

## **Request for Quote (RFQ)**

### **Improved Access to Psychological Services in Residential Aged Care Homes Evaluation (PAC135)**

#### **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 engage a provider to undertake an evaluation of the services delivered in the ACT under the Improved Access to Psychological Services in Residential Aged Care Homes (RACHs).

The key objective of the Improved Access to Psychological Services in Residential Aged Care program is to address gaps in psychological therapy by improving access, flexibility, and equity of care for aged care residents. This is achieved through delivering tailored, stepped-care psychological interventions that recognise the unique mental health needs of people residing in residential aged care homes. The program also builds capacity of residential aged care staff and general practitioners in early identification, response and referral as required reducing barriers to accessing psychological services and ensuring equity of access across the ACT. The program commenced service delivery in March 2025.

This evaluation will assess the effectiveness, implementation, and value of the program, and inform future decision-making regarding its sustainability, refinement, and potential integration within broader service and funding models.

#### **Purpose of Evaluation**

The evaluation will assess the implementation, effectiveness, and overall value of the program in improving mental health outcomes for residents in RACHs, as well as its impact on staff capability and service delivery.

There are three components of the evaluation:

**Component 1:** Assess the effectiveness of the service model implemented and the extent to which it was implemented as intended, including alignment with original program guidance and any adaptations required to support implementation and sustainability.

**Component 2:** Assess the impact and value of the program for RACH residents, staff, and broader context of service delivery. This may include consideration of resident outcomes and experience, staff capability, organisational impacts, service uptake, and operational factors influencing delivery.

**Component 3:** Assess system integration and sustainability, including how does provision of psychological services in RACHs potentially aligns with existing funding models and initiatives, and identify gaps, opportunities, and recommendations to support long-term sustainability.

### Responsibilities / Requirements

This procurement seeks an external provider to:

- Evaluate the value and effectiveness of the service model implemented in residential aged care homes
- Assess the impact of the program on residents, staff, and the broader context of service delivery
- Provide recommendations on the program’s sustainability and alignment with existing funding models

The evaluation must incorporate both quantitative and qualitative data to capture outcomes for residents, staff, and the broader RACH context. This may include surveys and interviews with residents and RACH staff, as well as analysis of deidentified data collected by the provider via validated measures such as the Kessler Psychological Distress Scale (K10) and the Hospital Anxiety and Depression Scale (HADS), to demonstrate the program outcomes and effectiveness.

The provider will be expected to design and deliver a robust evaluation framework, including appropriate data collection tools, analysis, and stakeholder engagement activities to support interpretation of findings. The evaluation should include engagement with key stakeholders, including RACH staff and relevant partners.

Deliverables will include interim and final evaluation reports outlining methodology, findings, limitations, and recommendations for future program refinement and sustainability.

### Expected Deliverables / Reporting Requirements

Deliverable	Description	Timeframe
<b>Project Plan &amp; Evaluation Framework</b>	Detailed project plan outlining methodology, evaluation framework, timelines, and key milestones	Within 1 month of contract execution
<b>Data Mapping &amp; Environmental Review</b>	Identification and review of available data sources, program documentation, and service context to inform the evaluation approach	Within 3 months of contract execution
<b>Status Meetings</b>	Status meetings to provide progress updates and address emerging issues	Fortnightly/Monthly and as required
<b>Mid-point Evaluation Report</b>	Mid-point report summarising progress, stakeholder engagement findings, early	December 2026

	insights on implementation and outcomes, and any emerging challenges or opportunities	
<b>Financial Acquittal reporting</b>	Audited Financial Acquittals	Six-monthly
<b>Draft Evaluation Report</b>	Draft report outlining methodology, preliminary findings, and initial recommendations	15 February 2027
<b>Final Evaluation Report</b>	Final report incorporating feedback, including findings, limitations, and recommendations	30 March 2027

### Payment Schedule

Payment	Anticipated timing	%
Payment 1 -	On engagement of provider and provider verified bank details via <i>*eftsure</i> and on receipt of correctly rendered tax invoice from Supplier.	25%
Payment 2 -	Payment on receipt of correctly rendered tax invoice from Supplier and receipt and acceptance of the Project Plan and the Evaluation Framework	25%
Payment 3	Payment on receipt of correctly rendered tax invoice from Supplier and receipt and acceptance of the Draft Evaluation Report and preliminary findings	25 %
Payment 4	Payment on receipt of correctly rendered tax invoice from Supplier and receipt and acceptance of the final Evaluation Report and recommendations	25%

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

### Timeline

#### Stage 1 - Request for Quotes:

- Procurement to commence by Tuesday 2 June 2026
- End of period for questions or requests for information 5.00pm, Friday 26 June 2026
- RFQ closes 5.00pm, Wednesday 1 July 2026

#### Stage 2 - Review of Submissions:

- Review of proposals by Wednesday 15 July 2026
- Preferred Provider identified by Friday 24 July 2026

Stage 3 - Contract Negotiation:

- Contract negotiation finalised by Monday 5 August 2026

Stage 4 - Establishment:

- Establishment from date of contract execution

Stage 5 - Services Commence:

- Services to commence August 2026

<b>Assessment Criteria</b>	<b>Weighting</b>
<p><b>1. Evaluation Approach/Framework and Qualities (500 words max.)</b></p> <p>Please describe your proposed approach to delivering the evaluation, including:</p> <ul style="list-style-type: none"> <li>• overall evaluation design and methodology, including how you will assess implementation, impact, and system integration in line with the three evaluation components</li> <li>• high-level data collection and analysis methods, including the use of quantitative and qualitative data</li> <li>• approach to stakeholder engagement (e.g. residents, RACH staff, GPs, and other relevant stakeholders)</li> <li>• how you will ensure findings are robust, meaningful, and appropriate for informing service model design and future decision-making</li> </ul>	<b>40%</b>
<p><b>2. Local Vision &amp; System Understanding (400 words max.)</b></p> <p>Please demonstrate your understanding of the residential aged care and mental health context relevant to this evaluation, including:</p> <ul style="list-style-type: none"> <li>• key considerations relating to the mental health and wellbeing of older people in residential aged care</li> <li>• the operating environment of RACH staff and organisational considerations</li> <li>• system-level factors, including service access, workforce, and implementation challenges</li> <li>• considerations for sustainability and integration of psychological services within existing funding and service models</li> </ul>	<b>30%</b>
<p><b>3. Experience &amp; Capability (300 words max.)</b></p> <p>Please demonstrate your experience and capability to undertake this evaluation, including:</p> <ul style="list-style-type: none"> <li>• experience evaluating health, mental health, aged care, or residential care programs</li> <li>• experience working with older people and/or vulnerable populations</li> <li>• demonstrated capability in mixed-methods evaluation and analysis</li> <li>• relevant organisational capability</li> </ul>	<b>20%</b>

<p><b>4. Budget and Value for Money</b> (350 words max. excluding tables)</p> <p>Provide an itemised budget outlining all costs associated with delivery of the evaluation. Submissions should demonstrate value for money, considering the proposed methodology, scope, and deliverables.</p> <p><i>The RFP respondent must provide a budget <b>and may attach one A4 page, font size minimum 10 for this purpose.</b> In compiling your budget, please note that</i></p> <ul style="list-style-type: none"> <li><i>Administrative costs are capped at a maximum of 14.5% of proposed budget</i></li> <li><i>Administration and service delivery costs should be specifically defined and itemised where practical. All amounts included in the proposed budget must be GST-exclusive.</i></li> </ul> <table border="1" data-bbox="193 813 1177 999"> <thead> <tr> <th><b>Category of Expense</b></th> <th><b>2026-27</b></th> <th><b>Total</b></th> </tr> </thead> <tbody> <tr> <td>Service Delivery 85.5%</td> <td></td> <td></td> </tr> <tr> <td>Administration Costs 14.5%</td> <td></td> <td></td> </tr> </tbody> </table>	<b>Category of Expense</b>	<b>2026-27</b>	<b>Total</b>	Service Delivery 85.5%			Administration Costs 14.5%			<p><b>10%</b></p>
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Service Delivery 85.5%										
Administration Costs 14.5%										

## **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.

<b>RFQ Reference and Title</b>	<b>PAC135 Improved Access to Psychological Services in Residential Aged Care Homes Evaluation</b>
<b>Key contact during RFQ process</b>	Name: Hope McMahon Email: <a href="mailto:tenders@chnact.org.au">tenders@chnact.org.au</a>
<b>Questions</b>	Any questions relating to this RFQ should be addressed to Key contact person and sent via email.
<b>Issue Date</b>	<b>Tuesday 2 June 2026</b>
<b>Closing Date</b>	<b>5:00pm AEDT, Wednesday 1 July 2026</b>
<b>End of period for Questions</b>	<b>5:00pm AEDT, Friday 26 June 2026</b>
<b>Lodgement instructions</b>	Responses must be submitted on the Response Form provided and emailed to <a href="mailto:tenders@chnact.org.au">tenders@chnact.org.au</a> by the closing date specified above. Email subject line to include: <b>RFQ – PAC135</b>