
Q&A: Tuggeranong Medicare Mental Health Centre (PAC111)

1. Question

Are applicants able to provide additional documentation to supplement answers provided to the questions in the RFP Response Form?

Answer

Where relevant, individual Assessment Criteria indicate whether additional documentation is required or may be provided optionally. Of this indicated documentation, applicants are permitted to include those items within the RFP Response Form or to attach them to their response. **Applicants are not permitted to include any additional documentation that is not specifically identified by the RFP Response Form or this Q&A document.**

If desired, applicants may use graphics, tables, and/or images within their responses to Assessment Criteria. However, unless indicated, any words contained in graphics, tables, and/or images will be counted as part of the maximum word count for each response.

2. Question

Will you provide a budget template for applicants to use?

Answer

Capital Health Network do not typically provide budget templates for tender applicants to use. Providers are encouraged to detail a projected budget in their preferred format, provided all directions in the criterion description have been adhered to.

3. Question

The budget on page 9 of the RFP appears to have some discrepancies- can you confirm the correct funding amounts?

Answer

Due to an internal calculation error, the total funding for PAC111 Tuggeranong Medicare Mental Health Centre was previously listed in the RFP as \$2,900,444.56. CHN apologises for any confusion caused by this oversight, and can confirm that the total available funding is \$2,700,444.56. The RFP has since been updated, and the correct figures are also confirmed below.

Establishment	2024-25	2025-26	Total
\$659,800.00	\$1,013,224.65	\$1,027,419.91	\$2,700,444.56

4. Question

Part D of the tender specifications, 'Additional Requirements, Assurance, and Compliance Considerations' refers to 'Accreditation/Registration/Certification (as appropriate)'. Are you able to specifically confirm what these incorporate?

Answer

The 'Accreditation/Registration certification (as appropriate)' criterion is a standard inclusion in CHN's Request for Proposal documents, inviting potential applicants to provide details of any accreditation or registration relevant to the RFP and their area of service delivery. For example, one application for a past CHN tender opportunity listed that the organisation had been accredited against the QIC Health and Community Services Standards.

For the PAC111 Tuggeranong Medicare Mental Health Centre RFP, no specific accreditation/registration/certification/etc. is being requested- instead, we encourage applicants to consider the nature of this service and detail any assurance/s their organisation holds that could support their written responses.

5. Question

We would like to know more about the Canberra Medicare Mental Health Centre (formerly Canberra Head to Health) and/or the ACT branch of the national Head to Health Phone Service. Who can we contact for this information?

Answer

All questions about the Canberra Medicare Mental Health Centre (MMHC) and/or the Head to Health Phone Service should be directed to CHN, via tenders@chnact.org.au. As the ACT's Primary Health Network and the commissioner of these services, CHN will be able to answer most queries about the Canberra MMHC, the local Phone Service, and the national service model.

Think Mental Health, the lead agency for the Canberra MMHC and the ACT Head to Health Phone Service, have kindly offered to support CHN with specific questions about these services. Where deemed appropriate, CHN may elect to direct certain questions to Think Mental Health to facilitate a response. As per our processes, these responses will be included in future updates to this Q&A document. Applicants should **not** directly contact Think Mental Health regarding the Canberra MMHC or Head to Health Phone Service as part of their tender application process.

6. Question

Are CHN able to provide any further information in relation to the possible service location/site? How will this impact on proposed budgets as part of this RFP?

Answer

CHN have been able to identify a site of approximately 250-300m² in the Tuggeranong town centre region (Greenway) suitable for the Tuggeranong MMHC. This site meets a number of identified service needs, including easy access to public transport and amenities, proximity to other health and community services, good natural light, parking availability, and balancing public visibility with consumer discretion. CHN are also exploring options for co-location alongside other services within the same building.

CHN have engaged in this search prior to lead agency procurement to facilitate rapid establishment processes and to capitalise on co-location opportunities. However, planning and negotiations regarding the potential site are ongoing, and regular updates are not able to be provided while lead agency procurement is underway. Further details will be discussed with the preferred provider during the contract negotiation stage. Where relevant to their service delivery budget, applicants are encouraged to realistically estimate premises costings based on available information- however, these are not expected to be highly accurate. As the budget is not scored, applicants will not be penalised for inaccurate premises costs. The likely impact of unclear premises costs on the rest of the service delivery budget will also not be considered in the scoring of any assessment criteria and will be used by the assessment panel as a guide only.

7. Question

Are applications permitted to propose subcontracting arrangements for the Tuggeranong MMHC? Can one organisation be included on multiple applications to deliver (proposed) subcontracted services? Are there any limits on how organisations can subcontract or be subcontracted?

Answer

Organisations applying for this tender are permitted to propose subcontracting arrangements in order to meet operational needs for the Tuggeranong MMHC. If proposed, applicants should ensure that these arrangements are appropriately considered in their written responses to the Assessment Criteria and Budget. Additionally, it is expected that the applicant provides evidence of in-principle agreement to any arrangement from the subcontracted organisation, such as copies of email correspondence or a letter of support. This evidence may be included as a supplementary attachment.

There are no limitations on how applicants can propose to subcontract organisations, provided the purpose and intention of the arrangement is clearly articulated in relevant criteria. The proposed subcontracted organisation does not need to maintain exclusivity to applicant organisations/potential lead agencies. To ensure clarity in this matter- multiple organisations may apply for the tender opportunity with the same proposed subcontracted organisation/s. Additionally, organisations may apply for the tender opportunity with more than one subcontracted organisation. However, each applicant organisation must provide evidence of each subcontracted organisation's in-principle agreement to their specific arrangement.

8. Question

Does the Tuggeranong MMHC need to operate on a clinically-based service model?

Answer

The Tuggeranong MMHC must provide services consistent with the national service model, including the four core service elements. Meeting these requirements typically includes some level of clinical mental health supports, such as psychology services. However, the model does allow for the Tuggeranong MMHC to respond flexibly to regional variations, which could include non-clinical services. In preparing their responses, applicants are encouraged to consider specific local needs and how those needs might best be addressed within the scope of the Tuggeranong MMHC. For more detailed information about the service model, applicants should consult the *Service Model for Head to Health Adult Mental Health Centres & Satellites*, available on the [PAC111 tender page](#).

9. Question

Is the Tuggeranong MMHC expected to support a certain number of clients or provide a certain number of services?

Answer

CHN have not established a minimum expectation of clients seen or occasions of service to be provided by the Tuggeranong MMHC. It is expected that this figure may vary due to differences in proposed service models, as well as the time needed for the service to build trust and community awareness in the region. Appropriate service outputs will be explored further with the successful lead agency during contract negotiation and ongoing performance management processes.

10. Question

Is there a typical organisation structure and/or service profile that applicants must meet/demonstrate?

Answer

No particular organisational structure is required of applicants, and any type of organisation may be successful provided appropriate governance and other operational requirements are in place. Regardless of their structure, applicants should consider how their governance arrangements support the delivery of high-quality care, enable risk identification, mitigation and management, and impact accountability, decision-making, and reporting processes.

As Medicare Mental Health Centres vary in their services provided and local population factors, there is also no standard service profile applicants are required to conform to. The staffing makeup of the Tuggeranong MMHC will be capable of providing the four core service elements and appropriately supporting the mental health and wellbeing needs of consumers in the region. Unique or innovative service profiles may be considered where

appropriate to a proposed service model. For more detailed information about the service model, applicants should consult the *Service Model for Head to Health Adult Mental Health Centres & Satellites*, available on the [PAC111 tender page](#).

11. Question

Is the Tuggeranong MMHC expected to provide services outside working hours?

Answer

At this stage, there is no expectation that the Tuggeranong MMHC provides services outside working hours. CHN recognises that this can be difficult during early stages of service delivery and may require additional scheduling, planning, and processes to support. However, after-hours services are within the scope of the national service model, and applicants are permitted to propose alternative operational arrangements if they desire (including scaling-up to non-standard hours). Regardless of proposed operational arrangements, applicants are encouraged to consider how access to care within and/or outside of standard working hours may impact different populations and overall service accessibility.