

# **Request for Proposal**

## **Care finder Program Services**

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### **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.

## Part A: Reference Schedule

Information in this Reference Schedule must be read in conjunction with **Part E** of this RFP.

<b>Item 1</b>	<b>RFP Reference</b>	<b>PAC092</b>
<b>Item 2</b>	<b>Key contact during RFP process</b>	Name: Hope McMahon, Program Manager Older Persons Health Planning Email: <a href="mailto:tenders@chnact.org.au">tenders@chnact.org.au</a>
<b>Item 3</b>	<b>Timetable</b> ( <i>may be changed by CHN in accordance with the Conditions of the RFP Process set out in Part E of this RFP</i> )	
	RFP issued	Monday, 14 May 2025
	Briefing (if any)	A briefing session will be held on Tuesday, 20 May 2025 – please register your interest via <a href="#">Eventbrite link</a> .
	End of period for questions or requests for information**	5.00 pm Wednesday, 28 May 2025 <i>Questions or requests for information <b>must</b> be submitted via <a href="mailto:tenders@chnact.org.au">tenders@chnact.org.au</a> using the subject heading <b>PAC092 RFP – Questions</b>.</i>
	Closing time and date	5.00 pm Tuesday, 10 June 2025
<b>Item 4</b>	<b>Lodgement</b>	
	Lodgement instructions	<p>Responses must be submitted on Request for Proposal template provided.</p> <p>Responses to be emailed (as PDF) to <a href="mailto:tenders@chnact.org.au">tenders@chnact.org.au</a>.</p> <p>Email subject line to include the wording: <b>PAC092 RFP [insert respondent name or organisation]</b>.</p> <p>All respondents should read this RFP in full, including this Reference Schedule (Part A), the Statement of Requirements (Part B), Assessment Criteria (Part C), Compliance and Assurance Requirements (Part D) and the standard Conditions of the RFP Process (Part E).</p>
<b>Item 5</b>	<b>Additional materials and information</b>	<p>The following additional materials have been made available to prospective respondents via the CHN website:</p> <ul style="list-style-type: none"> <li>- <a href="#">Care finder policy guidance</a></li> <li>- <a href="#">First report on the implementation of the care finder program</a></li> <li>- <a href="#">Resources for Care Finders - COTA Australia</a></li> </ul>

<b>Item 6</b>	<b>Additional Rules</b>	<p>Where relevant, applicants must adhere to relevant national service safety and quality health standards and guidelines, and the following:</p> <ul style="list-style-type: none"> <li>• <a href="#">Strengthened Aged Care Quality Standards</a></li> <li>• <a href="#">National Aboriginal and Torres Strait Islander Health Plan 2021–2031</a></li> <li>• <a href="#">The National Redress Scheme Grant Connected Policy</a> (making non-government institutions named in applications to the Scheme, or in the Royal Commission into Institutional Responses to Child Sexual Abuse, that do not join the Scheme ineligible for future Australian Government grant funding)</li> <li>• <a href="#">Commonwealth Child Safe Framework</a></li> <li>• <a href="#">National Child Safe Principles</a></li> </ul>
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## Part B: Statement of Requirements

### Overview of Program

Capital Health Network (CHN) received funding in 2022 from the Commonwealth Department of Health and Aged Care as part of the 'Connecting senior Australians to aged care services 2021' to deliver the care finder program. The program forms part of a significant investment in aged care reform in response to the recommendations of the Royal Commission. There had been long-standing calls for more localised and face-to-face support to help people to navigate and access aged care.

CHN commissioned five providers to deliver the care finder program in the ACT between 2023-2025. As of the end of March 2025, a total of 601 people have been supported by the program, including 198 active cases. The program continues to grow as awareness of the service increases, steady growth in target group referral numbers continue to be observed.

CHN has again received funding to extend the program and therefore seeks to commission a network of suitably qualified organisations to deliver care finder services across the ACT, between 1 September 2025 – 30 June 2029.

The care finder program will ensure provision of services that support engagement of senior Australians within the aged care system, assist them with aged care service navigation, access and connection with other relevant community support so that their needs are more holistically met. The care finder program will ensure provision of services that support engagement of senior Australians within the aged care system, assist them with aged care service navigation, access and connection with other relevant community support so that their needs are more holistically met.

The care finder target population is people who are eligible for aged care services and have one or more reasons for requiring intensive support to:

- interact with My Aged Care (either through the website, contact centre or face-to-face in Services Australia service centres) and access aged care services; and/or
- access other relevant supports in the community.

Reasons for requiring intensive support may include:

- isolation or no support person (e.g. carer, family or representative) who they are comfortable to act on their behalf and/or who is willing and able to support them to access aged care services via My Aged Care
- communication barriers, including limited literacy skills
- difficulty processing information to make decisions
- resistance to engage with aged care for any reason and their safety is at immediate risk or they may end up in a crisis situation within (approximately) the next year
- past experiences that mean they are hesitant to engage with aged care, institutions or government.

The Care finder service also targets older Australians from the following priority groups:

- Financially and socially disadvantaged
- People experiencing homelessness or at risk of homelessness
- Lives in a rural or remote area
- Aboriginal and Torres Strait Islander
- People from a culturally and / or linguistically diverse background
- Has been affected by forced adoption or removal
- Care leaver
- Veteran
- LGBTQ+

**CHN will commission care finders to:**

- Specifically target people who have one or more reasons for requiring intensive support to interact with My Aged Care (either through the website, contact centre or face-to-face in Services Australia service centres), access aged care services and/or access other relevant supports in the community.
- Establish and maintain a care finder network that addresses the specific local needs of the ACT region, in relation to care finder support; building knowledge and skills; integrating part of the local aged system; and collecting data and information to support evaluation of their programs.
- Leverage the network of care finders to strengthen the relationship of care finder providers, where a client is best supported by a different care finder provider, for example where a care finder's strength is supporting LGBTQI+ populations or those who are homeless, warm referrals can be made for the client's needs to be holistically met.
- Develop and maintain working relationships with the Elder Care Support Program providers and local First Nations Peoples services.
- Seek opportunities for the continuous improvement of the care finder program
- Proactively contribute to the integration between the health, aged care and other systems at the local level within the context of the care finder program.
- Employ care finders with relevant qualifications such as social work, human services, aged care, community services or health and/or relevant experience, whose primary function will include:
  - provide specialist and intensive assistance to help people in the care finder target population to understand and access aged care and connect with other relevant supports in the community
  - assertive outreach;

- engagement and rapport building with potential clients and local intermediaries;
- supporting people to interact with My Aged Care so they can be screened for eligibility for aged care services and referred for assessment;
- support to explain and guide people through the assessment process including, where appropriate, attending the assessment;
- high-level check-in with clients on a periodic basis and follow-up support once services have commenced.

### **Key Objectives and Intended Outcomes**

Intended objectives are to improve outcomes for senior Australians by:

- establishing and maintaining a care finder network that:
  - provides specialist and intensive assistance to help people in the care finder target population to understand and access aged care and connect with other relevant supports in the community
  - addresses the specific local needs of the region in relation to care finder support
  - is an integrated part of the local aged care system
  - collects data and information to support an evaluation of the care finder program
- supporting and promoting continuous improvement of the care finder program
- supporting improved integration between the health, aged care and other systems at the local level within the context of the care finder program.

The intended outcomes of the care finder program to:

- improve outcomes for people in the care finder target population, including:
  - improved coordination of support when seeking to access aged care
  - improved understanding of aged care services and how to access them
  - improved openness to engage with the aged care system
  - increased care finder workforce capability to meet client needs
  - increased rates of access to aged care services and connections with other relevant supports
  - increased rates of staying connected to the services they need post service commencement
- improve integration between the health, aged care and other systems at the local level within the context of the care finder program.

### **Funding and Budget Information**

Approximately \$3,896,404.84 (GST exclusive) will fund services contracted as care finder program providers via this procurement (RFP) process for the period 1 September 2025 – 30 June 2029.

CHN will determine how to allocate the funding of the care finder program, in consideration of local lessons learned through commissioning care finder 2023-2025, the AHA report on the implementation of the care finder program and the evidence and information submitted via this tender process. Organisations are encouraged to consider the options for developing partnerships or agreements to support streamlined intake processes to ensure people are connected with an appropriately skilled care finder and include detail of this within their application.

Using the above-mentioned funding amount as a guide, the RFP respondent must provide a budget that aligns with their proposal and reflective of the components in the 'Services Required' section below.

CHN may choose to negotiate proposed budgets with a preferred service provider prior to awarding a contract.

### **Anticipated timeframes**

#### **Stage 1 - Request for Proposals:**

- Procurement to commence by 14 May 2025 (RFP posted online)
- End of period for questions or requests for information 5.00 pm, 28 May 2025
- Proposal closes 5.00pm, 10 June 2025

#### **Stage 2 - Review of Submissions:**

- Review of proposals by 10 July 2025
- Preferred provider identified date 23 July 2025

#### **Stage 3 - Contract Negotiation:**

- Contract negotiation finalised by 30 July 2025

#### **Stage 4 - Establishment:**

- 1 August 2025 to 1 September 2025

#### **Stage 5 - Services Commence:**

- Services delivery can commence from 1 September 2025

(Stages 2-5 are approximate dates).

### **Services Required**

- Provide support through registration process, screening and assessment and means testing.
- Provide post-assessment support to access aged care and connect with relevant support/s in the community.
- Conduct assertive outreach and rapport building.
- Conduct regular high-level check-in with clients on a periodic basis and follow-up support once services have commenced.
- Provide follow-up support and reassess needs as they change, or services have lapsed.
- Take a multi-dimensional approach when considering a client's needs and other relevant support in the community that may assist the client to:
  - maintain and/or improve their psychological, emotional and physical wellbeing,
  - break down barriers that may impede their access to aged care.

### **Access to services**

The service provider must accept referrals for older Australians within the target group who reside within the ACT. Where applicable, the service provider must work with other care finder providers and/or with the referring party to identify an alternative support service for an older person. Formal arrangements where intake can be streamlined to ensure people are best matched with an appropriate care finder are encouraged.



### **Training and supervision requirements**

- All care finders, their managers and triage staff will be required to complete mandatory online induction training regardless of prior training or experience. The induction training package developed by the Department of Health and Aged Care will cover key foundational information for the care finder role and competencies.
- Client-facing staff will also be required to have completed training in cultural safety and trauma-informed care.
- Provision of support to care finder staff i.e. via clinical supervision or counselling to support wellbeing and reduce the risk of burnout.

Care finder providers should read and understand the requirements and expectations of the care finder program provider as outlined in the [care finder policy guidance for PHNs](#).

### **Service Agreements, Deliverables and Reporting Requirements**

Contract negotiation phase is expected to be entered into during the period of 23 July to 30 July 2025 with a commencement date of 1 September 2025.

All contracted care finder organisations must be fully operational following an initial establishment period, with the ability to work with existing providers for client handovers from 1 October 2025, and full service delivery must be available for clients by no later than 31 October 2025. Where relevant, providers will need to work with any care finder organisations exiting the service, to ensure service continuity to clients and a seamless transition for the community and sector. Continuing care finder providers should have no interruption to service delivery.

Providers will be required to provide periodic qualitative and quantitative data to CHN and any other organisation evaluating the service on behalf of the Commonwealth. This will include but is not limited to:

- Activity data relative to service performance indicators. This includes monthly data on case number and types, in and outbound referrals, service delivery activities, assertive outreach, client experience and quarterly information on Care finder staff and training.
- Biannual performance reports with quantitative and qualitative data including case studies, quality improvement activities and information on sector engagement and integration
- Biannual unaudited financial acquittal
- Annual audited financial acquittal
- Contract meetings with CHN as required
- Other ad hoc reporting as required

Information will be requested in several formats including direct input into data portals, and through reports. Providers will need to ensure they implement and maintain the processes to meet data collection and reporting requirements and have systems in place to track and monitor the service against the required performance indicators. Providers must ensure that all data collection, storage, and handling practices comply with the current Commonwealth and state legislation.

Contractual deliverables for successful respondents may include:

- Establishment and Communications Plan
- Annual Service Delivery Plan
- Risk Management Plan
- Staff Wellbeing Plan
- Transition Out Plan
- Other deliverables relating to ongoing service delivery.

## Part C: Assessment Criteria

The following criteria will be used to assess proposals. Word limits apply, no words beyond the limits will be assessed. No more than a total of three A4 attachments will be assessed, including budget, model/structures etc.

Assessment Criteria	Weighting
<p>1. Provide a detailed description of your proposed service delivery model that addresses the below. Include examples from services your organisation currently delivers. (<i>max. 1500 words</i>)</p> <ul style="list-style-type: none"> <li>a) Location of the care finder base.</li> <li>b) A detailed breakdown of your proposed workforce structure including roles, FTE, qualifications, experience, and areas serviced.</li> <li>c) Approach to staff engagement, wellbeing, retention, safety and development.</li> <li>d) How you propose to promote the care finders program.</li> <li>e) The approach to reaching individuals within the target group including vulnerable population groups. Please include strategies for assertive outreach and engagement with appropriate referrers and ensuring culturally appropriate services.</li> <li>f) Intake model, including any partnerships and ensuring people are connected with the appropriate care finder regardless of that being within your care finder team or from another provider.</li> <li>g) Management of the client journey from end to end including communication channels (e.g. face to face, virtual etc).</li> <li>h) Connecting clients with My Aged Care and other appropriate services including management of conflicts of interest (where your organisation provides aged care services).</li> <li>i) Stakeholder engagement including referrers, the community, aged care and health sectors and other care finders, including opportunities for service and sector integration.</li> </ul>	30 %
<p><b>2. Experience (<i>max. 600 words</i>)</b></p> <p>Describe your organisations experience, expertise and capability to deliver this service.</p> <p>Please include your experience in:</p>	20%

<ul style="list-style-type: none"> <li>a) Delivering services to older Australians particularly those targeted by the care finder service.</li> <li>b) Building and maintaining relationships and networks with stakeholders and other service providers. Provide examples of how you have worked with relevant stakeholders and how this will benefit the care finder service.</li> <li>c) Delivering a service across a diverse footprint including strategies to engage and support the workforce.</li> </ul>	
<p><b>3. Care finder qualities and attributes</b> (<i>max. 500 words</i>)</p> <p>Demonstrate your organisations experience in delivering service that is:</p> <ul style="list-style-type: none"> <li>a) Trauma-informed, patient-centered, safe and inclusive support.</li> <li>b) Significantly connected/ exposed to the targeted populations.</li> <li>c) Has capacity to conduct assertive and intensive out-reach.</li> <li>d) Demonstrative of a sufficient understanding of the complexity of needs and social temporal factors that shape people’s experience to access care, and the ability to flexibly adapt to it.</li> <li>e) Capable of building rapport with clients and other service providers to expand their network for intake.</li> </ul>	<b>20%</b>
<p><b>4. Organisational Capacity</b> (<i>max. 1000 words</i>)</p> <ol style="list-style-type: none"> <li>1. Demonstrate your organisations’ capacity to mobilise and operate the service including (500-word limit): <ul style="list-style-type: none"> <li>a) Existing workforce, capacity to recruit and onboard new staff.</li> <li>b) Organisational infrastructure to support service delivery.</li> <li>c) Tools to measure &amp; report on contract deliverables including data collection, and the reporting of outputs, outcomes, and impact. This should detail the methodologies used to maximise client survey completion rates.</li> <li>d) Project and contract management.</li> <li>e) Organisational governance.</li> </ul> </li> <li>2. Please provide examples of where you have successfully mobilised services of a similar scale/nature. (500-word limit)</li> </ol>	<b>20%</b>

<p><b>5. Budget and Value for Money</b></p> <p>The RFP respondent must provide a detailed budget. In compiling your budget, ensure that</p> <ul style="list-style-type: none"> <li>a) Administrative costs are capped at a maximum of 14.5% of proposed budget</li> <li>b) Administration and service delivery costs should be specifically defined and itemised where practical. All amounts included in the proposed budget must be GST-exclusive.</li> <li>c) Resourcing required for establishment and delivery of the care finder program is adequately reflected</li> <li>d) The budget is itemised, cost effective and has been developed in due consideration of the funding available as outlined in <b>Part B</b>.</li> </ul>	<p><b>10%</b></p>
<p><b>Value for Money</b> - Explain how your proposal demonstrates value for money. (max. 200 words)</p>	

## Part D: Additional Requirements, Assurance and Compliance Considerations

Assurances and Compliance
<p>The following information should be included in your response to the RFP (template provided)):</p> <ul style="list-style-type: none"> <li>a. Conflict of Interest</li> <li>b. Insurances</li> <li>c. Accreditation/Registration certification (as appropriate)</li> <li>d. Referees to support application</li> </ul>

## Part E: Conditions of the RFP Process

### 1. Application of these rules

Participation in the RFP Process is subject to compliance with the rules contained in this **Part E**.

All persons (whether or not they submit an RFP) having obtained or received this RFP may only use it, and the information contained in it, in compliance with the rules set out in this **Part E**.

All Respondents are deemed to accept the rules contained in this **Part E**.

The rules contained in this **Part E** of the RFP apply to:

- a. the RFP and any other information given, received or made available in connection with the RFP including any additional materials specified in **Reference Schedule (Part A)** and any revisions or addenda,
- b. the RFP Process, and
- c. any communications (including any Briefings, presentations, meetings or negotiations) relating to the RFP or Process.

### 2. Structure of Request for Proposal

This RFP consists of the following parts:

**Introduction** – contains an overview of the opportunity presented in, and the objectives of, this RFP.

**Part A – Reference Schedule**

**Part B - Statement of Requirements** describes the Goods and/or Services in respect of which CHN invites proposals from invited suppliers.

**Part C – Assessment Criteria**

**Part D – Additional Requirements, Assurance and Compliance Considerations**

**Part E - Conditions of the RFP Process** sets out the rules applying to the RFP documents and to the Process. These rules are deemed to be accepted by all Respondents and by all persons having received or obtained the RFP.

### 3. Request for Proposal

#### 3.1 Status of RFP

This RFP is not an offer. It is an invitation for potential Suppliers to submit a proposal for the provision of the Goods and/or Services set out in the Statement of Requirements contained in Part B of this RFP.

Nothing in this RFP is to be construed as creating any binding contract for the supply of the Goods and/or Services (express or implied) between CHN and any Respondent until CHN and a Respondent enter into a final, binding contract.

### **3.2 Accuracy of RFP**

While all due care has been taken in connection with the preparation of this RFP, CHN does not warrant the accuracy of the content of the RFP and CHN will not be liable for any omission from the RFP.

### **3.3 Additions and amendments**

CHN reserves the right to change any information in or to issue addenda to this RFP.

### **3.4 Representations**

No representation made by or on behalf of CHN in relation to the RFP (or its subject matter) will be binding on CHN unless that representation is expressly incorporated into any contract(s) ultimately entered into between CHN and a Respondent.

### **1.3 Licence to use and Intellectual Property Rights**

Suppliers obtaining or receiving this RFP and any other documents issued in relation to this RFP may use the RFP and such documents only for the purpose of preparing a proposal.

Such Intellectual Property Rights as may exist in the RFP and any other documents provided to Respondents by or on behalf of CHN in connection with the Process are owned by (and will remain the property of) CHN except to the extent expressly provided otherwise.

### **1.4 Availability of additional materials**

Additional materials (if any) may be accessed in the manner set out in the **Reference Schedule (Part A)**.

## **4. Communications during the RFP Process**

### **4.1 Key contact**

All communications relating to the RFP and the Process must be directed to the Key Contact by email to [tenders@chnact.org.au](mailto:tenders@chnact.org.au)

### **4.2 Requests for clarification or further information**

Any communication by a Respondent to CHN will be effective upon receipt by the Key Contact (provided such communication is in the required format).

CHN may restrict the period during which it will accept questions or requests for further information or for clarification and reserves the right not to respond to any question or request, irrespective of when such question or request is received.

Except where CHN is of the opinion that issues raised apply only to an individual Respondent, questions submitted and answers provided will be made available to all potential Suppliers via email from [tenders@chnact.org.au](mailto:tenders@chnact.org.au) at the same time without identifying the person or organisation having submitted the question.

A Respondent may, by notifying the Key Contact in writing, withdraw a question submitted in accordance with this **section 4.2**, and only if the question remains unanswered at the time of the request.

## **1.5 Improper assistance**

Respondents must not seek or obtain the assistance of Directors, employees, agents, contractors or service providers (with respect to this RFP) of CHN in the preparation of their proposal. In addition to any other remedies available to it under law or contract, CHN may, in its absolute discretion, immediately disqualify a Respondent that it believes has sought or obtained such assistance.

## **4.3 Anti-competitive conduct**

Respondents and their respective officers, employees, agents and advisers must not engage in any collusion, anti-competitive conduct or any other similar conduct with any other Respondent or any other person in relation to the preparation, content or lodgement of their proposal. In addition to any other remedies available to it under law or contract, CHN may, in its absolute discretion, immediately disqualify a Respondent that it believes has engaged in such collusive or anti-competitive conduct.

## **4.4 Complaints about the RFP Process**

Any complaint about the RFP Process must be submitted to the Key Contact in email to [tenders@chnact.org.au](mailto:tenders@chnact.org.au) immediately upon the cause of the complaint arising or becoming known to the Respondent. The written complaint statement must set out:

- a. the basis for the complaint (specifying the issues involved)
- b. how the subject of the complaint (and the specific issues) affect the person or organisation making the complaint
- c. any relevant background information, and
- d. the outcome desired by the person or organisation making the complaint.

## **5. Submission of Proposals**

### **1.6 Lodgement**

Respondent proposals must be lodged only by the means set out in the **Reference Schedule (Part A)**.

### **5.1 Late proposals**

Proposals must be lodged by the Closing Time set out in the **Reference Schedule (Part A)**. The closing time may be extended by CHN in its absolute discretion.

Proposals lodged after the closing time or lodged at a location or in a manner that is contrary to that specified in this RFP will be disqualified from the Process and will be ineligible for consideration, except where the Respondent can clearly demonstrate (to the reasonable satisfaction of CHN) that late lodgement of the proposal:

- a. resulted from the mishandling of the Respondent proposal by CHN; or
- b. was hindered by a major incident and the integrity of the Process will not be compromised by accepting a proposal after the closing time.



The determination of CHN as to the actual time that a proposal is lodged is final. Subject to **Section (a) and (b)** above, all proposals lodged after the closing time will be recorded by CHN, and will only be processed for the purposes of identifying a business name and address of the Respondent. CHN will inform a Respondent whose proposal was lodged after the closing time of its ineligibility for consideration.

## **6. RFP documents**

### **6.1 Format and contents**

Respondents must ensure that:

- a. their proposal is presented on the required template, and
- b. all the information fields in the RFP template are completed and contain the information requested
- c. links to websites or online documents must not be included in the proposal as they will not be reviewed by CHN.

**CHN may in its absolute discretion reject a proposal that does not include the information requested or is not in the format required.**

Unnecessarily elaborate proposals beyond what is sufficient to present a complete and effective RFP are not desired or required.

Word limits where specified should be observed and CHN reserves the right to disregard any parts of the proposal exceeding the specified word limit.

Respondents should fully inform themselves in relation to all matters arising from the RFP, including all matters regarding CHN's requirements for the provision of the Goods and/or Services.

### **1.7 Illegible content, alteration and erasures**

Incomplete proposals may be disqualified or evaluated solely on the information contained in its proposal.

CHN may disregard any content in a proposal that is illegible and will be under no obligation whatsoever to seek clarification from the Respondent.

CHN may permit a Respondent to correct an unintentional error in its proposal where that error becomes known or apparent after the Closing Time, but in no event will any correction be permitted if CHN reasonably considers that the correction would materially alter the substance of the proposal.

### **6.2 Obligation to notify errors**

If, after a proposal has been submitted, the Respondent becomes aware of an error in the proposal (excluding clerical errors which would have no bearing on the assessment of the proposal) the Respondent must promptly notify CHN of such error.

### **6.3 Preparation of proposals**

CHN will not be responsible for, nor pay for, any expense or loss that may be incurred by Respondents in the preparation of their proposal.

### **6.4 Disclosure of Respondent contents and information**

All proposals will be treated as confidential by CHN. CHN will not disclose proposal contents and information, except:

- a. as required by Law
- b. for the purpose of investigations by the Australian Competition and Consumer Commission (ACCC) or other government authorities having relevant jurisdiction
- c. to external consultants and advisers CHN engaged to assist with the Assessment Process
- d. to other government departments or agencies in connection with the subject matter of the related Commonwealth programme or Process, or
- e. general information from proposals required to be disclosed by government policy.

CHN does however, reserve the rights to benchmark costings against relevant industry standards and across other primary health network organisations.

### **6.5 Use of proposals**

Each Respondent, by submission of their proposal, is deemed to have licensed CHN to reproduce the whole, or any portion, of their proposal for the purposes of enabling CHN to evaluate the proposal.

### **6.6 Withdrawal of proposal**

A Respondent who wishes to withdraw a proposal previously submitted by it must immediately notify CHN of that fact. Upon receipt of such notification, CHN will cease to consider that proposal.

## **7. Capacity to comply with Statement of Requirements**

**Part B** of this RFP gives a statement of CHN requirements with regard to the Goods and/or Services the subject of this RFP. It will be assumed that each Respondent will be capable of providing all of the Goods and/or Services in full. Where Respondents believe they will not be capable of providing all the Goods and/or Services in full or will only comply with the Statement of Requirements subject to conditions, they should either not apply or set out any potential limitations in their proposal.

## **8. Assessment of proposals**

### **8.1 Assessment process**

Following the Closing Time, CHN intends to evaluate all proposals received.

Proposals will be evaluated against the Assessment Criteria specified in Part B of the RFP.

## 8.2 Clarification of proposal

If, in the opinion of CHN, a proposal is unclear in any respect, CHN may in its absolute discretion, seek clarification from the Respondent. Failure to supply clarification to the satisfaction of CHN may render the proposal liable to disqualification.

CHN is under no obligation to seek clarification to a proposal and CHN reserves the right to disregard any clarification that CHN considers to be unsolicited or otherwise impermissible in accordance with the rules set out in this **Part E**.

## 9. Next stage

### 9.1 Options available to CHN

After assessment of all proposals, CHN may, without limiting other options available to it, do any of the following:

- a. prepare a shortlist of Respondents and invite further response to the RFP from those Respondents,
- b. prepare a shortlist of Respondents and call for tenders for Goods and/or Services or any similar Goods and/or Services,
- c. call for tenders from the market generally for the Goods or Services or any similar or related goods or services,
- d. enter into pre-contractual negotiations with one or more Respondents without any further need to go to tender,
- e. decide not to proceed further with the RFP or any other procurement process for the Goods or Services,
- f. commence a new process for calling for proposals on a similar or different basis to that outlined in this invitation, or
- g. terminate the process at any time.

### 9.2 No legally binding contract

No legal relationship will exist between CHN and a shortlisted Respondent relating to the supply of the Goods or Services unless and until such time as a binding contract is executed by them.

## 2 Additional rules

Any rules governing this Request for proposal Process in addition to those set out in this **Part E**, are set out in the **Reference Schedule (Part A)**.

## 10. Respondent warranties

By submitting a proposal, a Respondent warrants that:

- a. in lodging its proposal it did not rely on any express or implied statement, warranty or representation, whether oral, written, or otherwise made by or on behalf of CHN, its officers, employees, agents or advisers other than any statement, warranty or representation expressly contained in the RFP documents,

- b. it did not use the improper assistance of CHN employees or information unlawfully obtained from CHN in compiling its proposal,
- c. it has examined this RFP, and any other documents referenced or referred to herein, and any other information made available in writing by CHN to Respondents for the purposes of submitting a proposal,
- d. it has sought and examined all necessary information which is obtainable by making reasonable enquiries relevant to the risks and other circumstances affecting its proposal,
- e. it has otherwise obtained all information and advice necessary for the preparation of its proposal,
- f. it is responsible for all costs and expenses related to the preparation and lodgement of its proposal, any subsequent negotiation, and any future process connected with or relating to the RFP Process,
- g. it otherwise accepts and will comply with the rules set out in this **Part E** of the RFP,
- h. it will provide additional information in a timely manner as requested by CHN to clarify any matters contained in the proposal, and
- i. it is satisfied as to the correctness and sufficiency of its proposal.

#### **11. CHN rights**

Notwithstanding anything else in this RFP, and without limiting its rights at law or otherwise, CHN reserves the right, in its absolute discretion at any time, to:

- a. vary or extend any time or date specified in this RFP for all or any Respondents or other persons, or
- b. terminate the participation of any Respondent or any other person in the Process.

#### **12. Governing law**

This RFP and the Process is governed by the laws applying in the Australian Capital Territory.

Each Respondent must comply with all relevant laws in preparing and lodging its proposal and in taking part in the Process.

#### **13. Interpretation**

##### **14.1 Definitions**

**Respondent** means an organisation that submits a proposal.

**Briefing** means a meeting (the details of which are specified in the **Reference Schedule**) that may be held by or on behalf of CHN to provide information about the RFP and the Process.

**Capital Health Network (CHN)** means the organisation responsible for the RFP and the Process.

**Closing Time** means the time specified as such in the **Reference Schedule** by which proposals must be received.

**Proposal(s) and/or Response(s)** means a document lodged by a Respondent in response to this RFP containing a proposal to provide Goods and/or Services sought through this Process.

**RFP Process** means the process commenced by the issuing of RFP and concluding upon formal announcement by CHN of the selection of shortlisted Respondent(s) or upon the earlier termination of the process.

**Assessment Criteria** means the criteria set out in **Part C** of the RFP.

**Goods** means the goods or other products required by CHN, as specified in **Part B** of this RFP.

**Intellectual Property Rights** includes copyright and neighbouring rights, and all proprietary rights in relation to inventions (including patents) registered and unregistered trademarks (including service marks), registered designs, confidential information (including trade secrets and know how) and circuit layouts, and all other proprietary rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields.

**Request for Proposal (RFP)** means this document (comprising each of the **Parts A, B, C, D and E**) and any other documents so designated by CHN.

**Statement of Requirements** means the statement of CHN requirements contained in **Part B** of this RFP.

**Reference Schedule** means the schedule so designated forming part of **Part A** of the RFP.

**Services** means the services required by CHN, as specified in **Part B** of this RFP.

#### 14.2 Instruction

In this RFP, unless expressly provided otherwise a reference to:

- “includes” or “including” means includes or including without limitation, and
- “\$” or “dollars” is a reference to the lawful currency of the Commonwealth of Australia, and
- if a word and/or phrase is defined its other grammatical forms have corresponding meaning.