

Request for Quote (RFQ) Cultural Awareness Training

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

This Request for Quote (RFQ) relates to the Australian Government Primary Health Network's programme. CHN is funded to deliver this program to improve access to culturally appropriate mainstream primary care services (including but not limited to general practice, allied health and specialist) for Aboriginal and Torres Strait Islander people.

We are seeking quotes from training providers who offer Cultural Awareness training and are available to deliver three face-to-face sessions in the ACT between March and June 2025.

Responsibilities / Requirements

The training provider will be responsible for the delivery of three (3) separate face-to-face training sessions in the ACT. These sessions will be delivered to:

1. Primary health care providers (approx. 30 participants)
2. CHN commissioned service providers (approx. 25 participants); and
3. CHN staff (approx. 10 participants)

CHN can provide a location for this training if providers do not have a location available to them. All training is to be delivered between March and June 2025 with sessions to be held during 9am – 5pm for CHN commissioned service providers and CHN staff with a maximum of 3 ½ hours. Evening sessions, from 5:30pm for Primary health care providers with a maximum of four hours. CHN can provide catering for any sessions that may require it.

Travel, transport and accommodation costs associated with providing the training will be at the cost of the provider.

Key Objectives

To improve the health of First Nations peoples by delivering training to CHN staff and healthcare professionals to have:

- greater awareness and understanding of First Nation people’s history and culture.
- cultural protective factors, including an appreciation of Aboriginal kinship and family structures.
- insight into the Stolen Generations and ongoing trauma.
- understanding of how colonisation continues to affect First Nations people today.
- awareness of how to engage respectfully with First Nations people
- enhanced skills in working effectively with First Nations people.
- enhanced skills in providing culturally safe health service to First Nations people.

Timeline

- Open RFQ – 17 December 2024
- End of period for questions / request for information - 12noon, Tuesday 21 January 2025
- Close RFQ – 5PM, Tuesday 28 January 2025
- Review submissions by 11 February 2025
- Preferred provider identified by 18 February 2025
- Quote accepted and delivery of training begins March 2025

Payment Schedule

Payment	Anticipated timing	%
Payment 1	on engagement of provider and provider verified bank details via <i>*eftsure</i>	50
Payment 2	After delivery of 2 nd training session	25
Payment 3	After delivery of 3 rd and final training session	25

**eftsure is bank verification software that helps CHN prevent payment fraud and securely pay our providers.*

RFQ Response Form

All responses **must** be submitted on the provided RFQ Response Form.

Please refer to the RFQ Response Form for criteria, word limit and weighting.

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 References

Upon acceptance of quotation or proposal, CHN will notify the respondent when we wish to conduct reference checks from similar organisations specific to the services requested.

1.9 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.

1.10 CHN Contact Person

All communications must be issued to the Contact Person listed.

RFQ Reference and Title	PAC117 Cultural Awareness Training
Key contact during RFQ process	Name: Taylor Carriage Email: tenders@chnact.org.au
Questions	Any questions relating to this RFQ should be addressed to Key contact person and sent via email.
Issue Date	17 December 2024
Closing Date	5:00pm AEDT, Tuesday 28 January 2025
End of period for Questions	12 noon AEDT, Tuesday 21 January 2025
Lodgement instructions	Responses must be submitted on the Response Form provided and emailed to tenders@chnact.org.au by the closing date specified above. Email subject line to include: RFQ – PAC117