

Request for Quote (RFQ) Catheter Care Training (PAC104)

Introduction

Capital Health Network (CHN) is the Primary Health Network (PHN) for the ACT. PHNs have been established by the Australian Government with the key objectives of:

- increasing the efficiency and effectiveness of health services for patients, particularly those at risk of poor health outcomes, and
- improving coordination of care to ensure patients receive the right care in the right place at the right time.

Overview

The purpose of this Request for Quote (RFQ) is to procure services of individuals or organisations who wish to be considered for the provision of the catheter care course to upskill residential aged care staff to better manage the catheter health of the residents in their facilities. There are three levels of care staff that need training: RNs, ENs and carers. The desired training arrangement would deliver multiple sessions and be:

- Face-to-face workshops for small groups (minimum of 10) of Registered Nurses (RNs) and Enrolled Nurses (Ens) with equipment provided. Accredited competency-based courses are preferred.
- Online learning modules and/or material for carers to care for catheters during daily activities and recognise signs that require further attention. A minimum statement of attendance is required.
- Community of practice sessions to assist trainers and/or facilities when a refresher/reflective session is required.

Key Objectives

Training areas need to include the following:

1. Clinical components – male and female IDC & SPC

- Anatomy & physiology
- Indication for IDC or SPC intervention
- Pathophysiology: retention, sphincter atrophy etc
- Prostate health and considerations of male
- Equipment Preparation

- Patient preparation: communication pain relief, position etc
- Correct use of equipment (water in balloon, choosing correct catheter – size and type, different types of bags, a “Flip Flow” device to eliminate free drainage and urine collection bags)
- Infection control
- Insertion procedure
- Catheter maintenance: dressing, cleaning, infection control, flushing, irrigation
- Catheter monitoring and assessment: know what to assess and potential complications
- Complications: know what to do for e.g. sepsis, bleeding, blocking
- Troubleshooting
- Catheter removal
- Understand the clinical scope at each staff level and know when to escalate to whom (e.g. GRACE, ECP, GP, ED)
- Specimen collection
- Normal values pathology
- Intermittent catheterisation

2. Communication component

- Understanding the workplace policy and procedure
- How to document and record the procedure performed
- How to communicate effectively with residents/Enduring Powers of Attorneys/carers
- Gaining consent
- Psychological considerations of performing the procedure and of the residents who receive the procedure.
- Trauma informed care.

3. Evaluation

- Completion of student evaluation to gather feedback on the experience and outcomes of the training for all components.
- Evaluation of outcomes to be provided to CHN

Requirements

CHN is seeking an RFQ from individuals or organisations who wish to be considered for the provision of the catheter care course for Residential Aged Care Facility workers. The quote is to be submitted

by COB Thursday, 16th May 2024. The following requirements and standards apply to potential future suppliers.

- a Non-Government Organisation (NGO) with experience in providing catheter care training in residential aged care environment
- can provide face-to-face training in the ACT
- can arrange accreditation and certificate of attendance as required
- can provide follow-up support up to six months post training (online)
- can develop online resources to assist aged care staff to refresh their learnings (CHN can provide further support for this)
- have a registered Australian Business Number (ABN).

Professional Standards

- Must be a Registered Training Organisation (RTO)

Accreditation and Quality Standards

Where applicable, Supplier must adhere to relevant national service, safety and quality health standards and guidelines, including but not limited to:

- [Cultural Respect Framework 2016–2026](#) for Aboriginal and Torres Strait Islander Health.
- [Aged Care Quality Standard: Quality Standards | Aged Care Quality and Safety Commission](#)
- [Commonwealth Child Safe Framework](#)

Additional Information required

- Clear learning outcomes that are relevant to a residential aged care environment
- A clear, detailed and reasonable proposed budget for training, support, online resource and accreditation
- Clear and reasonable plan for support post training

Funding and Budget Information

CHN will fund a single provider following the execution of a relevant services order (contract) until 30 June 2025, with no option of extension. The training provider will be contracted via this procurement (RFQ) process for the period 1 July 2024 - 30 June 2025. Payment will be made upon execution of the services order.

Using the training overview as a guide, the RFQ respondent must provide a budget that aligns with their quote.

Service Agreements and Deliverable/Reporting Requirements

Services Orders will commence on execution of the agreement and continue until 30 June 2025. Indicative deliverable requirements are detailed below. These will be finalised during contract negotiation.

Deliverable	Timeframe
Status meetings	As required
Evaluation reports	30 days post sessions
Performance Report (1 Jan 2025 – 30 June 2025)	31 July 2025

Timeline

Stage 1 - Request for Quotes:

- The RFP process commences **Thursday, 2nd May 2024**.
- Questions and request for information close at **5.00 pm Friday, 10th May 2024**
- The closing date and time for this RFP is **5.00 pm Thursday, 16th May 2024**.

Stage 2 - Review of Submissions:

- Review of proposals by 28th May 2024
- Preferred Provider identified by 11th June 2024

Stage 3 - Contract Negotiation:

- Contract negotiation finalised by 17th June 2024

Stage 4 - Establishment:

- Establishment from 01 July 2024

Stage 5 - Services Commence:

- Services to commence August/September 2024

1. Condition of quote

1.1 Purpose

This RFQ invites quotations from selected RFQ Respondents (Suppliers) for the provision of the services described in this document. All information provided in this RFQ and provided by CHN as part of the RFQ process is confidential and provided solely for the purpose of the RFQ and may not be used for any other purpose whatsoever without the written permission of CHN.

All information provided by a Supplier in response to this RFQ is considered commercial-in-confidence material and will be held, considered and disposed of in confidence, except to the extent required by law.

1.2 Quotation Accuracy

Before submitting a quotation, suppliers must:

- Examine all information relevant to the risks and contingencies and other circumstances affecting the quotation; and
- satisfy themselves:
 - a. that the price is correct; and
 - b. that it is financially and practically viable for them to enter and perform the contract.

1.3 Quotation Lodgement

Quotations (including all supporting information) must be received in full by the Closing Date. Suppliers should notify CHN in writing on or before the Closing Date and Time if they find any discrepancy, error or omission in this RFQ.

Suppliers are asked to complete and submit their responses using the Response Form provided.

1.4 Conflict of Interest

Suppliers must disclose any conflicts of interest in their quotation.

1.5 Social Procurement Approach and Not-For-Profit Approach

Suppliers must provide details of any Social Procurement practices and examples of previous Not-for-Profit participation. This includes discounts provided to not-for-profit.

1.6 Quotation Validity

It is not intended by CHN or the Supplier that an issue of an RFQ or a response to it commits, obligates or otherwise creates a legal relationship in respect to entering into a contract with that party. However, any quotation lodged with CHN will constitute an irrevocable offer by the Supplier, which remains open and capable of acceptance until six months from the RFQ closing date.

1.7 Acceptance of Quotation

CHN is not bound to accept any quotation. CHN shall not be in any circumstances responsible for any costs incurred by the Supplier in preparing and submitting a quotation. Acceptance of a quotation or part of a quotation will be subject to CHN and the successful Supplier entering into a written agreement and/or placing a Purchase Order.

1.8 Notification

Following CHN's decision, all suppliers will be notified of the outcome of their submitted quotations. We ask that during the period of time between responding to the RFQ and communicated outcomes of the RFQ, the supplier does not contact CHN for updates on the process unless considered critical.

1.9 CHN Contact Person

All communications must be issued to the Contact Person listed.

RFQ Reference	PAC104
Key contact during RFQ process	Name: Hope McMahon Email: tenders@chnact.org.au
Timetable	
RFQ issued	Tuesday 30th April 2024
Closing time and date	5:00pm AEDT, Tuesday 14th May 2024
Lodgement	
Lodgement instructions	Responses must be submitted on the Response Form provided and emailed to tenders@chnact.org.au Email subject line to include: RFQ – PAC104