



ATM ID: Health/18-19/04780

**REQUEST FOR TENDER FOR THE PROVISION OF SERVICES TO  
COORDINATE AND DELIVER TRIALS UNDER THE AGED CARE SYSTEM NAVIGATOR MEASURE**

Addendum Number 03

Date Issued: 11/10/2018

This Addendum is issued as an amendment to the specified document. The amendments are as specified hereunder.

**Amendments to the RFT**

Reference		Amendment
Schedule 5 – Instructions	“When submitting their response to Schedule 5, Tenderers should title their file 'Health-18-19-04716 - Pricing - [insert Tenderer name]'. For example, the file title for a response submitted by Jones Organisation would be Health-18-19-04716 - Pricing - Jones Organisation.”	Delete references to “Health-18-19-04716” and replace with “Health-18-19-04780” so that this phrase reads:  “When submitting their response to Schedule 5, Tenderers should title their file 'Health-18-19-04780 - Pricing - [insert Tenderer name]'. For example, the file title for a response submitted by Jones Organisation would be Health-18-19-04780 - Pricing - Jones Organisation.”

**Release of clarification questions**

Question	Answer
1. Can a Tenderer nominate to subcontract aspects of the Services to an Aged Care Provider?	Yes. A Tenderer may nominate an Aged Care Provider as a Subcontractor in its Tender. Clause 15 of the RFT provides further information about this matter. However, as set out in clause 11 of the RFT, the Tenderer must not be an Aged Care Provider.



Question	Answer
2. Can a Tenderer enter into contractual arrangements for other projects or activities?	Tenderers are able to enter into contractual arrangements for other projects or activities. However, in accordance with the Evaluation Criteria set out in clause 22 of the RFT, Tenders will be evaluated on the extent to which Tenderers have demonstrated that they have the capacity to deliver the Services, including the availability of the Specified Personnel to deliver the Services, and on any risks regarding conflicts of interest. As set out in Schedule 3 of the RFT, Tenderer responses should demonstrate their capacity to deliver the Services, including the availability of the Specific Personnel to deliver the Services. Tenderers are also required to declare any conflicts of interest in their Tenderer Deed at Schedule 2.
3. Can the Department provide further information about the aged care financial information service officers trials, such as the service models that will be tested in these trials and the locations of these trials?	No. Further information about the implementation approach for the aged care financial information service officers trials is not available at this point in time.
4. Will there be set pathways for the Trials to integrate with / refer into the aged care financial information service officers trials?	<p>The Department has not developed specific pathways for the Trials to integrate with / refer into the aged care financial information service officers trials.</p> <p>As set out in clause 2 of Schedule 3, Tenderers are required to submit a draft detailed implementation approach and methodology that addresses each of the requirements described in clause 5 of Schedule 1. In accordance with clause 5 of Schedule 1 (ID 14), the draft detailed implementation approach and methodology is required to include an approach and methodology for ensuring that the Trials are integrated with the aged care financial information service officers trials. This approach and methodology is required to describe how the Trials will be integrated with the aged care financial information service officers trials, including matters such as cross referral and escalation of supports.</p>



Question	Answer
5. The RFT outlines that the Trials will be required to integrate with the aged care financial information service officers trials, which are due to conclude in September 2019. Should Tenderers assume that referral to general financial information service officers with the Department of Human Services is appropriate following the conclusion of the aged care financial information service officers trials?	Yes.
6. Clause 2.3 of Schedule 1 sets out that the role of an aged care system navigator does not extend beyond the point of service commencement when people have already accessed services and are moving through the system. Would a person be excluded from the Target Population for the Trials if they are already receiving one type of aged care service, but are seeking an additional service?	Yes. Clause 2.3 of Schedule 1 sets out that the role of an aged care system navigator is to help people to navigate into the aged care system until the point of service commencement. As set out in clause 2.5 of Schedule 1, the Target Population is people who have not yet accessed aged care services.
7. Clause 2.8 of Schedule 1 sets out that the Department intends to engage an evaluator to evaluate the outcomes of the trials implemented under the Measure. What are the expected timeframes for engaging the evaluator and identifying the data metrics required for the evaluation?	The Department expects that the evaluator will be engaged and that the data metrics required for the evaluation will be identified by late 2018.
8. Clause 4 of Schedule 1 sets out that the successful Tenderer will be required to address issues identified by the evaluator engaged by the Department to evaluate the Measure. How frequently is the evaluator expected to provide feedback on issues identified?	The Department expects that the evaluator will provide regular feedback to the Department on issues identified, including through regular updates and progress reports.



Question	Answer
9. Clause 4 of Schedule 1 sets out that the first progress report is due on 25 March 2019 and is required to include a progress report on the Trials and activities undertaken up to March 2019. Can the Department confirm that this progress report would report on the Trials and activities undertaken up to the end of February 2019 (i.e. before March 2019 commences)?	Yes. Each progress report is required to include a progress report on the Trials and activities undertaken up to the month in which the progress report is due. For example, the first progress report is required to report on the Trials and activities undertaken up to March 2019 (i.e. until 28 February 2019) and the second progress report is required to report on the Trials and activities undertaken up to June 2019 (i.e. until 31 May 2019).
10. Clause 4 of Schedule 1 sets out that the final progress report is due on 25 May 2020. Does this mean that Trial activity will conclude on 30 April 2020 or does it mean that Trial activity throughout May and June 2020 will not be reported?	As set out in clause 2.8 of Schedule 1, the Trials will conclude in June 2020. Trial activity will therefore continue throughout May and June 2020. During May and June 2020, and in accordance with the reporting requirements set out in clause 4 of Schedule 1, the successful Tenderer will be required to continue to provide verbal and/or written updates to the Department on the progress and performance of the Trials.
11. Clause 2.5 of Schedule 1 sets out that while some Trials may be designed to address the needs of specific groups, no Trial should be exclusive in the people that it seeks to address. Can individual information hubs and community hubs target specific populations (e.g. particular people from culturally and linguistically diverse backgrounds)?	<p>Yes. Information hubs and community hubs may be designed to target and address the needs of one or more of the groups set out in clause 2.5 of Schedule 1.</p> <p>As set out in clause 2 of Schedule 3, Tenderers are required to submit a draft detailed implementation approach and methodology that addresses each of the requirements described in clause 5 of Schedule 1. In accordance with clause 5 of Schedule 1 (ID 12), the draft detailed implementation approach and methodology is required to describe the Target Population(s) for each Trial location. This description is required to be accompanied by a supporting rationale. In accordance with clause 5 of Schedule 1 (ID 13), the implementation approach and methodology is required to ensure that the Target Populations are addressed across the Trials.</p>



Question	Answer
12. Clause 2.5 of the RFT sets out that the Trials are supported by funding of up to \$5,570,400 (GST inclusive). Can the Department confirm why a GST inclusive amount has been referred to in the RFT? Can the Department confirm that this means that the funding available to spend is up to \$5,064,000, given the GST component will be returned to the Australian Taxation Office?	<p>The Department considers that GST will apply because the successful Tenderer will be providing a service to the Department. Clause 2.5 of the RFT therefore refers to a GST inclusive amount.</p> <p>Yes. The GST inclusive amount of (up to) \$5,570,400 includes the GST component, which the successful Tenderer is required to remit to the Australian Taxation Office. Assuming the full amount of the supply is a taxable supply, the successful Tenderer will be required to remit (up to) \$506,400 to the Australian Taxation Office. This leaves a GST exclusive amount of (up to) \$5,064,000 as the funding available to spend.</p>
13. Does the definition of Aged Care Provider include all organisations that are funded by the Commonwealth under the Commonwealth home support programme Aged Care Providers?	Yes. The definition of Aged Care Provider includes all organisations that are funded by the Commonwealth under the Commonwealth home support programme.
14. Can a Tenderer propose to engage an appropriate Aged Care Provider to assist in delivering a particular information hub or community hub?	Yes. A Tenderer may nominate an Aged Care Provider as a Subcontractor in its Tender. Clause 15 of the RFT provides further information about this matter.
15. Can the Department clarify why it has not used its standard grant agreement?	The successful Tenderer will be providing a service to the Department. For this reason, the Department will engage the successful Tenderer via a contract for services.
16. Will the Department negotiate the provisions of clause 10 of the Draft Contract at Schedule 6?	If a Tenderer does not agree with all the provisions of the Draft Contract, it should set this out in its response to Schedule 4.
17. Why does the Draft Contract at Schedule 6 include clauses that have not been included in previous contracts (e.g. clause 15.4 and clause 19.1)?	The Draft Contract is based on the Department's standard contract for services, but some amendments have been made to ensure that the terms are current and suitable for use for the Services. Clause 15.4 is a standard clause that has been used in previous Departmental contracts. Clause 19 is a new clause, but clauses on similar terms are commonly included in Commonwealth contracts.



Question	Answer
18. What are the security requirements for Specified Personnel?	Security requirements are set out in clause 19 of the Draft Contract.
19. Can the Department provide further information about the communication activities that the successful Tenderer will be required to undertake in relation to the Trials?	As set out in clause 2 of Schedule 3, Tenderers are required to submit a draft detailed implementation approach and methodology that addresses each of the requirements described in clause 5 of Schedule 1. In accordance with clause 5 of Schedule 1 (ID 18), the draft detailed implementation approach and methodology is required to describe the communication and engagement activities that the successful Tenderer will undertake to support successful implementation and delivery of the Trials. Clause 5 of Schedule 1 (ID 18) provides further detail about the matters to be addressed in this description.
20. Will core communication material and messaging regarding aged care be developed by the Department or the successful Tenderer?	<p>As set out in clause 4 of Schedule 1, the successful Tenderer will be responsible for all aspects of implementation and delivery of the Trials. This includes responsibility for establishing and managing communication and engagement activities to support implementation and delivery of the Trials and maximise their success, including development of communication material outlined in the detailed implementation approach and methodology that is approved by the Department.</p> <p>Broader communication activities regarding the Measure in general will remain the responsibility of the Department.</p>
21. Should Tenderers include the cost of communication and engagement activities, including communication material, in their response to the RFT?	Yes. As set out in Schedule 5, Tenderers are required to provide an itemised breakdown of all fees, charges and other costs associated with coordinating and delivering the Trials. This should include all fees, charges and other costs associated with communication and engagement activities.



Question	Answer
22. Can the Department share existing research on size and details of the Target Population?	<p>A broad range of information and data on aged care in Australia is available at <a href="https://www.gen-agedcaredata.gov.au/">https://www.gen-agedcaredata.gov.au/</a>.</p> <p>Appendix 1 of the <a href="#">Aged Care Diversity Framework</a> presents some statistics on the diversity of characteristics and life experiences of older people, many of which are relevant to the Target Population.</p>
23. Can the Department provide details of current funding provided to Primary Health Networks for navigator services?	<p>The Department does not provide specific funding to Primary Health Networks for aged care system navigator services. However, some Primary Health Networks may be using Commonwealth funding to undertake aged care system navigator activities.</p>
24. What information are Tenderers required to provide in response to Evaluation Criterion 3 and 4?	<p>As set out in clause 22.1 of the RFT, when evaluating Tenders against Evaluation Criterion 3, the Department will consider the Tenderer's pricing information, as specified in the Tenderer's response to Schedule 5 (Pricing Schedule). Tenderers are therefore required to provide a response to Schedule 5 (Pricing Schedule) in response to Evaluation Criterion 3.</p> <p>As set out in clause 22.1 of the RFT, when evaluating Tenders against Evaluation Criterion 4, the Department will consider any risks inherent in, or associated with, the Tenderer's Tender that have not otherwise been considered under other Evaluation Criteria including:</p> <ul style="list-style-type: none"><li>• the Tenderer's financial viability;</li><li>• the Tenderer's compliance with the Draft Contract; and</li><li>• any conflicts of interest.</li></ul> <p>This may include, but may not be limited to, the Tenderer's Tenderer Deed at Schedule 2 and the Tenderer's response to Schedule 3 (Tenderer Response Information) and Schedule 4 (Statement of Non-Compliance).</p>



Question	Answer
25. Is the appointment and engagement of the six full time equivalent specialist support workers required to be implemented and delivered within the total amount of funding allocated to support the Trials of up to \$5,570,400 (GST inclusive)?	<p>Yes. As set out in clause 2.2 of Schedule 1, the RFT relates to the implementation and delivery of the Information Hubs Trials, Community Hubs Trials and Specialist Support Workers Trials.</p> <p>The Specialist Support Workers Trials is defined as the trials that relate to the six full time equivalent specialists in consumer-focused organisations to offer one-one-one support for vulnerable people.</p>
26. In terms of Figure 1 (Roles and responsibilities of parties involved in the Aged Care System Navigator Measure), can the Department confirm that the evaluation of the Measure is not within the scope of this RFT?	Yes. As set out in clause 2.8 of Schedule 1, the Department intends to engage an evaluator to evaluate the Measure. The evaluation of the Measure is not within the scope of this RFT.

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