



## Clinical Service Providers in Gippsland Come Join our Village

At Gippsland PHN, community is the centre of everything we do and we know that it takes a village to provide a safe, secure and healthy environment for people to live, work and play.

With six Local Government areas, covering more than 40,000 square kilometres, many hands are needed to help meet our aim of improving the health outcomes of everyone in the region, from the largest regional cities to the smallest remote townships. Populations in some communities fluctuate at various times throughout the year, increasing the demand on local services.

General practices and other clinical service providers know their communities best. Care needs can be immediately identified, with providers more responsive and delivering seamless, integrated, care when and where it is needed most.



**Together as a community we deliver the clinical services that our communities need to thrive.**

Gippsland PHN commissions clinical services in the form of clinical service contracts with funding provided by the Australian Government, based on extensive needs assessments that involve community engagement, supported by comprehensive data and statistics.

As a user of public funds, Gippsland PHN has a responsibility to ensure public resources are used in an efficient, effective, economical and ethical manner. Value for Money is our key procurement principle which is why the majority of our contract opportunities are offered via a competitive public Request for Tender process.

To access the publicly available contract opportunities, clinical service providers are invited to respond to Requests for Tender (RFTs) as they arise.



**The Gippsland PHN Tender Toolbox explains the tools to help you build your RFT response.**

Learn about the Gippsland PHN Tender Toolbox on the next page.



## The Gippsland PHN Tender Toolbox



### Gippsland PHN's TenderLink Portal

Gippsland PHN uses the TenderLink Portal, located [here](#), as the point of origin for all public Requests for Tenders (RFTs). It's free for providers to register via this Portal.

#### In TenderLink you can:

- Register to receive automated emails of open and advanced notice of, public Request for Tender opportunities;
- Download documents related to a Request for Tender, including the Tender Specification, Tender Application Form and any other associated attachments;
- Ask technical questions relating to a Request for Tender via the online forum; and
- Submit your response to a Request for Tender.

If you need help with an initial registration or with an existing username or password reset, you can call TenderLink's Customer Service team directly on **1800 233 533**.

[TenderLink's website](#) has a multitude of resources available including videos that show how to access and respond to Requests for Tenders.



### Service Delivery Proposal

The Request for Tender is downloaded from TenderLink and consists of the Tender Specification, Application Form, and any other associated attachments. It explains the services required to be contracted and details the evaluation criteria against which tenders will be evaluated.

When preparing your response to the Request for Tender, consider how the required services might be delivered.

- Will you partner with other organisation and if so, what will be the roles and responsibilities of each partner be?
- Where will the service operate from? Will in reach and/or outreach services be offered?
- How will patients enter and exit the service, and re-enter if required?

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# The Gippsland PHN Tender Toolbox



## Service Delivery Plan

Your Service Delivery Plan should demonstrate how you intend to implement and deliver your proposal. It should cover the full length of the contract timeline and incorporate all aspects of the proposal, including planning, implementation, service delivery, evaluation and reporting.

Milestones in relation to stakeholder engagement, governance, reporting and continuous improvement activities should be taken into consideration and the proposed start date for service delivery must be clearly articulated.

The Tender Evaluation Panel may consider any risks associated with unclear or absent milestones and wants reassurance that service delivery is planned to commence as early as possible.



## Proposed Team

Design the proposed team to support your Service Delivery Proposal.

**Team Structure** – How many FTE (full time equivalent) roles will be required and what will the reporting structure be? How much supervision will be required? What about administration or coordination support? In a partnership arrangement, clearly differentiate which partner will be responsible for various roles and how partner roles will integrate.

**Qualifications** – What levels of qualifications will each team member require? Depending on the service to be delivered, specialist qualifications may need to be clearly articulated; for example, using the term ‘Mental Health Nurse’ instead of ‘Nurse’ where appropriate.

**Skills and Experience** – Which existing team members will you be allocating to the proposed team? Include resumes that demonstrate the skills and experience relevant to the required services.

**Recruitment** – If your proposal requires recruitment of personnel, include a plan that clearly demonstrates how recruitment will occur with realistic timeframes. Identify the risks that recruitment will entail and include appropriate risk mitigation strategies.

The Tender Evaluation Panel may consider both the quantity and quality of the proposed service delivery team, along with any associated risk.



## Clinical Governance Structure

The clinical governance structure required to support your Service Delivery Proposal should align with [Gippsland PHN’s Clinical Governance Framework](#), be culturally safe, include continuous improvement principles, and support staff wellness and workforce development.

Proposed supervision arrangements should be appropriate for the services being delivered.

The Tender Evaluation Panel may consider the quality of the proposed clinical governance structure including the quality and quantity of supervision arrangements, along with any associated risk.

# The Gippsland PHN Tender Toolbox



## Budget Proposal

Design a proposed budget to support your Service Delivery Proposal based on the available funding identified in the Tender Specification. The Request for Tender may seek one provider or one or more providers. The services may be required for a specific Local Government Area (LGA) or community or multiple LGAs or communities. The proposed budget must be aligned to your Service Delivery Proposal and, if applicable, differentiated between selected LGAs or communities.

The Proposed Budget should be presented in the format of an estimated financial statement. It should exclude GST, detail income (the requested funding amount) and all expenditure related to the Service Delivery Proposal such as staffing, travel and advertising, equating as close as possible to a nil balance.

Only items directly related to delivery of the required services should be included in the proposed budget. Items such as standard 'business as usual' operating costs along with any other items specifically referenced in the Tender Specification or program guidelines should be excluded from the proposed budget.

The Tender Evaluation Panel may examine the proposed budget in terms of Value for Money, including the percentage of corporate, operational and administration costs compared with the direct costs associated with service delivery. The validity of the proposed expenditure items will be reviewed in terms of expense type and financial amount. Financial risks such as overspend and underspend will also be considered, along with any associated risk.



## Stakeholder Engagement and Communications Plan

The Stakeholder Engagement and Communications Plan should provide confidence the Service Delivery Proposal will identify and address needs and provide quality, coordinated care.

Two key components of stakeholder engagement should be clearly articulated:

- (1)** Identification of all of the stakeholders (including Gippsland PHN); and
- (2)** A description of how engagement will occur for each identified stakeholder and when, in alignment with the Service Delivery Plan and the Clinical Governance Framework.

The two key components of stakeholder engagement will be considered, along with any associated risk.

The Communications Plan should detail proposed communications about the service, how they will be disseminated and by what methods, including any paid marketing. Proposed development of any communications collateral, such as brochures, booklets or flyers, should also be outlined.

The Tender Evaluation Panel may seek a patient-centred approach that includes strong communication, supports continuous improvement and promotes inclusion and cultural safety.



## The Gippsland PHN Tender Toolbox



### Risk Matrix

Risk is a key component of Value for Money and may include (but is not limited to) service delivery risk, financial risk, program risk, contract risk and reputational risk. The Tender Evaluation Panel will assess risk throughout all aspects of the proposal and will seek an exhaustive list of identified risks.

Develop a Risk Matrix to support the Service Delivery Proposal. The matrix should identify all possible risks, categorise all risks appropriately, and provide realistic and achievable risk mitigation strategies.

Any risks that are not adequately addressed in the proposal could impact Value for Money.



**When you have gathered all of your tools together,  
build your response to the Request for Tender.**

Learn about building a response to the Request for Tender on the next page.



## When you have gathered all of your tools together, build your response to the Request for Tender.

Once you have used the tender tools to develop your response to the Request for Tender, a completed Application Form will provide the framework for your submission.

**Work directly into the Application Form**, filling out the Word document and answering all questions completely and concisely. Take note of the Evaluation Criteria and each sub-criterion, ensuring all aspects of these are clearly addressed.

**Cross-reference your tools to ensure they are clearly detailed and aligned.** Missing or conflicting information may lead to increased risk and therefore impact Value for Money.

**Clearly reference any additional attachments** within each relevant section of the Word document.

**File Etiquette** - Word documents, Excel spreadsheets and PDF documents are acceptable file types for your submission. Other types of files may not be downloaded from TenderLink. It is preferable that multiple documents should be combined into one PDF wherever possible. Long file names may corrupt files so keep file names short and simple wherever possible.

**Folder Etiquette** - Your submission should consist of ONE level of folders only. Folders within folders, or zipped folders, may result in corrupted files and may render submissions unable to be opened.

**Upload submissions to TenderLink PRIOR to the closing date and time.** Don't leave it until the last minute as the tender box will automatically shut off on time and if you are mid-upload when this occurs, your submission will not make it into the tender box.

If you have technical difficulties while uploading your response to the Request for Tender, **BEFORE** the tender closing time, you should:

- (1) Contact TenderLink's Customer Service team directly on **1800 233 533** to seek technical support and;
- (2) Contact Gippsland PHN's Coordinator Procurement and Reporting, Nicole Maloney, on **0428 446 907** or via email at [procurement@gphn.org.au](mailto:procurement@gphn.org.au) to advise that you are having difficulty submitting your response via TenderLink.



**We are here to help.**

Information on Gippsland PHN's Tender processes, including an FAQ, is available from [our website](#). Current and upcoming Requests for Tender can also be found [here](#).

For all general procurement enquiries, Gippsland PHN's Coordinator Procurement and Reporting, Nicole Maloney, can be contacted via email at [procurement@gphn.org.au](mailto:procurement@gphn.org.au) or on **0428 446 907**.