



Single Assessment System for aged care

Industry Briefing Session

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Acknowledgement of Country

I wish to acknowledge the traditional owners and custodians of the lands we are meeting on and pay my respects to Elders past and present.

I would also like to acknowledge and welcome other Aboriginal and Torres Strait Islander people who may be attending today's webinar.

Today's agenda

1. Probity
2. Background
3. Overview of ATM
4. Service Requirement Overview
5. Evaluation Criteria
6. Instructions to Tenderers
7. Conclusion

1. Probity



Probity – introduction

- The Department of Health and Aged Care (the department), as a non-corporate Commonwealth entity, is subject to the *Public Governance, Performance and Accountability Act 2013* and is required to comply with the Commonwealth Procurement Rules (CPRs).
- The department has appointed an external firm (Maddocks) to act as probity advisor to this procurement to ensure that this process is conducted fairly and transparently and in accordance with the CPRs.
- Any probity issues that may arise at this industry briefing will be reported back to the probity advisor so that the department can ensure that the process maintains its integrity.

Probity – introduction

- This industry briefing is for background information only and does not alter or amend the RFT in any way. Any changes to the RFT will be made via an Addendum issued on AusTender.
- **Probity can be defined as ‘the evidence of ethical behaviour’.** It is ‘complete and confirmed integrity, uprightness and honesty in a particular process’.
- At this stage of the procurement, probity issues are often about ‘information management’. We want to ensure that you all have a fair and equitable opportunity to access the same information so you can lodge a competitive proposal.

Probity – questions and communications

- The Contact Officer (SingleAgedCareAssessmentSystem.RFT@health.gov.au) is the single point of contact for all communication about this tender process. **Communications must be directed to this email address only.** Questions outside of this briefing must be submitted no later than **4 March 2024**
 - Do not approach other Health contacts with questions about this procurement. This is to avoid the risk of you obtaining incomplete or inaccurate information, as well as avoiding unfairness to others.
 - To ensure equitable access to information, questions and answers will be made available on the AusTender website as an addendum or information document. You should only rely on information provided through AusTender.
 - Please ask questions today but note that Health may take questions on notice and release its response in the form of an addendum.
 - A copy of this briefing will be made available as an Addenda to the AusTender notice
- *This briefing is not intended to be comprehensive or exhaustive, and Tenderers must read the Request for Tender documentation carefully

Probity – key concepts

Improper assistance

- No gifts or hospitality
- No improper assistance use of information unlawfully obtained from Health, or in breach of or otherwise inconsistently with any law regarding the offering of unlawful inducements
- Tenderer must not engage in collusion or anti-competitive behaviour

Conflict of interest

“... a position that may or does give rise to an actual, potential or perceived conflict of interest between the interests of the Commonwealth and the Tenderer during this tender process”

- Any conflicts of interest should be declared– see clause 48 of the RFT and clause 5 of the Tenderer Deed
- Tenderers must include details of any conflict of interest and what steps the tenderer has/will take to manage the conflict of interest in the Tenderer’s Declaration

2. Background



Introduction – the Department

- The Commonwealth of Australia acting through the Department of Health and Aged Care (the department) is responsible for better health and wellbeing for all Australians.
- The department seeks to improve the wellbeing for older people through targeted support, access to appropriate, high-quality care, and related information services.

Background – Royal Commission

In 2021, the Royal Commission into Aged Care Quality and Safety inquired into the quality of aged care services in Australia, whether those services were meeting the needs of the community, and how they could be improved in the future.

Found

Older people could be passed between assessors as their needs change resulting in:

- inconsistent assessments
- inefficient services
- complex assessment system
- duplication

Recommendation 28:

That Australian Government establish a single aged care workforce empowered and trained to do all the assessments that they need across both home and residential care. This will ensure:

- Older people have a more-streamlined assessment experience and receive greater clarity about likely services

Single Assessment System for aged care

A Single Assessment System for aged care will lead to the following outcomes:



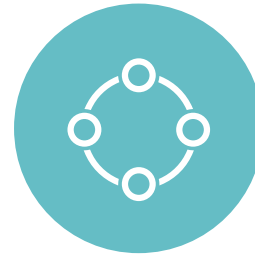
**Proportionate
assessments**



**Consistent and
accurate
assessments**



**Quick access to
urgent services**



**Simplified
assessment
process**



**Independence of
Assessments**



**Wellness and
Reablement focus**

3. Overview of Request for Tender



Request for Tender Overview

The department is aiming to establish a number of contracts for the delivery of a Single Assessment System for aged care, responsible for assessing older people seeking access to aged care across Australia. This includes:

- a) Aged Care Assessment related services, including:
 - Home Support Assessments, currently provided through Regional Assessment Services (**RAS**)
 - Comprehensive Assessments, currently provided by Aged Care Assessment Teams (**ACATs**)
- b) Residential aged care funding assessment related services (RAC Funding Assessments), i.e. the Australian National Aged Care Classification (**AN-ACC**).

Request for Tender objectives

In conducting this tender, the department is seeking to achieve the following RFT objectives:



Consortia/sub-contracting and contact list

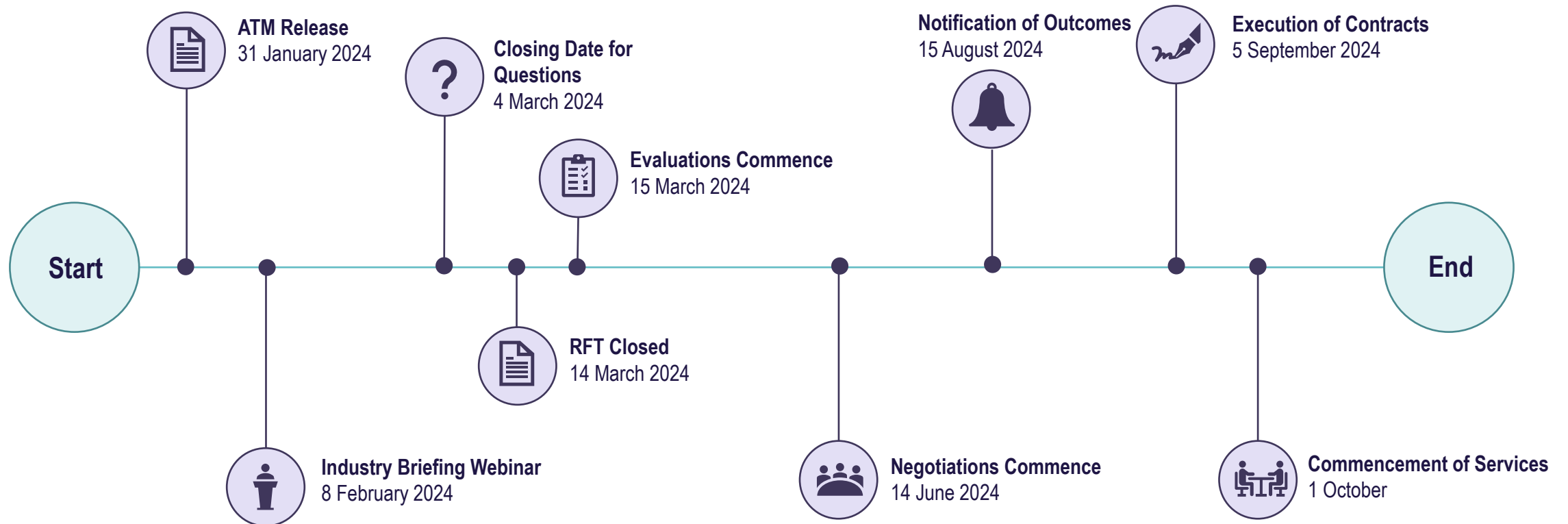
- Tenderers may propose to use multiple entities to deliver assessment services within a service area(s).
- The lead tenderer will have overarching responsibility for completing the RFT response. If the lead tenderer proceeds to contract, they will be responsible for the contractual obligations and management of the other entities as subcontractors.
- To assist tenderers in forming subcontracting arrangements, the department intends to update and maintain a Contact List to be published on AusTender.

Tenderers wishing to be added to the contact list must email the Contact Officer in writing, and at least **10 Days** before the RFT closing time.

This should include the following details:

- Organisation name
- Intention to be a lead tenderer or subcontractor
- Services the organisation can provide or services sought from subcontractors (if intending to be a lead tenderer)
- Relevant service area(s)

Procurement key dates



Overview of the RFT Documentation Suite

RFT Terms

PARTS 1-4: Provides the terms and conditions for a Tenderer's participation in the RFT process, Evaluation Criteria and Evaluation process.

PART 5: Glossary

PART 6: Public Interest Certificate

Schedules to the RFT:

1	2	3	4	5	6	7	8
Statement of Requirements (SOR)	Tenderer's Deed	Tenderer Response Information	Statement of Non-Compliance	Pricing Schedule	Indigenous Participation Plan	Modern Slavery	Draft Contract
Sets out the detailed specifications and requirements to deliver Aged Care Assessment Related Services and RAC Funding Assessment Related Services	Tenderer's undertaking they agree with the terms and conditions of the RFT. A duly executed Tenderer Deed is a Minimum Content and Format Requirement for the RFT.	Detailed questions (based on evaluation criteria) that tenderers must address in their tender.	Tenderer's Statement of Non-compliance with the Statement of Requirement and Draft Contract.	Tenderer's proposed pricing structure to deliver the Services. Pricing Workbook is included within this Schedule.	Tenderer's draft Indigenous Participation Plan. A Draft IPP is a Minimum Content and Format Requirement for the RFT.	Tenderer's proposed approach for ensuring Modern Slavery risks are appropriately managed.	Sets out the terms and conditions of the resultant Contract.
Attachments – supporting the SOR							

4. Service Requirement Overview



Statement of Requirement (SoR)

The SoR (Schedule 1 to the RFT) is set out in four parts:

PART A:

Provides an introduction and overview of the Single Assessment System

PART B:

Outlines the requirements for aged care assessments within the Single Assessment System

PART C:

Outlines the requirements for RAC funding assessments within the Single Assessment System

PART D:

Outlines the requirements for transition out services within the Single Assessment System

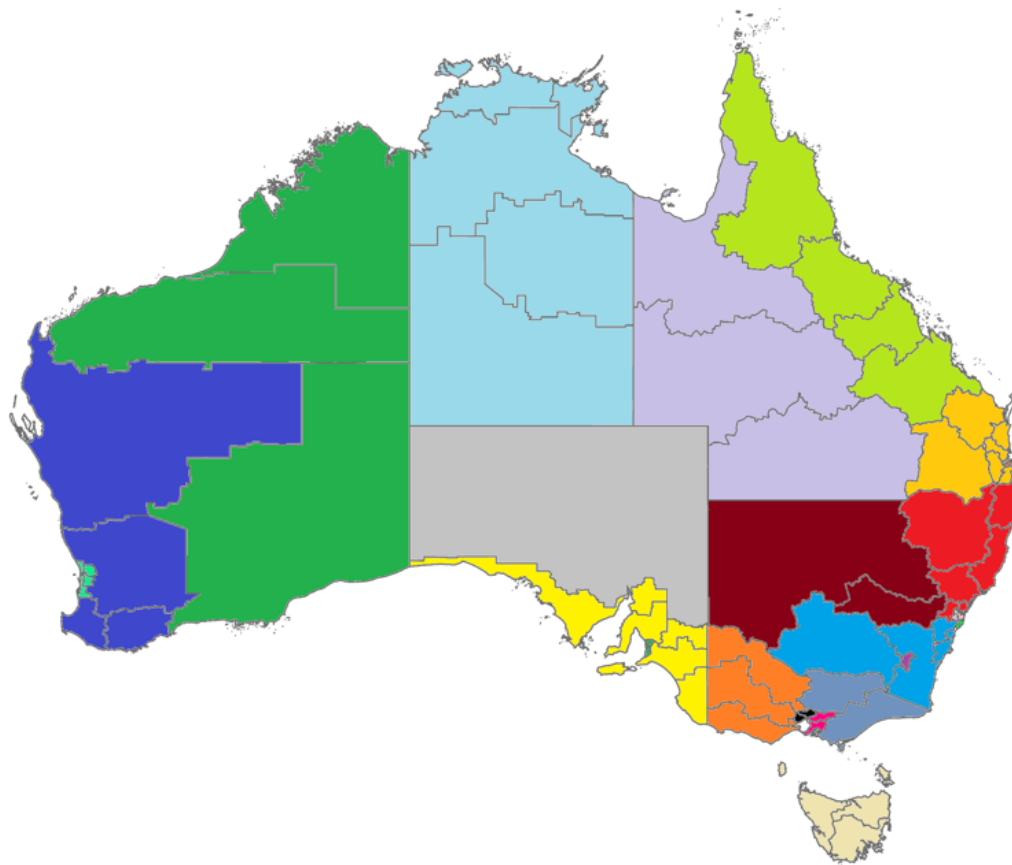
Outlines requirements for:

- 1. Establishment Services** - detailing the requirements to prepare and ensure organisational readiness, capability and capacity to provide assessments services from establishment date:
- 2. Assessment Services** - adhering to required responsibilities when performing assessment services
- 3. Service Management Services** - ensuring aged care assessment services are appropriately managed, monitored, and evaluated

Supported by attachments and links to aged care manuals, frameworks and various other relevant documents.



Service Areas and Tendered Business Allocations



Tenderers are asked to specify minimum, maximum and preferred business allocations within **22 Service Areas**.

NSW 1
NSW 2
NSW 3
NSW 4
NSW 5
WA 1
WA 2
WA 3

ACT
NT
QLD 1
QLD 2
QLD 3
QLD 4
TAS

SA 1
SA 2
SA 3
VIC 1
VIC 2
VIC 3
VIC 4

Service Areas and Tendered Business Allocations (cont'd)

- The department may:
 - **select one or more preferred tenderers** to deliver assessments in each service area
 - **allocate appropriate business allocations** to the successful assessment organisation(s), taking into account the outcome of its negotiations with state/territories and each assessment organisation's Tendered Business Allocations.
- The department may adjust assigned Business Allocations during the contract period based on an assessment organisation's performance and the need to maintain high quality and timely assessment services according to the unique needs of the population in each service area
- In adjusting business allocations, the department will act reasonably and provide sufficient notice to assessment organisation(s)

5. Evaluation Criteria



Evaluation Criteria Overview

Weighted Criteria	Description	RFT Document
1. Capability (50%)	The extent to which the tenderer meets Commonwealth requirements i.e. Indigenous participation, economic benefit and environmental sustainability.	Schedule 3 – Tender Response Information <ul style="list-style-type: none">• Clause 17.1 Aged Care Assessments• Clause 17.4 RAC Funding Assessments Schedule 4 – Statement of non-compliance <ul style="list-style-type: none">• 2. Response Table Draft Establishment Plan
2. Demonstrated Experience (20%)	The extent to which the tenderer has demonstrated past performance and organisational experience in delivering services the same as, or similar to, the services described in the Statement of Requirement.	Schedule 3 – Tender Response Information <ul style="list-style-type: none">• Clause 17.2 Aged Care Assessments• Clause 17.5 RAC Funding Assessments
3. Organisational Capacity (30%)	The extent to which the tenderer has demonstrated that it has an understanding of the aged care system and the capability to provide the services as set out in the Statement of Requirement.	Schedule 3 – Tender Response Information <ul style="list-style-type: none">• Clause 17.3 Aged Care Assessments• Clause 17.6 RAC Funding Assessments

Evaluation Criteria Overview

Unweighted Criteria	Description	RFT Document
4. Commonwealth requirements	The extent to which the tenderer has demonstrated it has the capacity and resources (including personnel) to deliver the services as described in the Statement of Requirement.	Schedule 2 – Tenderer Deed <ul style="list-style-type: none"> 2. Response Table Schedule 3 – Tender Response Information <ul style="list-style-type: none"> 11. Economic Benefit 12. Environment Schedule 6 – Indigenous Procurement Plan
5. Risk	The extent to which any risks associated with the tenderer in relation to the RFT and can be, and/or will be, appropriately managed.	Schedule 2 – Tenderer Deed <ul style="list-style-type: none"> 5. Conflicts of Interest Schedule 3 – Tender Response Information <ul style="list-style-type: none"> 6. Insurance 7. Financial Viability 18.1 Aged Care Assessments 18.2 RAC Funding Assessments Schedule 4 – Statement of non-compliance <ul style="list-style-type: none"> 2. Response table Schedule 7 – Modern Slavery
6. Pricing	The extent to which the tenderer demonstrates that its proposed pricing in relation to the service area(s) that it is tendering for achieves value for money.	Schedule 5 – Pricing Workbook Attachment A

6. Instructions to Tenderers



Minimum Content and Format Requirements

Item	Minimum Content and Format Requirements
1	English and measurements must be in Australian legal units of measurement.
2	Completed, signed and scanned Tenderer Deed (Schedule 2)
3	Complete and submit the Pricing Schedule in Schedule 5
4	Include an Indigenous Participation Plan (Schedule 6)
5	Include either: (a) all Valid and Satisfactory Statement(s) of Tax Record; or (b) receipt(s) demonstrating that all required Statement(s) of Tax Record have been requested, and with the Tenderer providing the Valid and Satisfactory Statement(s) within 4 Business Days after the Closing Time.

Tenderers should request a STR from the ATO as soon as possible

Lodgment of Tender Response

- To lodge a conforming tender, it must be:
 - lodged in Microsoft Word 2016 (or above), Microsoft Excel 2016 (or above) or PDF format
 - compliant with any page limits (the department may not take into consideration that part of the Tender response that exceeds that page limit)
 - lodged electronically via AusTender.
- The tender file name should incorporate the tenderer's company name and reflect the various parts of the tender where the tender comprises of multiple files.
- Tender response files should not exceed a combined file size of 15 MB per upload
- All tenders that do not meet the **Conditions for Participation** (RFT Parts 1-6, clause 17) and the **Minimum Form and Format Requirements** (RFT Parts 1-6, clause 18) will be excluded from further participation.

All responses to be lodged via AusTender before **2:00pm (AEST) 14 March 2024**

Tender Response Information

- If tendering for both assessment services, tenderers must provide 2 separate responses for Aged Care Assessments and RAC Funding Assessments.
 - Do **not** include cross references across responses
- Tender responses must be stand-alone (i.e. not referencing external websites)
- Other than Schedule 5, do not include financial information in any part of the tender

Addenda, Questions and Contact Details

- Tenderers can submit clarification questions to the Contact Officer
- The department may publish answers to clarification questions to all tenderers including variations, additional information or Q&A as addenda.
- Any Addenda be posted on the AusTender page for this RFT
- Tenderers should register with AusTender for this RFT, ensuring all contact details are up to date as any addendum notifications will be distributed via email

Contact Officer

SingleAgedCareAssessmentSystem.RFT@health.gov.au

AusTender Help Desk

Tel: 1300 651 698

International: +61 2 6215 1558

Email: tenders@finance.gov.au





Questions?



7. Conclusion



Conclusion

- AusTender Approach to Market Reference: Health/[E24-28476](#)
- Please read the Request for Tender documentation carefully
- Contact Officer: Single Aged Care Assessment System RFT mailbox (SingleAgedCareAssessmentSystem.RFT@health.gov.au)

All questions to the Contact Officer by **4 March 2024**

All responses to be lodged via AusTender before **2:00pm (AEST) on 14 March 2024**

