



REQUEST FOR PROPOSAL (RFP)

X

Portfolio managers - Find xx to complete template

The Waikato District Health Board is seeking proposals from organisations that can provide "xxxxxx Services"

Closing date for receipt of proposals: Time, Day, dd/mm/20xx

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 Waikato DHB's role is to manage publicly funded health services in the Waikato region. Waikato 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 mechanisms 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 5 Strategic priorities are:

1. To improve the health status of **children**
2. To reduce the incidence and impact of **diabetes**
3. To improve the health status of people with **severe mental illness**
4. To minimise the harm caused by **tobacco, alcohol, illicit and other drug use** to both individuals and the community
5. To reduce the rate of **suicide and suicide attempts**

The priorities are complemented by 4 broad themes:

- The health of the **Maori** population
- The quality of life and health of **older persons**
- The need to increase the **physical activity** and to improve the **nutrition** of the community
- The health of **youth**

The guiding principles are:

1. Improving **access** to services for all populations¹ within available resources. Access to services may include, but is not limited to, waiting time, transportation, cost, and location of services.
2. Building **health promotion/prevention** capacity using community development model to enable movement towards empowerment of all individuals, families and communities.
3. Strengthening **intersectoral collaboration**
4. Building **workforce** capacity to meet the needs of the diverse populations of the Waikato DHB area
5. Supporting **Maori** whanau 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

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 applicant.

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

¹ All populations may include, but is not limited to, older persons, young adults migrating from rural areas to urban areas, older people returning to their previous communities, new immigrants and refugees from other countries, and seasonal changes in populations due to summer or winter holidays.

3. SERVICES TO BE FUNDED

3.1. SERVICES TO BE FUNDED

Xxxx

3.2 SERVICE SPECIFICATION

Xx Please refer to attached Service Specification.

4. GUIDELINES TO COMPLETING THIS PROPOSAL TEMPLATE

4.1 GUIDELINES TO APPLICANTS

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

Proposals (part or whole) must be received by **Time, Day, dd/mm/20xx**

4.1.1 The Waikato DHB Health Service Provider Selection Procedure is available on the Internet (www.waikatodhb.govt.nz) Waikato DHB reserves the right to deviate from this process and the Procedure at its absolute discretion and without notice.

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4.1.2 The Waikato DHB will not disclose to third parties, other than those contracted to advise on purchasing decisions, any confidential or commercially sensitive information included in response in the RFP unless authorised by the applicant or as required by law. The Waikato DHB reserves the right to call for further information from one or more of the proposers regarding any aspect of the proposal.

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4.1.3 This request for proposal is not an offer. 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.

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4.1.4 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.

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4.1.5 Only hard copies of proposals will be acceptable on receipt by the Waikato DHB. Please refer to last page of this template for details of where and how to send the RFP.

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4.1.6 The Proposal Template is available electronically.
(contact: Support Co-ordinator, email support@waikatodhb.govt.nz or phone 07 834 3646).

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4.1.7 All proposals must be completed on this template, as comprehensively as possible. 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.

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4.1.8 The Proposal Template has two sections:

Organisation Profile – All applicants must complete this section (one per organisation).
Service Proposal – All applicants must complete this section.

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4.1.9 Please ensure all material is provided in a file, and pages are numbered. DO NOT STAPLE OR BIND SO THAT FURTHER COPIES CAN BE EASILY MADE AS REQUIRED. Please provide **xxTWC** hard copies of all material (i.e. the original and a photocopy are acceptable). Please ensure proposals are legible (ideally word-processed).

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4.1.10 If you need advice about any aspect of the RFP process, or services being purchased:
Write (email, fax or post) your query to:

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Support Co-ordinator, Planning and Funding Division
Waikato District Health Board
P O Box 934
HAMILTON

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Fax: 07 839 4327 or e-mail: support@waikatodhb.govt.nz

A response will be made as quickly as possible after receipt of the query.

4.1.11 Please note, advice from the Waikato DHB will be confined to the RFP timeline and proposal requirements process, clarification of the details concerning service to be purchased, and the proposal template. No advice can be given regarding the individual applicant's service, chances of securing a contract or details concerning other applicants.

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4.1.12 Once the selection process is completed, all proposers will be notified of the successful proposer

4.1.13 The applicant is responsible for paying all costs incurred by the applicant in the course or preparation of the proposal and negotiating any contract arising from it.

NB While Waikato DHB will usually follow the Health Service Provider Selection Procedure and the processes outlined in this document when dealing with proposals, the GM: Planning and Funding reserves the right, at his absolute discretion, to deviate from those procedures and any other process without notice

and for any reason whatsoever. Absolutely no legal obligations shall arise between the Proposer and Waikato DHB until, and only if, a final written contract has been signed by both parties.

5. ORGANISATION PROFILE

5.1 ORGANISATION INFORMATION

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

5.1.1 What is your organisation's current organisational structure?

5.1.2 What is your organisation's current management structure?

5.1.3 What is your organisation's experience/activities/credentials in the provision of current services?

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

5.1.5 Please provide evidence that your organisation complies with current Standards and Legislation, where applicable.

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

5.2 FINANCIAL AND LEGAL INFORMATION

Applications 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.

5.2.1 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.

5.2.2 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?

5.2.3 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.

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5.2.4 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).

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5.2.5 Information on the nature and type of insurance arrangements.

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5.2.6 Evidence of appropriate professional indemnity arrangements.

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OTHER PROFILE INFORMATION

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

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6. 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.

6.1 YOUR PLANS

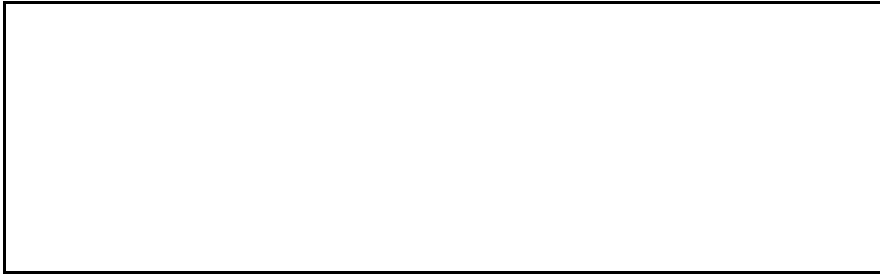
Applicants need to be able to demonstrate how the organisation will deliver and manage the proposed service. **Please refer to the service specification when answering this section.**

6.1.1 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

6.1.2 Please provide a brief description of proposed service.
Please attach a separate project plan with timeframes outlined.

6.1.3 Please describe the locality of the proposed service.

6.1.4 What is your organisation's experience/history of providing the proposed service?



6.1.5 How will the addition of the proposed service impact on your current business?

6.1.6 Briefly, what facilities, equipment resources and information do you propose to make available to effectively provide the service?

6.1.7 Briefly profile the staff in the proposed service. Outline the professional roles, qualifications and experience.

6.1.8 It is expected that the service delivery for this RFP will commence dd/mm/20xx. Please outline your timeframe (for staff recruitment etc).

6.1.9 Can you demonstrate your organisations ability to link effectively with other healthcare/intersectoral providers to deliver this proposed service? For example, are there any Memorandums of Understanding? Please note that we may seek confirmation of your response by contacting the named organisations.

6.1.10 Describe what effective system your organisation has for monitoring the required service output. How will it be able to report on service outputs and health outcomes?

6.1.11 Describe what systems your organisation has in place to collect and feedback information about the service.

6.2 PRICE

The funding available for this service is \$xxxx. (GST exclusive) per annum payable in equal monthly installments.

Applicants need to satisfy the Waikato DHB that they are able to establish and operate the proposed service for an appropriate price.

Waikato DHB believes that obtaining value for money 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. For example, a car.

6.2.1 Specify your costs, supported by a budget breakdown of the main components. Confirm that these are enclosed; cross-reference clearly.

Vertical line indicating the area for budget breakdown.

6.3 Provide any additional information that may help us evaluate your proposal

7. RFP PROCESS

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 reserve the right, at the discretion of the GM: Planning and Funding, to deviate from this process at any time and for any reason. See below for details.

7.1 TIMETABLE

xxxx	RFP advertised in Waikato Times RFP electronically made available to potential bidders.
xxxx	Closing date for proposals. Proposals received and acknowledged by Waikato DHB within five working days of the closing date for the proposal.
xxxx	Evaluation panel convenes and processes proposals.
xxxx	All applicants advised of outcome of evaluation.
xxxx	Processes for contract negotiation with selected applicants initiated.
xxxx	Contract start date (negotiable).

- All proposals received at the Waikato DHB office by **Time, Day, dd/mm/20yy** will be acknowledged in writing within 5 working days of the closing date of the proposal.
- Late proposals will only be considered if an outcome is not reached with those proposal(s) received on time
- A panel of relevant personnel will evaluate the proposals against the criteria. Further information may be sought by the Waikato DHB in order to evaluate the ability of the applicant to meet the Waikato DHB's requirements in delivering the service.
- Organisations may be shortlisted and may subsequently be asked to provide additional information.
- All applicants will be advised of the outcome of this process no later than **Day, dd/mm/20xx**. 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.

Neither this RFP nor any response to it by any applicant 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 District Health Board and the selected provider). Absolutely no legal obligation shall arise between the Proposer and Waikato DHB prior to final signing of a formal contract.

On the successful outcome of discussions between the Waikato DHB and the selected provider, a legally binding contract will be negotiated if possible between the parties, and service commenced accordingly.

Any complaints in relation to the selection process will be considered in line with the DHB's Complaints Policy.

Where contracts for services have not been agreed by **Day, dd/mm/20yy**, the Waikato DHB reserves the right to adopt an alternative method of purchase for services described in this RFP.

The Waikato DHB and its agents reserve the right to:

- Approach one or more applicants and ask for an amended proposal to be submitted.
- Waikato DHB retains the right to 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.
- Withdraw from any negotiation that it may engage in with any applicant at any time.
- Deviate from this process at any time and for any reason whatsoever at its absolute discretion.

Thank You
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.

8. EVALUATION

8.1 Evaluation²

The DHB evaluation panel will consist of a minimum of two Portfolio Managers and a Performance Analyst. The panel may consider other internal or external panel member(s) where appropriate.

The Evaluation Panel will utilise the following criteria to identify the successful provider from the RFP process. The proposal with the highest score will progress through to the next stage of the RFP process. The DHB will then progress to enter contract negotiations in regard to the proposed services.

Scoring criteria: A weighting will be allocated to service requirements based on whether the requirement is essential = 3, desirable = 2 All other requirements will be weighted =1. A Total Provider Score will be allocated for each criteria (possible score x allocated weighting).

The possible score will be scaled from 0 to 4:
0 = Does not meet minimum requirements
1= Meets around one-third of the requirements
2= Meets half the requirements (>1/3, <2/3)
3 = Meets around two-thirds of the requirements
4= Fully meets requirements.

A benchmark score for this proposal is a minimum score of **65%** must be achieved before contract is awarded.

The evaluation panel may accept any proposal it so chooses, whether in whole or in part, and its decision will be final.

Shaded areas denote use for Evaluation panel only:

Waikato DHB Evaluation Panel Members

Name & Position		Portfolio Manager	Signed	
Name & Position		Portfolio Manager	Signed	
Name & Position		Analyst	Signed	
Name & Position			Signed	
Name & Position			Signed	
Name & Position			Signed	

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

² Any deviations to this process must be approved by General Manager Planning and Funding.

Outcome of
evaluation:

Key Criteria	Yes / No	Comment
Does the Proposer demonstrate that the service will be based on the key deliverables outlined in the RFP and attached service specification?		



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

Criteria	Question	Weighting	Score	Total	Comment
Organisation Profile					
Has adequate information been provided in the proposal?	all	XX			
Has the organisation provided evidence that its structure and management are sound?	5.1.1 – 5.1.2	XX			
Has the organisation provided evidence that the organisation structure and management have the capacity to meet both the operational and management obligations of a contract?	5.1.3- 5.1.4	XX			
Does Organisation demonstrate compliance to relevant Standards and Legislation?	5.1.5	XX			
Treaty of Waitangi					
Has the organisation provided evidence of a commitment to the principles of the Treaty of Waitangi	5.1.6	XX			
Financial/Legal					
Evidence that the organisation has the financial capability to undertake both operational and management obligations by reviewing the latest audited accounts (unless it is a new organisation)	5.2.1	XX			
Evidence that the organisation has the legal capability to undertake the service requirements	5.2.2- 5.2.7	XX			

Service Proposal				
Does the proposal demonstrate that the organisation has an appropriate philosophy for the services required	6.1.1	XX		
Does the proposal demonstrate a clear project plan, including locality of service?	6.1.2-6.1.3	XX		
Has the organisation provided evidence that it is experienced in delivering the services required and/or related services?	6.1.4	XX		
Has the organisation provided evidence that it has the capacity to meet increased demand ?	6.1.5	XX		
Does the proposal provided evidence that it has the necessary information and facilities in place?	6.1.6	XX		
Has the organisation provided evidence that a relevant team will support the service?	6.1.7	XX		
Is there evidence of the organisation's ability to undertake intersectoral work/networking related to the services required?	6.1.9	XX		
Does the proposer demonstrate that the service will be based on the key deliverables outlined in the RFP?	Section 6	XX		
Monitoring and Quality Provisions				
Is there evidence that the organisation has a system for monitoring service outputs?	6.1.10	XX		
Is the organisation able to collect and use feedback about the services?	6.1.11	XX		
Administrative				
Is the organisation able to commence the service <u>delivery</u> as outlined in the RFP? Eg has appropriate workforce capacity	6.1.8	XX		
Does the organisation demonstrate it will be able to provide the services efficiently?	Sect 6	XX		
Price				
Has the organisation provided a realistic budget for the proposed service, which is in the parameters of the price?	6.2.1	XX		
Is the split between service delivery and infrastructure/administrative support reasonable?	6.2.1	XX		

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 has rationale

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

7. Declaration page signed

Please send **xx2** paper copies of completed RFP to:

The Support Co-ordinator
Planning and Funding Division
Waikato District Health Board
P O Box 934
HAMILTON

Attention: RFP (name of RFP)

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.