

Request for Quote (RFQ)

ACT Palliative Shared Care Model (PAC138)

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 ACT Palliative Shared Care Model - Phase 1 will engage a primary care and palliative care subject matter expert (SME) to work with the CHN Palliative Care Planning Team to co-design an ACT Palliative Shared Care Model between general practice and Specialist Palliative Care (SPC) services. The model will strengthen coordination, integration, role clarity, and communication to support consistent, high-quality palliative care for people in the community.

The model will

- Clarify shared roles, responsibilities, and care coordination expectations between general practice and SPC (including HBPC) and other relevant providers
- Improve GP access to timely SPC advice, consultation and escalation pathways to enable the right care, at the right time and in the right place
- Standardise communication, referral, handover and shared documentation processes between services
- Strengthen shared care planning with patients and families, including clearer triggers for SPC engagement and coordinated care plans
- Establish a practical system structure that supports ongoing collaboration, continuity of care and consistent expectations across the ACT
- Identify data and evaluation measures and other enablers (including technology) to support continuous improvement and future implementation

This work supports the Greater Choice for At Home Palliative Care 2025–2029 program by improving role clarity, care coordination and timely SPC engagement for people receiving palliative care in the ACT.

Responsibilities / Requirements

The SME will complete an initial scoping review and undertake targeted stakeholder consultation (e.g., workshops and/or interviews with GPs, SPC clinicians and consumers/carers) to document current challenges, define shared care expectations, and identify opportunities to improve coordination and continuity of care.

Deliverables will include the development of a proposed evidence-informed, locally tailored shared care model of care, recommended evaluation measures and implementation considerations including the use of digital health for future phases.

Expected Deliverables / Reporting Requirements

1. Scoping Review	Review current ACT palliative care pathways, models, service interfaces, CHN needs assessments and resources, other palliative shared care models. Conduct initial stakeholder consultation to understand current roles, expectations, and shared care principles operating in ACT.
2. Develop a Shared Care Model	Co-design and develop a proposed clearly documented ACT Palliative Care Shared Care Model, informed by consultation with general practice, SPC, and consumers/carers.
3. Clarify Roles and Responsibilities	Define and document agreed roles, responsibilities, and expectations for general practice and SPC within the shared care model.
4. Standardise Care Interfaces	Document standardised communication, referral, escalation, and handover processes to support continuity and safety of care.
5. Improve GP Access to SPC Advice	Establish agreed pathways for timely GP access to SPC advice and consultation.
6. Strengthen Shared Care Planning	Incorporate shared care planning principles that support collaboration between patients, families, general practice, and SPC.
7. Reporting and Recommendations	Produce an evidence-informed Shared Care Model with recommended evaluation measures, digital health and implementation considerations for future phases.
8. Performance and Financial Audit Report	Complete CHN performance report and Financial Audit

Payment Schedule

Payment	Anticipated timing	%
Payment 1	Payment will be made upon receipt of a correctly rendered Tax Invoice from the Provider, following engagement of the Provider through acceptance of their quote and verification of the Provider's bank details via <i>*eftsure</i>	50
Payment 2	On receipt of correctly rendered Tax Invoice from Provider by 15 June 2026.	50

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

Timeline

RFQ Open Date 05/05/2026

End of period for Questions Date 15/05/2026

RFQ Closes 22/05/2026

[refer to 'RFQ Response form' for criteria]

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	PAC138 ACT Palliative Shared Care Model
Key contact during RFQ process	Name: Ros Kirk 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	5 May 2026
Closing Date	5:00pm AEDT, 22 May 2026
End of period for Questions	5:00pm AEDT, 15 May 2026
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 – PAC138