior portfolio manager	Signed	
Name & Position	Dr Ross Marshall	GP representative	Signed	
Name & Position	Philip Back	PHO representative	Signed	
Name & Position	John Macaskill-Smith	Pinnacle representative	Signed	
Name & Position	Evelyn Weir	Consumer representative	Signed	

Record any actual or perceived conflicts of interest and the risk associated:

Outcome of evaluation:

Key Criteria	Yes / No / Possibly	Comment
Does the proposer demonstrate that the proposed service will be based on the key deliverables outlined in the RFP and attached service specification?		
Has adequate information been provided in the proposal to consider the majority of the question criteria?		
Does the organisation demonstrate compliance to relevant Standards and Legislation, or provides evidence demonstrating progress toward compliance? (7.1.5)		
The organisation has the legal capability to undertake the service requirements? (7.2.2 and 7.2.3)		
Is the proposed price/budget within realistic parameters? (i.e. not \$10m for a \$1m service)		

If YES is scored to the above questions, the following criteria will be considered: (No further consideration will be applied to RFPs where "No" is scored to any of the above questions)

Criteria	Question	Weighting	Score (0-10)	Weighted Total	Comments
Organisation Profile		10%			
Has the organisation provided evidence that its structure and management are sound and has the capacity to meet both the operational and management obligations of a contract?	7.1.1 – 7.1.4 and 8.1.2	4%			
Evidence that the organisation has the financial capability to undertake both operational and management obligations by reviewing the latest audited accounts (new organisations should provide budget and cash flow forecasts in lieu of historical accounts)	7.2.1	3%			
Has the organisation provided evidence of a commitment to the principles of the Treaty of Waitangi	7.1.6	3%			
Service Proposal		50%			
Does the proposal demonstrate that the organisation has an appropriate philosophy for the services required	8.1.1	2%			
Does the proposal demonstrate a clear implementation plan including locality of service and, where applicable, a project plan to establish additional facilities/staffing/services	8.1.4	8%			
Has the organisation provided evidence that it is experienced in delivering the services required and/or related services?		5%			

Has the organisation provided evidence that it has the capacity to meet demand?	8.1.4	2%			
Does the proposal provide evidence that it has/will have the necessary infrastructure and facilities in place?	8.1.3 and 8.1.4	6%			
Has the organisation provided evidence that a relevant team will support the service?	8.1.4 and 8.1.5	5%			
Is there evidence of the organisation's ability to undertake intersectoral work/networking related to the services required?	8.1.6	1%			
Does the proposer demonstrate that the service will be based on the key deliverables outlined in the RFP?		10%			
Is there evidence that the organisation is compliant with existing quality requirements	7.1.5	5%			
Is the organisation able to collect and use feedback about the services?	8.1.7	1%			
Is the organisation able to commence the service <u>delivery</u> as outlined in the RFP on the expected commencement date? (e.g. has appropriate workforce capacity)	8.1.4	5%			
Price		40%			
Has the organisation provided a realistic budget for the proposed service? Compare prices to other proposals and to expected budget/cost. Is this value for money given the service proposed?	8.2	21%			
Has the organisation indicated patient co-payments that contribute to the reduction of inequalities of access to services?	8.2	15%			
Is the split between service delivery and infrastructure/administrative support reasonable?	8.2	4%			
Applicant's Total Score		100%			

6. SERVICES TO BE FUNDED

6.1. SERVICE(S) TO BE FUNDED

Overnight primary health care services in Hamilton

Overnight primary medical services (10:00pm to 8:00am) are required to deliver a high quality of care ensuring patients receive their treatment in a timely manner, within a safe and appropriate environment and delivered by appropriately trained and resourced staff.

The current service specification is attached for your information. The service specification means primary health organisations are able to meet their requirements for delivering general medical services, including 24 hour, seven day urgent services for all eligible persons.

It is recognised that there are genuine difficulties in recruiting general practitioners and associated clinical staff to provide urgent overnight primary medical services. Waikato District Health Board (DHB) is willing to look at new and innovative approaches which lead to better, sooner, more convenient after hours access to urgent overnight primary medical services.

While any proposed service must have access to a registered medical practitioner at all times, the possibility of a medical practitioner being on call will be considered. Notwithstanding, all patients must be able to see a registered health practitioner or equivalent person with relevant skills and competencies within 45 minutes of their decision to seek medical advice.

Most GP practices in the Waikato use a telephone nurse triage system after hours. This service must integrate with the triage service, general practice and Waikato Hospital emergency department.

Key requirements the DHB will be looking for in the RFP include:

- The provision of a patient centred service
- Convenient and publicly known access to the service
- Low co-payments
- A willingness to work effectively with Health Waikato emergency department and local primary health organisations
- A willingness to grow and enhance after hours service provision
- Appropriate infrastructure and capacity to deliver a high quality service in a safe and appropriate manner
- Consistency of service delivery
- Competency to undertake safe and effective clinical triage
- Effective information systems and referral processes
- ACC accreditation (triage, treatment, personal, equipment, record keeping), or the ability to achieve
- Appropriate number of staff competent to deal with resuscitation, aggressive patients, cardiac or respiratory arrest, or severe bleeding
- How radiology, laboratory and medication services will be accessed in a timely and appropriate manner.

6.2. TERM

1 July 2010 to 30 June 2013.

The standard long form agreement can be found on the Ministry of Health nationwide service framework library website:

<http://www.nsfl.health.govt.nz/apps/nsfl.nsf/pagesmh/130>

6.3. SERVICE(S) TO BE PROVIDED

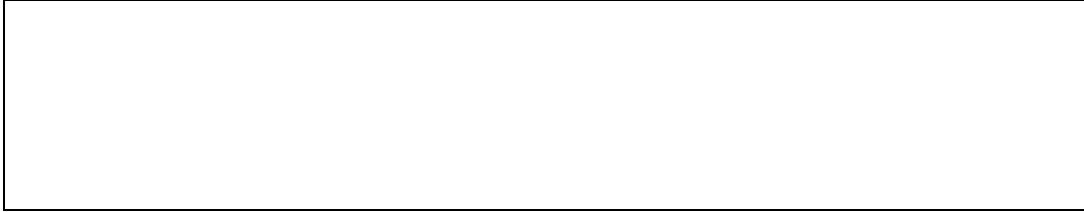
Attached: current service specification for guidance.

7. ORGANISATION PROFILE

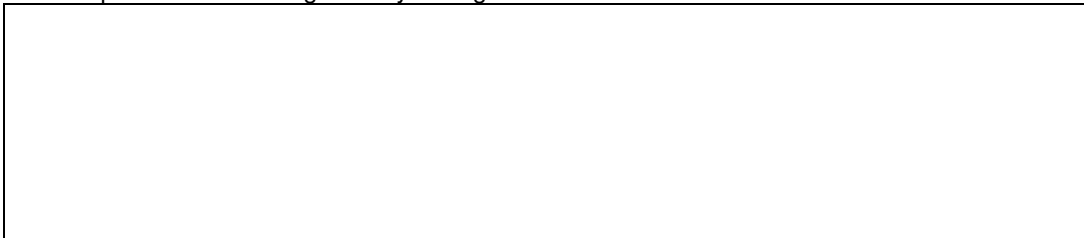
7.1. CURRENT ORGANISATION INFORMATION

Proposers need to ensure the Waikato DHB has a clear picture of how the organisation is currently managed and organised, and its background.

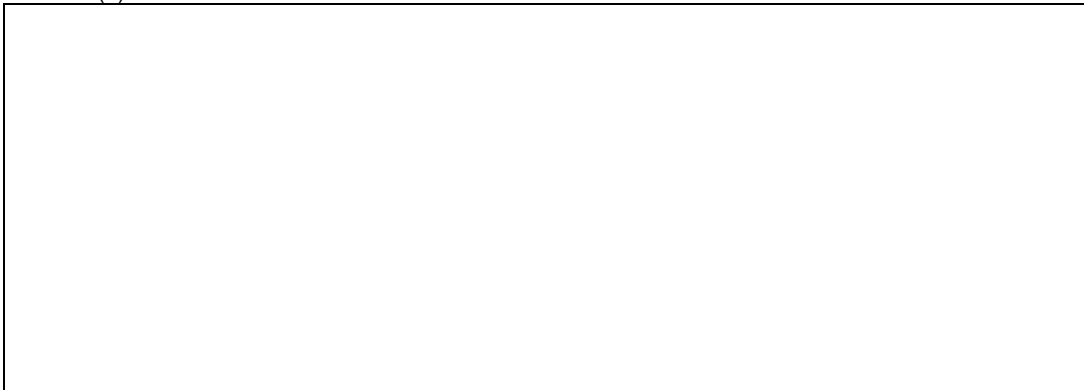
- 7.1.1 What is your organisation's current organisational structure?
Include a structure diagram showing all tiers of ownership.



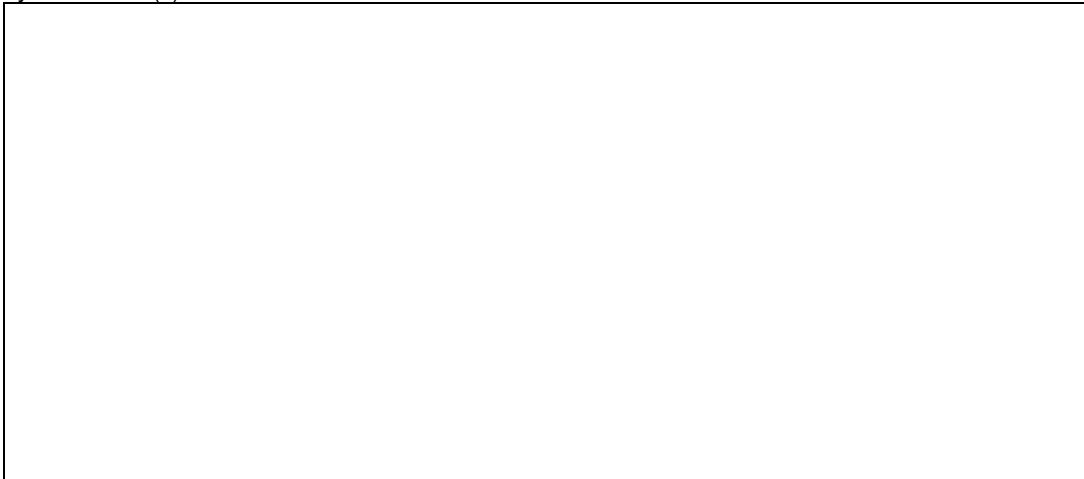
- 7.1.2 What is your organisation's current management structure?
Please provide a clear diagram of your organisation's internal structure.



- 7.1.3 What is your organisation's experience/activities/credentials in the provision of current service(s)?



- 7.1.4 Please give brief details of your current facilities, equipment and resources, and the locality of your service(s).



- 7.1.5 Please provide evidence that your organisation complies with current standards and legislation (as described in the attached service specification and the indicative contract), where applicable and/or provide evidence of progress toward compliance.
List any external and/or internal audits undertaken in your service since 2003, and name the audit agency.

- 7.1.6 Please give evidence of your organisation's commitment to the Treaty of Waitangi. If you are mandated by your local Māori trust board or recognised as a local Iwi Māori provider, please note this here and do not provide any further information.

7.2. FINANCIAL AND LEGAL INFORMATION

Proposers need to satisfy the Waikato DHB that they have the financial/legal capability to undertake both operational and management obligations contained in contracts with the Waikato DHB (i.e. the performance of the services by the organisation is not constrained by any legal obligations, including obligations to any other person or organisation, and that the legal structure and powers of the organisation allow for the performance of the services).

7.2.1 Please provide recent evidence of financial viability of your organisation e.g. the latest audited financial accounts (unless you are a new organisation). Confirm that these are enclosed. Cross-reference clearly.

7.2.2 What is your organisation's status as a legal entity e.g. charitable trust with an incorporated board, charitable trust without an incorporated board, incorporated society, partnership, company, natural person?

7.2.3 Please provide evidence verifying the legal status of your group or organisation. Confirm that this is enclosed. Cross-reference clearly.

a. As an "Incorporated Society", please state at least three names and occupations of the key members and provide their position in your organisation and personal references for each. Please indicate if any members have been convicted of an offence involving dishonesty in the last 10 years or has been adjudged bankrupt.

b. As a "Partnership", please provide the names and references for each of the partners. Please indicate if any partner have been convicted of an offence involving dishonesty in the last 10 years or has been adjudged bankrupt.

c. As a "company", please state the names and occupations of the directors and provide personal references for each director. Please indicate if any director has been convicted of an offence involving dishonesty in the last 10 years or has been adjudged bankrupt.

d. In your own name, as a "natural person", please provide personal references for yourself. Please indicate if you have been convicted of an offence involving dishonesty in the last 10 years or have been adjudged bankrupt.

- e. As a “charitable trust”, please state names and occupations of the trustees and provide their position in your organisation and personal references for each. Please indicate if any trustee has been convicted of an offence involving dishonesty in the last 10 years or has been adjudged bankrupt.

- 7.2.4 Please disclose existing or potential conflicts of interest for individuals in the organisation, or for other organisations. Please name any officers or employees of your organisation that are employed/contracted to or otherwise providing services to Waikato DHB (or Health Waikato).

- 7.2.5 Information on the nature and type of insurance arrangements.

- 7.2.6 Evidence of appropriate professional indemnity arrangements.

OTHER PROFILE INFORMATION

- 7.2.7 Provide any additional information that helps provide an effective profile of your organisation (currently). Confirm that these are enclosed. Cross-reference clearly.

8. PROPOSAL

If you are submitting more than one RFP simultaneously, you will need to complete this section for EACH proposal. Please ensure the footer of the template reflects the correct name of the service.

8.1 YOUR PLANS

Proposers need to be able to demonstrate how the organisation will deliver and manage the proposed service. **Please refer to the service specification and section 6 when answering this section.**

- 8.1.1 What is your organisation's philosophy with regard to the services required? Please indicate how this fits in with Waikato DHB's strategic priorities, guiding principles etc

- 8.1.2 Will your organisation or management structure change to deliver the proposed service? If so, please provide updated diagrams from section 7.1.1 and 7.1.2

- 8.1.3 Please describe the locality of the proposed service.

- 8.1.4 What facilities, equipment, resources and information do you propose to make available to effectively provide the service? What additional or extra resources may need to be put in place to fully meet expected demand? Include a project plan with timeframes if applicable.

8.1.5 Please indicate how you intend to recruit and retain suitably qualified staff. Include any workforce development and training plans etc.

8.1.6 Can you demonstrate your organisation's ability to link effectively with other healthcare providers to deliver this proposed service? For example, are there any memorandums of understanding or agreements? Please note that we may seek confirmation of your response by contacting the named organisations.

8.1.7 Describe what systems your organisation has in place to collect, evaluate and respond to feedback and information about the service.

8.2 PRICE

Applicants need to satisfy the Waikato DHB that they are able to operate the proposed service within these price parameters. Evidence of financial viability and sustainability is required.

Waikato DHB believes in obtaining value for money for patients and the DHB. This does not necessarily mean selecting the lowest price. The Waikato DHB will consider potential service providers who have the capacity and capability to meet the requirements of the proposed service.

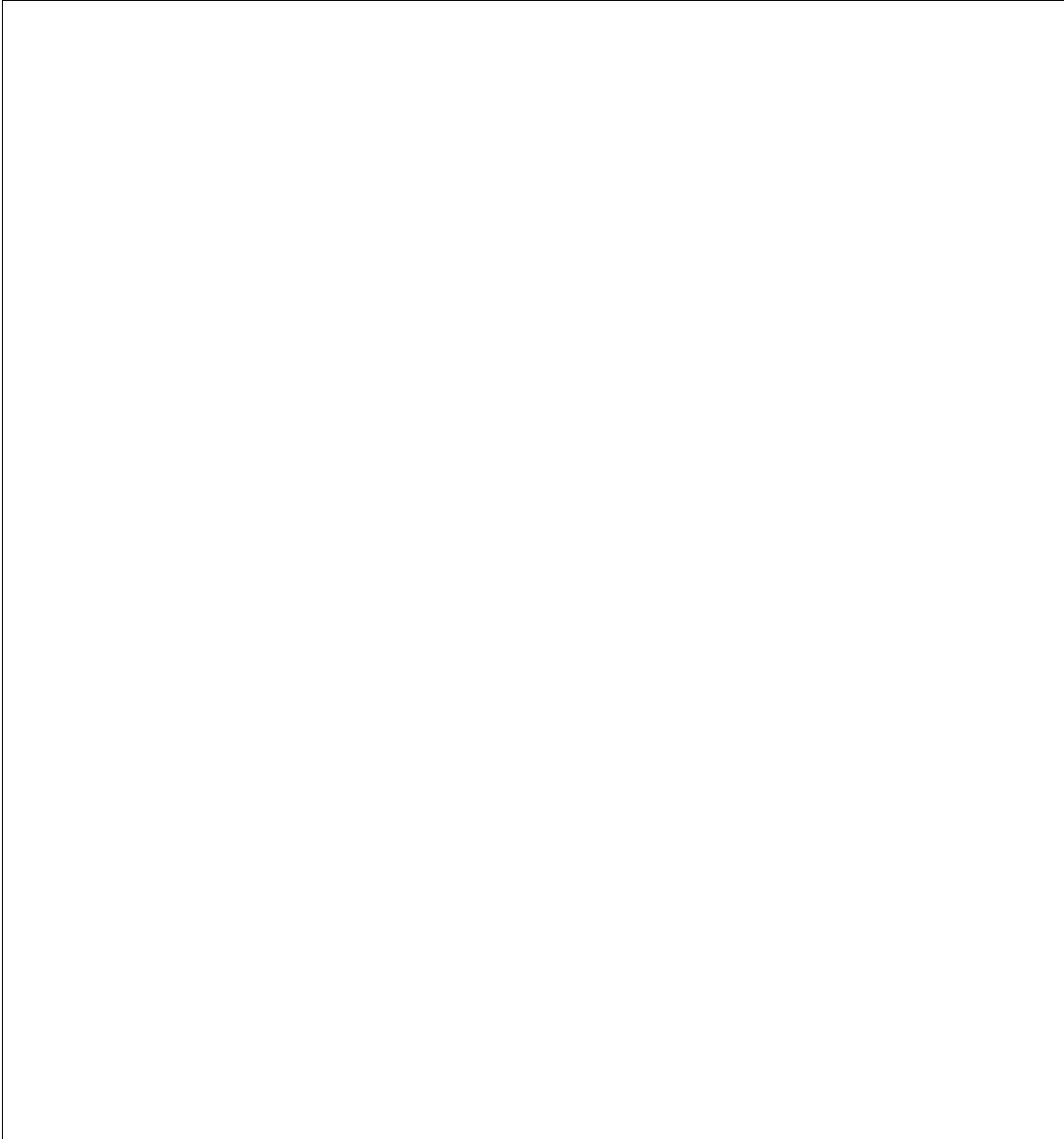
Note:

- Please make the price and costs exclusive of GST.
- The price, once accepted, will be taken as fixed, and will not be adjusted without the joint and express agreement of the contracting parties.
- The budget should not include the purchase of capital items, but may include depreciation on capital items or the price to lease a capital item.
- The level of patient co-payments must be detailed in your pricing model.
- Please fill out this pricing section using the proposed pricing model outlined below. If there are other pricing models or options you wish us to consider please detail and provide these separately.

8.3 If Waikato DHB discovers errors/and or omissions and correction of such an error and/or omission will not involve re-calculation, re-pricing or any other material change, Waikato DHB may amend the error and invite the proposer to confirm that its proposal remains open for acceptance as amended. Unless the proposer confirms its proposal as amended, the proposal shall be deemed to be withdrawn.

8.4 Where any error and/or omission if corrected would result in any re-calculation, re-pricing or other material change, Waikato DHB will invite the proposer to confirm that its proposal remains open for acceptance as tendered notwithstanding the error and/or omission. Unless the proposer confirms the proposal, it may be deemed to be withdrawn.

8.5 Pricing model and justification



9. **Any other information**

Please provide any other relevant information that you wish to support your proposal



**Thank you for your interest in this RFP.
We encourage you to contact us if you need further information and we look forward to receiving your proposal.**

9. DECLARATION

Declaration by the organisation's representative/person making this proposal

The information supplied in this proposal is, to the best of my/our knowledge and belief, accurate. I/we understand that any misleading or omitted information is likely to adversely affect this proposal, and any future relationship with Waikato DHB.

NAME OF REPRESENTATIVE (PLEASE PRINT):

POSITION WITHIN ORGANISATION (PLEASE PRINT):

SIGNATURE OF REPRESENTATIVE:

DATE:

10. PROPOSAL TEMPLATE CHECKLIST

Please check to ensure that each of the following sections has been completed:

1. Contact details provided

2. Organisation Profile explained

3. Organisation information provided

• Evidence that organisation complies with standards and legislation where applicable

• Evidence of appropriate professional indemnity arrangements

4. Financial and legal information provided

• Audited financial accounts or banking records

• Verification of legal status

• Relevant supplementary documentation is appended and clearly cross referenced

5. Proposal plans explained

6. Price parameters accounted for

• Relevant supplementary budgetary and cost information is appended and cross referenced

7. Declaration page signed

Please send 10 paper copies of completed RFP to:

Support coordinator
Planning and Funding
Waikato District Health Board
Hockin building reception
Pembroke Street
P O Box 934
Hamilton 3240
Attention: RFP - Overnight primary health care services in Hamilton

If you would like to receive acknowledgement of your sealed RFP before the closing date, please state the contact name, organisation and address clearly on the outside of the envelope.