

# Request for Tender (RFT) Guidelines

## Living Well with Persistent Pain (LWwPP) Program – North

### **CLOSING DATE AND TIME:**

**12 noon ACST/ACDT Friday 10 July 2020**

**All applications must be lodged through the Adelaide PHN eTender portal  
using the [online application form](http://www.tenderlink.com/adelaidephn) [www.tenderlink.com/adelaidephn](http://www.tenderlink.com/adelaidephn)**

PO Box 313, Torrensville Plaza SA 5031  
Level 1, 22 Henley Beach Rd, Mile End, SA 5031  
08 8219 5900  
[enquiry@adelaidephn.com.au](mailto:enquiry@adelaidephn.com.au)  
[adelaidephn.com.au](http://adelaidephn.com.au)

**phn**  
ADELAIDE

An Australian Government Initiative

## Contents

|   |    |
|---|----|
| 1. This Request for Tender (RFT) .....                        | 4  |
| 2. Purpose of this document .....                             | 4  |
| 3. Introduction .....   | 4  |
| 3.1. About Adelaide PHN .....                                 | 4  |
| 3.2. Background .....   | 5  |
| 3.3. Objectives and Outcomes .....                            | 5  |
| 4. Service Requirements .....                                 | 6  |
| 4.1. Project Scope .....                                      | 6  |
| 4.2. Service Delivery Location and hours of operation .....   | 10 |
| 4.3. Formal Partnerships .....                                | 10 |
| 5. Budget .....   | 10 |
| 6. Timeline .....   | 11 |
| 7. Applications .....   | 11 |
| 7.1. Eligibility to Apply .....                               | 11 |
| 7.2. Submitting Applications .....                            | 11 |
| 7.3. Queries and Updates .....                                | 12 |
| 7.4. Revising Applications .....                              | 12 |
| 7.5. Late Applications .....                                  | 12 |
| 7.6. Administrative Support for Submitting Applications ..... | 12 |
| 7.7. Acknowledgement of Applications .....                    | 12 |
| 7.8. Confidentiality of Applications .....                    | 12 |
| 7.9. Declaration of Interest .....                            | 12 |
| 7.10. Notification of Outcomes to Applicants .....            | 13 |
| 7.11. Opportunities for Feedback .....                        | 13 |
| 7.12. Right not to Proceed .....                              | 13 |
| 8. Assessment .....   | 13 |
| 8.1. Compliance .....   | 13 |
| 8.2. Evaluation of applications .....                         | 13 |
| 8.3. Evaluation Criteria .....                                | 14 |
| 8.4. Contracting .....  | 16 |
| 9. Reporting .....  | 17 |

10. Funding Exclusions.....17

11. Acknowledgements .....17

12. Appendices .....17

## 1. This Request for Tender (RFT)

The LWwPP Program aims to implement a multi-disciplinary, collaborative primary care-based persistent pain management program in Adelaide, which:

- supports individuals to better understand their condition
- equips them with the necessary tools to improve their quality of life
- minimises the burden of pain on the individuals and the wider community.

Adelaide Primary Health Network (Adelaide PHN) invites proposals from suitably qualified and experienced organisations to deliver the LWwPP Program - North.

Proposals will be welcomed from private not-for-profit or private for profit organisations that have the capacity, capability and a significant track record of local knowledge and experience (local service footprint) in the Adelaide PHN region to deliver the services (refer Eligibility to Apply below for further information on local service footprint). Independent or joint (consortium, partnership or joint venture) proposals from any such organisations are welcomed. This invitation is not open to public sector agencies.

The services are to be delivered for approximately 22 months, 1 September 2020 to 30 June 2022.

The successful applicant(s) will be expected to commence delivery of the services by 1 September 2020, or shortly thereafter.

## 2. Purpose of this document

This document is designed to provide prospective applicants of the LWwPP Program Request for Tender (RFT) with information on the service requirements and application process. Before applying, applicants should read these guidelines carefully.

This is NOT an application form. Applications must be submitted through Tenderlink <https://www.tenderlink.com/adelaidephn> using the **online application form** for the LWwPP Program.

This document may only be used for the intended purpose and may not be copied or otherwise used without prior written permission from Adelaide PHN.

## 3. Introduction

### 3.1. About Adelaide PHN

Adelaide PHN is one of 31 independent organisations nation-wide funded by the Australian Government to coordinate and improve primary health care services in their local areas.

The Australian Government's objectives for Primary Health Networks (PHN) are to:

- increase the efficiency and effectiveness of health services for patients, particularly those at risk of poor health outcomes; and

- improve coordination of care to ensure patients receive the right care in the right place at the right time.

Adelaide PHN reaches from Sellicks Hill to Angle Vale and from the foothills to the sea. It encompasses a community of some 1.2 million people.

Adelaide PHN aims to improve health outcomes for the community by commissioning services to address local needs. The Adelaide PHN is guided by community, clinical and stakeholder input.

For more information, please visit the Adelaide PHN website at [www.adelaidephn.com.au](http://www.adelaidephn.com.au). The Adelaide PHN website includes publications, resources, maps, population health data, and needs assessments for the Adelaide Metropolitan area.

### **3.2. Background**

Since 1 July 2019, the Living Well with Persistent Pain (LWwPP) Program has been delivered by two commissioned service providers in two areas within the Adelaide PHN region, the North and the Centre-West.

The LWwPP Program is evidence-based and aligns with persistent pain programs conducted within hospital pain clinics. It also aligns with the goals of the National Pain Strategy 2010 and the International Association of the Study of Pain.

It utilises the primary healthcare workforce to support people with their pain management using a mixed funding model and inter-professional collaboration. The Turning Pain into Gain program, the PainWISE® program on which the LWwPP Program is based, has been successfully operating on the Gold Coast for many years. Local adaptation has supported the implementation of this successful program in the Adelaide region.

A referral process ensures health professionals can recommend anyone living with persistent pain to be enrolled in the program. Eligibility criteria apply. Care coordination ensures eligibility criteria are met, and participant recruitment and intake occur within guidelines. Participants progress through LWwPP with the aim of leaving with improved skills to better manage their pain.

It provides a holistic self-management course, case coordination and extended allied health services. A Care Coordinator undertakes an initial assessment and supports the patient and their GP through group sessions and one-on-one allied health services as per the Program Model. Referrals are accepted from GPs, allied health professionals and hospital departments.

### **3.3. Objectives and Outcomes**

The objectives of the Project are:

1. To deliver the components of the Project to eligible people in accordance with the Adelaide PHN Living Well with Persistent Pain Operational Guidelines

2. To engage a range of suitably qualified and knowledgeable health professionals to deliver the Project

The intended outcomes of the Project are:

1. People accessing the program receive high-quality and evidence-based pain management.
2. People accessing the program report improved:
  - i) understanding of pain; and
  - ii) self-management skills
3. People with chronic pain accessing the program report improved utilisation of health services.
4. People accessing the program have improved access to health professionals delivering best practice pain management.
5. People with chronic pain accessing the program and their carers report a positive experience.

## 4. Service Requirements

### 4.1. Project Scope

The successful applicant will be required to deliver high quality, responsive and timely services under the LWwPP Program to meet the needs of people living with chronic pain accessing the program.

In carrying out the services and support, the successful applicant will be required to meet minimum quality and safety standards to ensure the delivery of high quality, timely and responsive clinical services. The successful applicant will be required to perform the services in accordance with the:

- 1) Adelaide PHN Service and Clinical Governance Framework (refer Appendix A);
- 2) National Safety and Quality Health Service Standards User Guide for Aboriginal and Torres Strait Islander Health; and
- 3) Adelaide PHN Living Well with Persistent Pain (LWwPP) Operational Guidelines (refer Appendix B).

The successful applicant will be required to deliver and/or be responsible for facilitating the following mix of services and supports (in line with the Adelaide PHN Living Well with Persistent Pain (LWwPP) Operational Guidelines), including but not limited to:

- 1) Employ the following Personnel, in line with the Adelaide PHN Living Well with Persistent Pain Operational Guidelines, to deliver the mix of Project services and supports, in accordance with the requirements set out below:

- a) 1 FTE Care Coordinator— minimum qualifications: a registered health professional (nurse or other health professional) holding qualifications from a recognised tertiary institution giving eligibility for membership with a relevant professional association where appropriate.
  - b) 0.1 FTE Administration Support.
- 2) Engage the following Personnel, in line with the Adelaide PHN Living Well with Persistent Pain Operational Guidelines, to deliver the mix of Project services and supports, in accordance with the requirements set out below:
- a) A good relationship with a general practitioner with special interest (GPSI) in persistent pain management (to be engaged on a sessional basis); and
  - b) Good relationships with local allied health professionals with a special interest in persistent pain management (to be engaged on a sessional basis).
- 3) Undertake the following key responsibilities, as detailed in the Adelaide PHN Living Well with Persistent Pain Operational Guidelines:
- c) Care Coordinator
    - i) Phone triage referrals to the Project;
    - ii) Deliver the education program to participants in line with the Adelaide PHN Living Well with Persistent Pain Operational Guidelines, prior to undertaking an Intake Assessment;
    - iii) An Intake Assessment with participants, including — baseline outcome measurements, history taking, goal setting and planning and recommending options for each participant. Recommendations may include referral to Project GPSI where clinically indicated or Allied Health professionals;
    - iv) Correspondence (in writing) with referring GPs sharing each participants plan including recommendation options;
    - v) Coordination follow-up including participant and project management — monitoring participant involvement, support for participants to attend education sessions and program compliance;
    - vi) Evaluation and reporting on the Project including participant psychometric evaluations at the beginning, completion and post program;
    - vii) Building capacity of the primary care workforce to enable them to support their patients with persistent pain.
  - d) GPSI in persistent pain management
    - i) Provide specialised pain management to those participants as clinically indicated via the Intake Assessment;

- ii) Provide deprescribing advice;
  - iii) Support for referring GP — supporting the development and maintenance of relevant skills in GPs and other primary care health professionals referring to the Project.
- e) Administration Support
- i) Receive referrals;
  - ii) Make appointments on advice of the Care Coordinator and GPSI;
  - iii) Any other tasks deemed necessary to the functioning of the Project as determined by the Care Coordinator.
- f) Fund GPSI appointments in line with the Adelaide PHN Living Well with Persistent Pain Operational Guidelines to support clinically indicated participants referred by their usual GP.
- g) Fund extended Allied Health services in line with the Adelaide PHN Living Well with Persistent Pain Operational Guidelines to:
- i) Support clinically indicated participants referred by their usual GP;
  - ii) Attend private or public allied health case conferences.
- h) Fund Mental Health clinical therapeutic services in line with the Adelaide PHN Living Well with Persistent Pain Operational Guidelines to support clinically indicated participants referred by their usual GP.
- i) Develop and maintain formal partnerships with relevant organisations in the sector including Aboriginal and Torres Strait Islander organisations, SA Government Local Health Networks (LHNs) — including the Central Adelaide Local Health Network Pain Management Unit — and other local organisations as required.
- j) Contribute to knowledge sharing, research and evaluation activities related to the Project and broader persistent pain models of care in collaboration with Adelaide PHN, and not release any information pertaining to an evaluation unless it has the prior written approval of Adelaide PHN.
- 4) Provide the service for a minimum of forty-five (45) new participants for each financial year.

#### Data sharing, privacy and consent matters

The successful applicant will be required to use the Adelaide PHN clinical software environment (currently the MasterCare Client Records Management System) for all services provided under this Project and follow Adelaide PHN's instructions in relation to its use.

In delivering the services, the successful applicant will be required to obtain the necessary client consents that are required under the *Privacy Act 1988 (Cth)* (including the Australian



Privacy Principles established under that Act), from all participants who are provided with a service under this Project, to do all of the following:

- Enable the Contractor to disclose client Personal Information (including sensitive information and health information) to Adelaide PHN to be stored in the Adelaide PHN clinical software environment (currently MasterCare) under the control of Adelaide PHN.
- Enable Adelaide PHN to use that information for all the following purposes:
  - Providing a health service.
  - Research.
  - Analysis.
  - Reporting.
- Enable the appropriate sharing of client Personal Information (including sensitive information and health information) and service usage history between organisations commissioned by Adelaide PHN for all of the following purposes:
  - Efficiency purposes, including to ensure minimisation of duplication of records.
  - Client care.

Applicants are required to consider in their response, how they will seek informed consent from participants and what measures will be taken to ensure service delivery for participants who choose not to provide consent.

#### Data, Key Performance Indicators (KPIs) and reporting requirements

The successful applicant will be required to undertake the outcome measures required by the relevant Adelaide PHN service specific operational guidelines (as amended at any time) at the specified intervals and properly enter the data into the software environment prescribed by Adelaide PHN (currently the Electronic Persistent Pain Outcome Collaboration Patient Information Centre ("ePPOC epiCentre")).

Further, the successful applicant will be required to undertake evaluation activities in collaboration with the Adelaide PHN. Evaluation activity, namely the Person/Patient Reported Experience Measures (PREM) in the form of post-service delivery surveys with participants and staff.

Applicants should consider and demonstrate appropriate outcome measures and KPIs that support the delivery of the Project.

It is expected that the successful applicant will implement client experience evaluations with all participants using or accessing the services provided by this Project and share the deidentified data from the client experience evaluations with the Adelaide PHN.

## Project Implementation Plan

Applicants are required to complete a Project Implementation Plan detailing the key tasks, timeframes, resources and measures of success. Applicants must download and complete the Project Implementation Plan template available with the RFP documentation (refer Appendix C) and submit it with their completed application. This will include how they will ensure service delivery across the entire Adelaide PHN region, focussed on those with highest need.

### **4.2. Service Delivery Location and hours of operation**

The successful applicant will be required to deliver the LWwPP Program – North in the northern area of the Adelaide PHN region (refer Appendix B -\_Adelaide PHN Living Well with Persistent Pain (LWwPP) Operational Guidelines).

Typically, this location is easy to access, universally accessible and is in a location that is visited by a range of people. Applicants should consider the location of the site in relation to public transport hubs / routes.

The successful applicant is expected to operate the LWwPP- North site each Monday to Friday (excluding public holidays) for a minimum of eight (8) hours per day. The successful applicant should include some evening and / or weekend opening hours to maximise access for clients and their families.

### **4.3. Formal Partnerships**

The LWwPP Program will be linked with the tertiary Pain Management Units (PMUs) at the major hospitals in each Local Health Network. Links between LWwPP Program and the PMUs will ensure alignment of primary and tertiary services, minimising any potential duplication and supporting people living with pain in the setting most appropriate for their condition. The successful applicant(s) will be expected to work closely with the tertiary PMU in their region. The successful applicant(s) will also be expected to work closely with each other and the existing LWwPP Program in the Centre-West to ensure consistency and continuity for participants moving between regions.

## **5. Budget**

Funding for the LWwPP Program – North is available over two (2) years, 2020-21 and 2021-22. A budget of up to \$195,000 (ex GST) for establishment and operational costs is available for the period of 10 months in 2020-21. Funding available for 2021-22 is subject to a confirmation of funding levels and is to be advised at a later time. The funds are allocated as follows:

## LWwPP - North

| PAYMENT SUMMARY TABLE |                     |                 |                   |
|-----------------------|---------------------|-----------------|-------------------|
| FINANCIAL YEAR        | PAYMENT (ex GST)    | GST             | TOTAL (incl. GST) |
| 2020-21               | \$195,000.00        | \$19,500        | \$214,500         |
| 2021-22               | TBC                 | TBC             | TBC               |
| <b>TOTAL</b>          | <b>\$195,000.00</b> | <b>\$19,500</b> | <b>\$214,500</b>  |

Applicants will be required to complete an indicative annual operational budget for the period 1 September 2020 to 30 June 2021 using the template as supplied with the RFT documentation (refer Appendix D).

## 6. Timeline

The following is the indicative timeline for this RFT:

| Activity                                | Date                    |
|---|-------------------------|
| Deadline for Queries from applicants    | Friday 3 July 2020      |
| Deadline for submission of applications | Friday 10 July 2020     |
| RFT Assessment Conducted                | Friday 24 July 2020     |
| Contract negotiations                   | Friday 14 August 2020   |
| Contract Award                          | Monday 31 August 2020   |
| Project start date                      | Friday 1 September 2020 |

## 7. Applications

### 7.1. Eligibility to Apply

The successful applicant will be required to staff and deliver the multi-disciplinary, collaborative primary care-based persistent pain management service from a metropolitan Adelaide location. Only organisations with a significant local service footprint in SA will be considered eligible to apply to this RFT. At a minimum, the applicant must currently deliver multi-disciplinary, collaborative primary care-based services from at least one physical premises in the Adelaide PHN region to meet minimum local service footprint requirements.

### 7.2. Submitting Applications

Applications may only be submitted via Tenderlink <https://www.tenderlink.com/adelaidephn> using the [online application form](#) from 15 June 2020 to 12 noon ACST/ACDT Friday 10 July 2020.

Applicants are encouraged to lodge their proposal on Tenderlink at least two hours before the proposal closing time.

### **7.3. Queries and Updates**

Queries about the RFT must be made through the Tenderlink Q&A Forum. Responses (de-identified) will be made available to all potential applicants via the Tenderlink Q&A Forum.

The opportunity to submit queries through Tenderlink closes 5 business days prior to closing date, 5pm, ACST/ACDT Friday 3 July 2020.

Any updates to the RFT documentation or additional information released once the RFT is open will be added to Tenderlink and all applicants who have downloaded the RFT will be notified by email via Tenderlink of the additional information.

### **7.4. Revising Applications**

Applicants may revise their applications submitted through Tenderlink at any time up to the closing date. Revisions of applications will not be accepted after the closing date.

### **7.5. Late Applications**

Applications will not be accepted after the closing date.

### **7.6. Administrative Support for Submitting Applications**

Applicants are encouraged to contact the Tenderlink Support services on 1800 233 533 with any technical support questions relating to submitting applications in Tenderlink.

### **7.7. Acknowledgement of Applications**

Each application lodged will be acknowledged via an automated email through Tenderlink.

### **7.8. Confidentiality of Applications**

Each application is treated as confidential.

### **7.9. Declaration of Interest**

Applicants will be required to declare, as part of their application, any perceived or existing conflicts of interest or that, to the best of their knowledge, there is no conflict of interest.

A “Conflict of Interest” is when the impartiality of an individual or an organisation is affected by their private interests. Conflicts of Interest may arise from personal relationships (including family or social relationships), or financial interests (including business or employment interests, or the receiving of gifts or payments).

Conflicts of Interest may be any of the following:

- Actual: occurs when there is a conflict between a person’s official duties and responsibilities in serving the public interest, and their personal interest.
- Perceived: occurs when a reasonable person, knowing the facts, would consider that a Conflict of Interest may exist, whether or not this is the case.

- Potential: occurs where a person has a personal interest that could conflict with their official duties and responsibilities in serving the public interest in the future.

#### 7.10. ***Notification of Outcomes to Applicants***

All applicants (successful and unsuccessful) will be advised verbally and in writing of the outcome of their application. Every endeavour will be made to notify all applicants by phone of the outcome as soon as practicable following completion of the evaluation, with written advice to follow.

#### 7.11. ***Opportunities for Feedback***

Once a contract has been awarded all applicants will be formally advised of the outcome verbally and in writing.

Unsuccessful applicants may request verbal feedback from Adelaide PHN. Unsuccessful applicants will be debriefed against the evaluation criteria, and may be provided with general information concerning the RFT outcome. No comparison with other applications will be provided.

Unsuccessful applicants may request a debriefing via [applications@adelaidephn.com.au](mailto:applications@adelaidephn.com.au).

Applicants should include LWwPP Program - North RFT Request for Feedback in the subject line.

#### 7.12. ***Right not to Proceed***

Adelaide PHN reserves the right to terminate this RFT at its discretion at any point in time.

## **8. Assessment**

### **8.1. Compliance**

Applications must be compliant with the following to be assessed:

- Applications must be complete and be submitted through the relevant Invitation to Apply page on Tenderlink - <https://www.tenderlink.com/adelaidephn>
- Applications must be received by the closing date/time.
- Applications must be provided in English.
- Applications must adhere to word limits. If word limits are exceeded the application may be considered non-compliant and not assessed further or additional words will not be considered.

### **8.2. Evaluation of applications**

Successful applicants will be selected through a competitive process.

An application assessment panel will consider each submission against full compliance with any mandatory requirements, Service Requirements as defined in Section 4, responses to the online application criteria and value-for-money.

Applicants are reminded that any requirements identified as mandatory are considered to be of fundamental importance to the successful delivery of the Project, and a fully compliant response is required.

Adelaide PHN reserves the right to:

- short-list a number of applications, based on its initial assessment, and continue the detailed evaluation of this small group of applicants to the exclusion of all others.
- request clarification information from applicants (at no cost to Adelaide PHN). However, Adelaide PHN is not bound to request additional information and the onus is on applicants to ensure their application is clear and complete.
- work with preferred applicants to clarify and fine-tune applications and in some cases, request revised applications prior to a contract being awarded.

Adelaide PHN may work with preferred applicants to refine the proposed services.

### **8.3. Evaluation Criteria**

Applications will be assessed against the criteria detailed below.

Applicants should note that the evaluation criteria detailed below are not of the same relative importance. Weightings have been assigned to each evaluation criterion to reflect their relative importance, with applications to be evaluated accordingly:

- Service model(s) and project methodology (weighting 10 %);
- Capability and capacity to deliver the services (weighting 30%);
- Governance, quality and management (weighting 20%);
- Integration and collaboration (weighting 40%); and
- Budget (used to determine best value for money (VfM) application(s)).

VfM money is assessed based on cost and non-cost factors, including compliance with the RFT and detailed assessment against evaluation criteria – it is not based on budget alone)

Applicants shall provide supporting information to enable these criteria to be assessed by completing every section of the [online application form](#).

The following scoring scale will be used in evaluating applications. Scores by individual panel members may be modified through a moderation process across the whole assessment panel.

| Score | Definition  |
|-------|---|
| 10    | <p>Exceptional</p> <p>Meets and exceeded requirements of the question in all areas. Completely convincing and credible. Response demonstrates superior capability, capacity and experience relevant to, or understanding of, the requirements of the evaluation criterion. Comprehensively documented with all claims fully substantiated. Low or no risk.</p>  |
| 9     | <p>Outstanding</p> <p>Requirements of the question are exceeded in most key areas &amp; addressed to a very high standard in all others. Response demonstrates outstanding capability, capacity and experience relevant to, or understanding of, the requirements of the evaluation criterion. Most claims are fully substantiated with others very well substantiated. Low risk.</p>   |
| 8     | <p>Very Good</p> <p>Requirements of the question met to a very high standard in all areas. All claims are well substantiated. Response demonstrates very good capability, capacity and experience relevant to, or understanding of, the requirements of the evaluation criterion. Low risk.</p>   |
| 7     | <p>Good</p> <p>Requirements of the question met to a high standard in all areas. Claims are well substantiated in key areas. Response demonstrates good capability, capacity and experience, relevant to, or understanding of, the requirements of the evaluation criterion. Low to medium risk.</p>  |
| 6     | <p>Fair</p> <p>Requirements of the question are addressed well in all areas. Claims are well substantiated in most areas. Credible strategies that fully address all minimum requirements and exceed requirements in some areas. Response demonstrates fair capability, capacity and experience, relevant to, or understanding of, the requirements of the evaluation criterion. Some minor shortcomings. Most key risks are covered well. Medium risk.</p> |
| 5     | <p>Acceptable</p> <p>Requirements of the question addressed to a consistent acceptable standard with no major shortcomings. Response demonstrates acceptable capability, capacity and experience, relevant to, or understanding of, the requirements of the evaluation criterion. All claims are adequately substantiated. Some gaps identified. Medium risk.</p>   |
| 4     | <p>Marginal</p> <p>Requirements of the question not fully met. Response demonstrates marginal capability, capacity and experience, relevant to, or understanding of, the requirements of the evaluation criterion. Some claims unsubstantiated; others only adequate. Some proposals unworkable. Medium to high risk.</p>   |
| 3     | <p>Poor</p> <p>Requirements of the question poorly addressed in some areas or not at all. Claims largely unsubstantiated. Response demonstrates poor capability, capacity and experience, relevant to, or understanding of, the requirements of the evaluation criterion. A number of proposals unworkable. High risk.</p>  |
| 2     | <p>Very Poor</p> <p>Requirements of the question inadequately dealt with in most or all areas. Claims almost totally unsubstantiated. A number of proposals unworkable with a high probability of failure. Response demonstrates very poor capability, capacity and experience, relevant to, or understanding of, the requirements of the evaluation criterion. High to extreme risk.</p>   |
| 1     | <p>Unacceptable</p> <p>Requirements of the question not met. Claims unsubstantiated and unworkable. Response does not demonstrate capability, capacity and experience, relevant to, or understanding of, the requirements of the evaluation criterion. Extreme risk.</p>  |
| 0     | <p>Non-Compliant</p> <p>Non-compliance either stated or demonstrated by the Respondent or there is insufficient information to assess compliance, Respondent was not evaluated as it did not provide minimum level of requested information and/or contravened nominated restrictions.</p>  |

#### 8.4. Contracting

Contract negotiations are undertaken with the preferred applicant(s). If negotiations are not successful within a reasonable timeframe, Adelaide PHN may choose to approach the next preferred applicant and re-commence contract negotiations.

Adelaide PHN's contracting model is that of a Head Agreement with associated Project Schedules. Essentially the Head Agreement contains the terms and conditions under which Adelaide PHN is prepared to provide funding for specific projects. It is not, in and of itself, associated with any direct provision of funding.

Each funding contract will be in the form of a Project Schedule separately agreed to with Adelaide PHN.

Together with the Head Agreement and Project schedules, other documents or other materials may also become part of "the Agreement". The way this would be done is by referring to them within the Head Agreement or the Project Schedules or both. Examples of this may include operational guidelines, policies, procedures, and legislation. If the relevant materials are produced by Adelaide PHN then we will provide copies of these via the Adelaide PHN secure electronic online document repository (currently known as Confluence).

To help applicants to understand how the Head Agreement is designed to fit into Project Schedules, a sample (blank) Project Schedule is provided with this RFT as an illustrative tool only.

The Head Agreement can be modified on a per project basis using the Project Schedules. The way this works is that a Project Schedule outranks the Head Agreement to the extent that it is inconsistent with the Head Agreement. Please refer to clause 1.1(e) of the Head Agreement for a detailed description of the hierarchy of the documents that form "the Agreement".

If the preferred applicant(s) has signed a Head Agreement already then that will apply to contract negotiations for this RFT, otherwise the preferred applicant(s) will need to sign a Head agreement before signing a Project Schedule for service delivery and funding. Adelaide PHN will be pleased to answer any questions that the preferred applicants(s) may have about the Head Agreement or the contracting model, and will undertake good faith negotiations with preferred applicants in relation to the details of the Project Schedule.

Please refer to the Head Agreement and Project Schedule Templates at [Appendix E and F](#) respectively.



## 9. Reporting

The successful applicant(s) will report regularly to Adelaide PHN as per the requirements set out in the agreed contract. The contracted organisation(s) will be required to report against agreed Key Performance Indicators (KPIs) contained in the contract and progress reports.

Progress Reports, Financial Reports and a Final Report are part of the reporting obligations.

## 10. Funding Exclusions

Funding will not be available for the following:

- Existing services;
- Retrospectively for activities already undertaken or expenses already incurred;
- To pay for work undertaken to develop your proposal;
- Items of capital equipment;
- Infrastructure and capital works.

## 11. Acknowledgements

In the [online application form](#) applicants will be asked, if successful, to agree to the following:

- Prior to a formal contract being finalised between all the parties, a description of the project, amount of funding, and the identity of the applicants may be used in media releases and other publications provided to organisations or individuals with a view to them contacting the applicants for further information;
- Applicants may be required to produce proof of insurance cover held, registrations, and accreditation status;
- Accept the terms and conditions of the Adelaide PHN Policy 'Working with Vulnerable Persons for Contractors' (Appendix G);
- Accept the terms and conditions of the Adelaide PHN Policy 'Branding and Acknowledgement of Funding Requirements' (Appendix H);
- Applicants agree to engage in a good faith negotiation with Adelaide PHN in accordance with Adelaide PHN's standard contracting model (please refer to section 8.4).

## 12. Appendices

**Appendix A:** Adelaide PHN Service and Clinical Governance Framework

**Appendix B:** Adelaide PHN Living Well with Persistent Pain (LWwPP) Operational Guidelines

- Appendix C:** Project Implementation Plan
- Appendix D:** LWwPP Program – North Project Budget Template
- Appendix E:** Adelaide PHN Head Agreement Template
- Appendix F:** Adelaide PHN Project Schedule Template
- Appendix G:** Adelaide PHN Policy 'Working with Vulnerable Persons for Contractors'
- Appendix H:** Branding and Acknowledgement of Funding Requirements