

# *Tender Briefing*

Psychosocial Support Services

1 February 2019

# *Agenda*

- **Welcome**
- **Probity briefing**
- **About North Western Melbourne PHN**
- **Background and context for tender**
- **About the program**
- **Service specifications**
- **Evaluation criteria**
- **Q&A**

# *Probity briefing*

## *Probity in the context of PHN procurement*

**Probity aims to ensure that the RFT process:**

- **is defensible and able to withstand internal and external scrutiny**
- **achieves accountability and transparency**
- **provides for fair and equitable treatment of tenderers**
- **ensures best outcomes (including value for money)**

# *Probity briefing*

## *PHN probity requirements*

- **Confidentiality and information security** – Subject to the requirements of the RFT, tenderer information (including confidential information and intellectual property) will be protected and not disclosed
- **Privacy** – Subject to the requirements of the RFT, personal information will be protected and not disclosed
- **Impartiality and avoiding unfairness and bias**
- **Procedural fairness**
- **Identification and management of any conflicts of interest**

# *Probity briefing*

## *What's in it for tenderers?*

### **Level playing field:**

- **You are provided with the same opportunity – no unfair advantage**
- **You can have confidence that the rules will be fairly and equitably applied**

### **Uncertainty minimised:**

- **You can more effectively address the requirements of the RFT**

# *Probity briefing*

## ***Tenderer probity obligations***

- **Comply with the requirements of the RFT, including closing time and lodgement requirements. Late tenders will not be accepted.**
- **Do not seek or obtain improper assistance from PHN staff, including its employees and contractors**
- **Communications need to be directed through the Tenderlink website**
- **Avoid anti-competitive conduct (e.g., collusion, cartel activities), including in relation to the preparation, lodgement and evaluation of tenderers and any pre-contract negotiations**
- **Avoid and declare any conflicts of interest**

# *Probity briefing*

## *Minimise your risk*

- **Join the dots – do not leave any relevant things unsaid/IMPLIED – be explicit**
- **Explicitly set out any assumptions relied upon in your tender**
- **Directly and squarely address the evaluation criteria**
- **Set out mitigations for any identified/apparent risks**
- **Watch for any addenda or online forum conversations**
- **Lodge your tender well before the closing time**

# North Western Melbourne PHN

As an **improver**, we strengthen access to, and the quality of, general practice and primary health care.

As a **director of funds**, we attract and aggregate resources for the region, and allocate these fairly and efficiently.

And as a **targeter of needs**, we understand and identify health needs, establish priorities, and plan, advocate and collaborate to meet them.





# North Western Melbourne

**Population:** 1,707,000\*

**Land area:** 317,867 ha

**Local Government Areas:** 13

**Hospital services:** 37

**Medical clinics:** 565

- One of the fastest growing areas in the state
- Large population of CALD, LGBTI+, low SES

*\*Estimates based on 2016 Census*



# *Background*

## *National policy and context*

- **National Mental Health Commission and Australian Government Response**
- **Commonwealth funded psychosocial support**
- **NWMPHN Stepped Care Model, CAREinMIND™**
- **National Disability Insurance Scheme (NDIS)**
- **Fifth National Mental Health and Suicide Prevention Plan**

# *Background*

## *State policy and context*

- **10-Year Mental Health Plan**
- **Bilateral Agreement**
- **Early Intervention Psychosocial Support Response (EIPSR)**

## *Context for this tender*

- **PHN collaboration and co-design (consumers/carers/service providers)**
- **Continuity of Support (CoS)**
- **Psychosocial Support Services Homelessness Pilot**
- **EIPSR**

# *Psychosocial Support Services*

## *About the program*

### **Objective**

**To provide non-clinical, community-based support for people with severe mental illness and associated reduced psychosocial functional capacity who are not eligible for assistance through the NDIS.**

### **Funding**

**\$3.4 million over three years**

# *Psychosocial Support Services*

## Key features

- Capacity building
- Addressing gaps in services for those not supported by the NDIS
- Integrated with clinical services
- Aligned with NWMPHN Stepped Care services
- Time-limited interventions
- Recovery and trauma-informed
- Supporting the physical health of people with mental illness
- Delivery in accordance with the *National Standards for Mental Health Services 2010* & the *National Practice Standards for the Mental Health Workforce 2013*

# *Psychosocial Support Services*

## **Types of psychosocial support services**

- **1:1 outreach**
- **After hours direct services**
- **Groups**
- **Peer work**
- **Telephone support services**
- **Digital resources**
- **Packages and flexible brokerage**

# *Service Specifications*

**Services to be procured for:**

- **Northern Region (only)**
- **Western Region (only)**
- **Both**
- **Sole agency or collaborative approach**

# *Service Specifications*

**Key priorities to be addressed:**

- **Gaps in services for those not supported by the NDIS**
- **Psychosocial support for hard-to-reach populations**
- **Psychosocial support for people who are homeless or at risk of homelessness**
- **Interface with clinical mental health services and EIPSR**



# *Service Specifications*

## **Tiered levels of support:**

- **Comprehensive: up to 12 months, with reduction as capacity improves**
- **Moderate: up to 6 months, which might encompass flexible 1:1 support**
- **Brief: short-term support, e.g. one-off support to address a pressing psychosocial need**

# *Service Specifications*

## **Principles of care:**

- **Consumer focused**
- **Recovery focused**
- **Flexible and accessible**
- **Collaborative and integrated**
- **Skilled staff**
- **Safety and quality**
- **Culturally appropriate**
- **Outcomes focused**
- **Innovative**

# *Service Specifications*

**In scope non-clinical psychosocial service elements:**

- **Housing**
- **Practical, day-to-day needs**
- **Employment and education**
- **Community participation**
- **Emotional support**
- **Physical health**
- **Family connections**
- **Advocacy**
- **Service navigation/care coordination**

# *Service Specifications*

## **Out of scope services:**

- **Services provided to individuals who are eligible for the NDIS**
- **Clinical services**
- **Services provided to current clients of PIR, PHaMs and D2DL**
- **Services duplicating LHN-funded psychosocial supports**

## *Service Specifications*

**Consumer characteristics and eligibility – for individuals of any age who:**

- **have a severe episodic mental illness and a resulting level of reduced psychosocial functional capacity**
- **are not eligible or assisted by the NDIS**
- **would benefit from short-term, targeted psychosocial support at points in time**
- **are not current clients of PIR, PHaMs and D2DL or state-funded psychosocial support services**

**Workforce:**

- **Suitably qualified, multi-disciplinary team, inclusive of peer workers**

# *Service Specifications*

## **Intake and Referral**

- **Provider agency(cies) takes responsibility for intake and waitlists**
- **Consumer experiences of services are collected/reported and responsiveness prioritised**
- **Referral pathways support easy movement of consumers to access services**
- **Active engagement with NDIA, LAC, AMHS, MHCSS, EIPSR, NWMPHN CAREinMIND™**
- **Strategic co-location of staff**

# Evaluation Criteria

No.	Criteria category	Weight in %
1	Proposed methodology and approach to delivering the services	25%
2	Experience and capability for service delivery	30%
3	Local service collaboration	25%
4	Establishment and evaluation plans	20%
5	Price	Not weighted
6	Commercial and financial viability	Not weighted
<b>Total</b>		<b>100%</b>

# *Questions*

**All questions and answers will be posted on the Tenderlink forum.**



## *Communications & Enquiries*

**All communications and enquiries in relation to the Request for Tender must only be directed in writing via our Tenderlink Portal and the email address specified below:**

**Website:**      <https://www.tenderlink.com/mpcn/>

**Email:**        [tenders@nwmphn.org.au](mailto:tenders@nwmphn.org.au)

**Remember:**

**The tender closing date is 13 February 2019 at 5pm. No late submissions will be accepted.**

*Closing*

**Networking**