



**Australian Government**  
**Department of Social Services**

**COMPANY NAME**  
**ADDRESS**

Attention: **XXXXXX**

**Request for Quotation under the Deed of Standing Offer for Consultancy and Business Services (Deed number XX) dated XX (the Deed)**

The Department seeks a quotation from **Service Provider** pursuant to clause 3.2 of the Deed.

The Department requires provision of the Services described below, within the timeframe and in accordance with the specifications detailed below.

If **Service Provider** is able to provide the Services in accordance with the Department's requirements, please forward a quotation which details:

- a. the Services **Service Provider** is able to provide;
- b. the fees to provide the Services (which must be based on the fee schedule specified in Schedule 3 of the Deed, unless more favourable rates are proposed);
- c. the names and roles of Personnel proposed to deliver the Services, including the part of the Services each person will undertake;
- d. any information the Service Provider wishes to have designated as Additional Service Provider Confidential Information in any subsequent Official Order for the Services (should **Service Provider** quotation be accepted). Such a request will be dealt with in accordance with clauses 3.2.d and 5.4.3 of the Deed;
- e. any Existing Material **Service Provider** would utilise if engaged to provide the Services; and
- f. the name and contact details for **Service Provider** contact officer for the purposes of this quotation.

### **Services required by the Department**

The Department seeks quotations for the Services detailed at Attachment A. The timeframe for the provision of the Services is ten (10) weeks: 7 April 2014 to 13 June 2014.

### **Address and timeframe for lodgement of quotations**

Responses are to be received by **3pm (AEST – QLD) on Wednesday, 12 March 2014.**

Please forward three (3) copies of the quotation to the address below:

**Department of Social Services  
GPO Box 9848  
Brisbane QLD 4001**

or copies can be hand delivered to **Level 17, 160 Ann St, Brisbane QLD 4000.**

Quotations must be enclosed in a sealed envelope or other sealed container. The envelope or container must be clearly marked **RFQ: Torres Strait Aged Care Master Plan** and addressed to the location for lodgement.

### **Department Contact Officer**

All queries in relation to this request for quotation should be directed to the following Department contact officer:

Name: Catherine Dalton  
Telephone: (07) 3360 2791  
Email address: Catherine.Dalton@health.gov.au

Yours sincerely  
Elizabeth Cain  
Queensland State Manager  
Department of Social Services

### STATEMENT OF REQUIREMENT

#### A1 Background

The Commonwealth government invests over \$4.5 million per annum for the provision of aged care services in the Torres Strait. Services provided through this investment include a residential aged care service on Thursday Island, community care packages and Home and Community Care services provided on all of the islands.

There are 5 service providers in the region which are made up of a mix of local community based agencies, large mainstream "Off Island" aged care providers and the Hospital and Health Service. Services are generally delivered by providers in isolation of each other. The capacity, viability and sustainability of both the service providers and the services themselves are mixed.

Of particular concern is the residential aged care service on Thursday Island which was built approximately 18 years ago for a mix of low care and high care residents. It may no longer be fit for purpose, has been poorly maintained over the years and does not meet certification requirements. Funds have been made available to undertake urgent maintenance and repairs in the short term but a longer term solution is needed.

In addressing the issues raised regarding the residential aged care service, there is an opportunity to consider the delivery of all aged care services in the Torres through the development of a long term master plan that provides for a sustainable, cost effective, viable and culturally appropriate aged care service delivery.

#### A2 Contract Services/Outcomes Required

The expected outcome of this contract is a Torres Strait Aged Care Master Plan that will provide for an integrated, sustainable and cost effective aged care system for the Torres Strait.

The Torres Strait Aged Care Master Plan will:

- be informed by comprehensive community and stakeholder engagement that includes:
  - the local community;
  - current providers of aged care services in the Torres Strait
  - the Torres Strait Regional Authority (TSRA); and
  - all levels of government;
- optimise the delivery of aged care services in the Torres Strait;
- be delivered within the existing recurrent funding envelope;
- provide an appropriate mix of service types and places;
- have appropriate governance arrangements and capital funding requirements;
- have regard to the aged care reform agenda and legal and Native Title issues;
- be reflective of the responsibilities of all levels of government and providers of aged care services; and
- consider any precedents that this process might create.

The Master Plan will inform future funding decisions regarding aged care services in the region, and in particular, provide direction in relation to the residential care service on Thursday Island described above.

The Master Plan may include recommendations regarding considerations of rebalancing care types and/or relocating the residential aged care facility; however the Contractor will not identify a specific site for the relocation.

**A3 Timeframe for completion of the Contract Services**

The project will commence on 7 April 2014 and will be completed by 13 June 2014.

KEY MILESTONES	DUE DATES
Enter into contract	4 April 2014
Project Plan	22 April 2014
Progress report	16 May 2014
Draft Report	30 May 2014
Final Report	13 June 2014

**A4 Special Skills/Knowledge Needed**

Applicants will be required to demonstrate the following appropriate skills and experience:

- An awareness of the roles and responsibilities of the Commonwealth, Queensland and local governments in relation to aged care service provision, including a knowledge of the Australian Government aged care funding and regulatory (legislative) framework;
- Previous experience engaging with a broad range of stakeholders, including Aboriginal and Torres Strait Islander people;
- Demonstrated skills in statistical analysis;
- Skills in critical analysis (including cost/benefit analysis) and economic modelling; and
- Risk assessment and management.

**A5 Applicable Service Levels and Standards**

All deliverables must meet the Department’s requirements, and are subject to approval by the Project Manager.

**A6 Resources/materials to be provided by the Department**

The Department of Social Services will provide the following information to inform the project:

- A list of current service providers funded by the Department in the Torres Strait;
- Current Australian Government expenditure on aged care services in the Torres Strait; and
- Documentation regarding the physical condition of the residential aged care facility.

**A7 Reporting Requirements**

The Contractor will be required to provide ad hoc written and oral advice as required by the Department, including by email and attendance at fortnightly teleconferences.

Project Plan

The Project Plan will be due on 22 April 2014. The Project Plan will provide:

- the project schedule (work breakdown) and key milestones;
- stakeholder engagement plan; and
- a risk management plan.

### Progress Report

The Progress Report will be due on 16 May 2014. The Progress Report must provide:

- a summary of project progress, including a detailed update on stakeholder consultation and findings to date;
- projected demographic characteristics of the population aged 50 and over in the Torres Strait up to and including the year 2025;
- an updated risk management plan for the project.

### Draft Torres Strait Aged Care Master Plan

The draft Torres Strait Aged Care Master Plan report will be due on 30 May 2014. This report will include:

- an Executive Summary;
- a description of the project methodology;
- a summary of community and stakeholder input to the Master Plan, including a list of stakeholders consulted;
- options for the mix and distribution of aged care services to address community need, with the aim to provide an integrated, sustainable and cost effective aged care system for the Torres Strait. The options presented must include:
  - ◆ A cost/benefits analysis;
  - ◆ A risk analysis relating to establishing precedents (including national precedents in relation to funding, community expectations, operating outside established national processes);
  - ◆ Possible conflicts of interest in relation to organisations or individuals supporting particular options; and
  - ◆ Any legal implications, including in relation to land ownership and Native Title

The draft report is to be made available to the Department of Social Services and presented the Torres Strait Aged Care Master Plan Steering Committee.

### Final Torres Strait Aged Care Master Plan

The final Torres Strait Aged Care Master Plan will be due on 13 June 2014. The report is to include all elements of the draft report (listed above), and address and/or incorporate comments made by the Steering Committee on the draft report.

## **A8 Evaluation Criteria**

Please ensure the application addresses each of the following:

### **Criterion 1: Demonstrated understanding of the Department's requirements, as described in this Request for Quotation**

In responding to this criterion, the Tenderer should describe its:

- a) Understanding and appreciation of the tasks involved in providing the services;
- b) Proposed methodology for carrying out the services, including:
  - i. How the Tenderer intends to undertake the services;
  - ii. The tenderer's approach to managing key issues and risks in the provision of the services;
  - iii. The tenderer's approach to quality assurance in providing the services.
- c) Suitability of the proposed service delivery solution to meet the Department's requirements.

**Criterion 2: Tenderer’s capacity to undertake the project, including the demonstrated expertise of key personnel**

In responding to this criterion, the Tenderer should:

- a) Nominate the key personnel who will undertake the project and provide the following information in respect of each key person nominated:
  - i. The respective roles of each key person;
  - ii. The capacity of key personnel to perform the services within the timeframe required in light of other commitments.
  - iii. Arrangements for, and details of, back up personnel in the event one or more key personnel become unavailable.
- b) Describe how the Tenderer proposes to meet the timeframes required for delivery of the project outcomes;
- c) Provide a list of any proposed sub-contractors that the Tenderer intends to engage, including details of:
  - i. The services to be subcontracted;
  - ii. The basis of engagement of the sub-contractor and the subcontract price.

**Criterion 3: The capability of the Tenderer to undertake the project**

In responding to this criterion, the Tenderer should describe:

- a) Its technical and management capabilities to undertake the service;
- b) Its experience in undertaking a similar aged care or health related project, and/or working with Aboriginal and/or Torres Strait Islander communities;
- c) The skills, experience and qualifications of key personnel, including:
  - i. Curricula vitae of each key person, highlighting past performance only as it relates to the service;
  - ii. The nature and extent of the experience of each key person in carrying out similar work, with particular regard to working with Aboriginal and/or Torres Strait Islander communities;
- d) The skills, experience and qualifications of any proposed subcontractors;
- e) The proposed arrangements for the provision of technology, data and intellectual property.

**Criterion 4: Value for money**

The Tender Evaluation Team will determine value for money by comparing the pricing offered by each Quotation against the outcome of the assessment of the Evaluation Criteria. The Tender Evaluation Team may also take into account any risks posed by particular Quotations when assessing value for money.

Please provide a list of at least two (2) customers (other than the Department) to which you have provided services similar to those described in this RFQ within the last three (3) years. The evaluation process may involve discussions with the nominated referees.

**A9 Fees, Expenses and Costs**

Panellists are to provide details of the costs to undertake the required Services in the table below. Each of these associated costs should be identified as separate line items. Panellists are to outline any assumptions made in preparing the pricing schedule.

All rates are to be inclusive of all taxes, duties and charges, including GST. Panellists that are not required to be registered for GST should indicate that prices submitted do not include GST.

Panellists should provide itemised pricing information and proposed payment schedules detailing all fees, prices and charges related to each milestone or deliverable of the project. This pricing must be consistent with the rates provided in the Deed of Standing Offer.

**Other Costs (itemised).**

Please detail any additional costs to be incurred by the Department in support of the proposed contract.

**Travel Costs (itemised).**

These costs should not include any other travel allowance or payment for time spent travelling.

Note: Unless the Department will derive additional value for money, the Department will not accept proposals for travel, accommodation and incidentals above the entitlements of standard non-SES (Senior Executive Service) entitlements in place at the time of entering into a contract.

Requirements		Total Cost (including GST)	
Total fixed price based on the Statement of Requirement.			
Break down of total fixed price:			
Specified Personnel	Role	Hourly Rate Including GST	Total Cost including GST
Other costs related to the provision of the Service (please list)		Total Cost (including GST)	
Travel Expenses			