

## **Department of Human Services**

**Tender for: Consumer Self-Rating  
Outcome Measures for  
Mental Health Services  
- Comparative Analysis  
of Tools**

**Tender No: T2573**

**Tenders must be received by:**

**2:00 pm**

**Thursday 11 April 2002**

**Tender Box**

**Level 11**

**589 Collins Street**

**Melbourne 3000**

**Please note:**

**A detailed information and briefing session for prospective tenderers will be held:**

**Wednesday 27th March 2002**

**10:30am**

**Conference Room Level 2**

**555 Collins Street**

**Melbourne 3000**

**Please register your attendance at [www.tenders.vic.gov.au](http://www.tenders.vic.gov.au)**

**Questions regarding the tender specifications should be directed by Fax: (03) 9616 8726 to Alison Morris by close of business Monday 25 March 2002. Responses to these questions will be provided at the Briefing.**

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## Part A: Project Details

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### 1. Purpose of this Document

- 1.1 This document is a tender brief and has been prepared to provide information to assist prospective tenderers in the preparation and submission of proposals for the project *Consumer Self-Rating Outcome Measures in Mental Health – Comparative Analysis of Tools*

### 2. Project Overview

- 2.1 The Department of Human Services is seeking suitably qualified and experienced parties to undertake a comparative analysis of the consumer self-rating outcome measures currently in use in mental health services throughout Australia.

- 2.2 The project will involve three phases:

#### 2.2.1 Phase 1: Literature Review

Consultants will undertake a review of literature to determine international best practice in the area of consumer-self rating.

#### 2.2.2 Phase 2: Development of evaluation framework and comparative analysis

Consultants will undertake widespread consultation with all key stakeholders in order to develop a detailed evaluation framework and, using this framework, undertake a comparative analysis of consumer self-rating outcome measures used or proposed for use throughout Australia.

#### 2.2.3 Phase 3: Reporting and Recommendations

Consultants will develop a final report and recommendations arising from the work undertaken in phases 1 and 2. This report will include recommendations as outlined under Section 3 *Project Objectives* (below). If the development of a new measure or modification to existing measures is recommended, consultants will also prepare a detailed proposal and methodology for this work which will form part of a Victorian submission to the Commonwealth.

- 2.3 Key dates for this proposal are indicated below. These dates are advised as a guide to projected timelines, only. The Department of Human Services will attempt to maintain this schedule, but reserves the right to vary key dates where necessary:

Tenders advertised	16 March 2002
Public information/briefing session	27 March 2002
Closing date for submission of tenders	11 April 2002

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Shortlisting completed by	16 April 2002
Interviews conducted by	23 April 2002
All tenderers advised of tender outcome by	7 June 2002
Project commencement by	10 June 2002
Phase 1 completed by	31 July 2002
Phase 2 completed by	31 October 2002
Phase 3 completed by	2 December 2002

### 3. Project Objective

- 3.1 The objectives of this project are to compare and evaluate consumer self-rating measures in use or being considered for use in mental health services across Australia with a view to working towards a uniform national approach. The project will make recommendations in relation to:
- The most suitable measure currently in use or proposed for use
  - The need for development of a new measure or modification of an existing measure
  - The key features necessary for inclusion in any redevelopment or modification
  - Implications for existing outcome measurement infrastructure and resources across Australia
  - Proposed methodology for the development of a new measure or modification of an existing measure as is found to be necessary.

### 4. Scope

- 4.1 This project will involve examination of measures currently in use or proposed for use in each State and Territory in Australia. This will include, but not be limited to the BASIS 32, MHI, K10 and SF36. (See section 5.4 below).
- 4.2 Formal consultation with consumers, clinicians and services providers in both public and private sector mental health services will take place across all States and Territories.
- 4.3 Length of Project  
It is anticipated that the project will commence by 10 June 2002 and be completed, with all reports finalised, by no later than 2 December 2002.

## 5. Background

### 5.1 Organisational Background

#### *Department of Human Services*

The Department of Human Services is responsible for a wide range of services to diverse client groups across Victoria. The principal function of the Department of Human Services is to ensure the delivery of a range of health, housing and community services.

The Department of Human Services' Mission Statement is:

To enhance and protect the health and well being of all Victorians, emphasising vulnerable groups and those most in need.

#### *Metropolitan Health and Aged Care Services Division*

The Metropolitan Health and Aged Care Services Division is responsible for the full range of health and aged care services in metropolitan Melbourne. Metropolitan Health and Aged Care Services also has state wide policy and program direction responsibility for specific program areas - acute, sub-acute, ambulance and mental health services

#### *Mental Health Branch*

The Mental Health Branch is located within the Metropolitan Health and Aged Care Services Division. The Mental Health Branch is responsible for funding and monitoring public mental health services throughout Victoria.

This project will be managed by the Service Monitoring and Review Unit of the Mental Health Branch.

### 5.2 Outcome Measurement in Australia

Across Australia state and territory mental health authorities are introducing systems of outcome measurement to monitor changes in the health and well being of consumers of mental health services. This process commenced in 1996 with field trials of selected outcome measures in Victoria.

Regular assessment of outcomes has been a goal of the National Mental Health Strategy since its inception in 1992. Under the Second National Mental Health Plan (1998-2003) funds have been made available to support states and territories in the further implementation of outcome measurement.

### 5.3 Outcome Measurement in Victorian Mental Health Services

Victoria undertook clinical outcome measurement trials in 1996 at five mental health service sites to examine the benefits of one of the consumer outcome measures – the Health of the Nation Outcomes Scales (HoNOS). The results of this trial informed the development of the Victorian Mental Health Outcomes Strategy.

Victoria commenced routine outcome measurement in four Adult Public Mental Health Services in June 2000. This work included consultation with consumers on self-rating; development of training materials for Adult services; training activities to address the needs of management, clinicians and administrative staff in routine outcome measurement and reporting to the Department of Human Services.

Currently these four services are collecting outcomes data using the following measures:

- Health of the Nation Outcome Scales (HoNOS) (Version 4, 1996);
- Life Skills Profile (LSP);
- Focus of Care (FoC); and
- The consumer self-rating measure Behaviour and Symptom Identification Scale (BASIS-32);

Implementation of clinical outcome measurement to the remaining Victorian adult Victorian mental health services and to child and adolescent and aged persons mental health services will commence in 2002.

The overarching aims of the Victorian Outcomes Strategy are to:

- Provide the public mental health sector with opportunities for continuous quality improvement;
- Enable consumer health status to be monitored in Victorian public mental health services;
- Enable comparative performance assessment of public mental health services;
- Foster an ethos of routine outcome measurement in Victoria's public mental health services, by the timely feedback of the results of outcome measurement; and
- Provide the basis for the ongoing development of health status and outcome measurement.

The document *Health Status and Outcomes in Victoria's Mental Health Services* provides further background to the mental health outcomes strategy and can be accessed via: <http://www.health.vic.gov.au/mentalhealth/publications/pubs.htm>.

#### 5.4 Consumer self-rating outcome measures

The participation of consumers and carers is seen as an integral component of the implementation of outcome measurement both in Victoria and nationally. Consumer self-rating outcome measures provide an important perspective to the total health outcome of an individual. This approach supports a conceptual framework in which clinicians from various disciplines work together with consumers to achieve desired outcomes. However, consumer and service providers have indicated that there is no single, perfect measure to support

consumer self-rating in mental health status. Consequently there is no consistent approach between States and Territories as to which consumer self-rating measure is used.

While considerable research and trials have been conducted for outcome measures used by clinicians, the use of consumer self-rating tools is a relatively unexplored area. Three self-rating measures were used in a limited trial in a national project conducted in 1997 and were each found to have strengths and limitations. These measures were:

- The Mental Health Inventory (MHI)
- The Behaviour and Symptoms Identification Scale (BASIS-32); and the
- Medical Outcomes Study Short Form (SF-36)

See [http://www.health.gov.au/hsdd/mentalhe/mhinfo/ccf/mcomh\\_field.htm](http://www.health.gov.au/hsdd/mentalhe/mhinfo/ccf/mcomh_field.htm) for further information on this national project.

Since that time these instruments, along with the Kessler-10 (K-10) have been introduced within various states and territories. Currently, Victorian mental health services are using the BASIS-32 as a consumer self-rating measure.

In 2000/2001, the Centre for Health Service Development, University of Wollongong, undertook an outcome measurement implementation consultancy for the Victorian Mental Health Branch. As part of this consultancy an initial consumer consultation sub-project was completed. This project gathered consumer views on both the self-rating instrument and outcome measurement processes more generally. The project found that, while consumers generally supported the introduction of routine outcome measurement, they have a number of concerns about both current processes and self-rating instruments. Consumers expressed a strong desire to be involved in all aspects of planning for and implementation of outcome measurement and, in particular, self-ratings. A range of content areas consumers believe are essential to an understanding of personal outcomes were articulated.

The report of this project will be available to the successful tenderer in the conduct of this project.

Although the current project is being managed within the Victorian Mental Health Branch, it is being financially supported through Commonwealth Information Development funding as it has been identified as being of national importance. The project findings will inform developments across the country and is intended to lead to implementation of a uniform national approach to consumer self-rating measures.

## 6. Project Deliverables and Requirements

The following minimum deliverables and activities are required:

### Project Management

#### *Project Requirements*

- 6.1 The Consultant will be required to meet with the Mental Health Branch within 2 weeks of the commencement of the tender, to propose and obtain formal approval of a **workplan** outlining specific tasks, methods, and timelines involved in the project, **prior to proceeding**.
- 6.2 Consultants will provide at least **monthly updates** to the Manager, Service Monitoring and Review Unit, Mental Health Branch, or nominee, about the progress of the project. The Manager, Services Monitoring and Review Unit, or nominee, will approve all documents before their presentation to the National Reference Group.
- 6.3 Consultants will report at least 3 times over the course of the project to a **National Reference Group** to be established by the Mental Health Branch. The Reference Group will include nominations from all States and Territories and the Commonwealth and will include consumer and carer representatives.
- 6.4 All questions and concerns raised about the project by stakeholders will be addressed as soon as possible. The Manager, Service Monitoring and Review Unit, Mental Health Branch, or nominee, will be informed of any such concerns and steps taken to resolve them.

### Phase 1: Literature Review

#### *Project Requirements*

- 6.5 Consultants will undertake a comprehensive review of national and international literature in the field.
- 6.6 The literature review will identify international best practice in relation to the development and implementation of consumer self-reporting measures. Consultants will analyse the advantages and disadvantages of each measure from both a clinical and a consumer perspective.
- 6.7 Issues to be addressed in the literature review will also include, but not be limited to:

- Issues of appropriate process for engagement of consumers in the use of these measures
- Suitability of existing measures in use or proposed for use in Australia or overseas
- Identification of alternative measures
- Acceptability of existing measures to consumers and clinicians
- Current trends in health outcome measurement
- Psychometric properties of measures

### *Project Deliverables*

- 6.8 An **interim report** (four copies and one electronic copy) outlining the findings of the literature review and including a comprehensive bibliography. To be finalised by 31 July 2002.

### Phase 2: Development of evaluation framework and comparative analysis

### *Project Requirements*

- 6.9 Consultants will undertake widespread consultation with stakeholders from **all** States and Territories. Stakeholders to be included in these consultations will cover both public and private sector mental health services and will include, but not be limited to:
- Consumers
  - Carers
  - Clinicians and Service Providers
  - Mental Health Service Management
  - Representatives of the relevant Government authority in each State and Territory and the Commonwealth.
  - Any groups or individuals nominated by the Manager, Service Monitoring and Review Unit, Mental Health Branch
- 6.10 Consideration will be given to style and location of consultations to enable maximum participation from all groups. Consideration will also be given to the need to reimburse the expenses of, or make payments to, participants in consultation activities, in particular consumer and carer participants.
- 6.11 These consultations will inform the development of a comprehensive **evaluation framework** to guide the comparative analysis.

- 6.12 **Comparative analysis** will be undertaken using the evaluation framework in order to meet the project objectives and to enable recommendations to be formulated, as outlined under the Phase 3 specifications (below). This analysis will draw on additional consultation as is deemed necessary.

*Project Deliverables*

- 6.13 An **evaluation framework**, to be approved by the Manager, Service Monitoring and Review Unit, Mental Health Branch and the National Reference Group, before commencement of the comparative analysis.

Phase 3: Reporting and Recommendations

*Project Requirements*

- 6.14 Consultants will prepare a comprehensive project report detailing the outcomes of Phases 1 and 2.
- 6.15 The report will make comment on and include **findings and recommendations** relating to, but not limited to, the following:
- The most suitable existing measure(s)
  - Advantages and disadvantages of existing measures from both a clinical and a consumer perspective
  - Issues of appropriate process for engagement of consumers in the use of outcome measures
  - The need for development of a new measure or modification of an existing measure
  - Key features for inclusion in any redevelopment or modification of measures
  - Implications for existing outcome measurement infrastructure across the different states and territories if a new measure is to be introduced
  - Cost implications (such as copyright fees) of the introduction of any identified, preferred measure
- 6.16 If the development of a new measure, or modification of an existing measure, is recommended, consultants will prepare a detailed **proposal and methodology** for this work to form part of a Victorian submission to the Commonwealth.

*Project Deliverables*

- 6.17 A **final project report** (four copies and 1 electronic copy). To be completed by no later than 2 December 2002. This report will include:
- An executive summary

- The background, objectives and detailed methodology of the project
- The literature review report and bibliography
- The agreed evaluation framework
- The findings and outcomes of consultations and the comparative analysis
- Recommendations as outlined above

6.18 A detailed **proposal and methodology** (four copies and 1 electronic copy) for the development of a new measure or modification of an existing measure if this is recommended as a result of the project findings. This proposal will include indicative timelines, methodological considerations such as consultative mechanisms, pilot testing requirements and recommendations about who should take responsibility for the conduct of this work. The proposal and methodology is to be completed by no later than 2 December 2002.

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## Part B: Information for Tenderers

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### 7. Tenderer Specifications

The successful tenderer will require a background relevant to the project and demonstrated capacity to successfully undertake the project.

#### 7.1 Status of entity

The tenderer must be a legal entity with which the Department of Human Services is able to contract. The tender response must describe and provide evidence of the legal status of the tenderer, including their Australian Business Number (ABN).

#### 7.2 Understanding of requirements

The tenderer must demonstrate an understanding of the requirements of the tender.

#### 7.3 Relevant experience

The tender must describe the experience of the tenderer in relation to the provision of similar services. References from or contact details of at least two clients for whom the tenderer previously has carried out similar projects must be provided.

#### 7.4 Financial, technical, planning and other resource capability

The tender must provide sufficient supporting documentation to enable the Department of Human Services to satisfy itself as to the financial, technical, planning and other resource capability of the tenderer to successfully undertake the proposal.

#### 7.5 Staff Competencies

The tender must describe the minimum competencies of staff and policies to maintain competency over the period of the contract.

#### 7.6 Electronic Communication

Tenderers must describe their technical capacity for electronic communication and funds transfer and a commitment to establishing appropriate links to enable such communication with the Department.

### 8. Rates and Budget

#### 8.1 Price

Prices quoted should be competitive and commensurate with the key activities and deliverables required.

## 8.2 Price Variation

Any variation to price over the period of the contract must be quantified and justified.

All prices shall be fixed for at least 90 days from the date of submission of tenders. Applicants must indicate the period of price validity with the prices submitted.

## 8.3 Quotations GST Inclusive

All quotations must include the full impact of the new tax system introduced by the Australian Government in July 2000, including GST (where applicable) and offsets for embedded tax savings.

# 9. Evaluation of Tenders

The following criteria will be used for the evaluation of all tenders and determination of the successful tenderer. Complying proposals will be assessed on a value-for money basis. While proposals must be within budget limits, price is neither scored nor weighted.

- 9.1 Criterion 1 The tenderer demonstrates a clear understanding of the project requirements and deliverables.
- 9.2 Criterion 2 The tenderer displays sound knowledge of issues relating to the measurement of clinical outcomes in a health and human services context, preferably within the mental health sector.
- 9.3 Criterion 2 The tenderer demonstrates sound knowledge of service delivery issues in relation to Australian mental health services, both public and private sectors.
- 9.4 Criterion 3 The tenderer demonstrates the ability to consistently deliver projects within prescribed timeframes and designated budgets.
- 9.5 Criterion 4 The tenderer demonstrates the capacity to effectively and sensitively engage, consult, liaise, negotiate, and collaborate with all stakeholders including mental health service staff, service providers, consumers and carers
- 9.6 Criterion 5 The submission details a valid, reliable, innovative and effective approach to achieve the project objectives, deliverables and timelines.
- 9.7 Criterion 6 The tenderer has the ability to undertake qualitative and quantitative analysis as required by the project methodology. Including skills and experience in the design, use or review of psychometric instruments.
- 9.8 Criterion 7 The tenderer demonstrates well developed written and verbal communication skills

## 10. Evaluation Process

- 10.1 Submissions will be evaluated against the indicated criteria.
- 10.2 An initial evaluation will be used to short-list proposals. Tenderers not short-listed will be notified in writing at this stage that their submission has been unsuccessful.
- 10.3 Following short-listing, one or more tenderers may be approached to make a presentation to the evaluation panel to provide clarification or further information.
- 10.4 All tenderers will be advised in writing of the final outcome of the tender, including the identity of the successful tenderer.
- 10.5 Scoring

Submissions will be initially scored against the following scale:

<b>Evaluation</b>	<b>Score</b>
Exceeds criterion	3
Fully meets criterion	2
Partially meets criterion	1
Fails to meet criterion	0

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## Part C: Conditions of Tender

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### 11. General Conditions

11.1 Organisations or individual wishing to tender should submit their proposal in accordance with the Department of Human Services' requirements as set out in this document. The conditions under which a response must be made are indicated in this section. Tenderers should familiarise themselves with this tender brief and ensure proposals conform. Tenderers are deemed to have:

11.1.1 Examined the tender documents and other information made available by the Department of Human Services to the tenderers for the purpose of tendering;

11.1.2 Examined all information relevant to risks, contingencies, and other circumstances having an effect in their tender and which is obtainable by making reasonable inquiries;

11.1.3 Examined statutory requirements and satisfied themselves they are not participating in any anti-competitive, collusive, deceptive or misleading practices in structuring and submitting their tender;

11.1.4 Satisfied themselves as to the correctness and sufficiency of their tenders and that their tendered prices are GST inclusive and cover the cost of complying with all conditions of tender and matters and things necessary for due and proper performance and completion of work described in the tender documents;

11.1.5 Complied with the Trade Practices Act and Australian Competition & Consumer Commission (ACCC) guidelines on price exploitation relating to the introduction of the new tax system from July 1 2000.

#### 11.2 Format of Response

11.2.1 A response schedule is at Part D of this document. Tenderers must address their responses to the specifications and will be assessed against the advertised evaluation criteria. The response schedule is structured to reflect the information requirements of this tender and tenderers are advised to use the response schedule in preparation of their submissions.

#### 11.3 Legal Entity

11.3.1 Tenderers must provide proof of their legal status. A legal agreement/contract can only be entered into by the Department of Human Services with an agency or individual with legal status established under:

- Associations Incorporation Act
- Co-operatives Act
- Corporations Law
- Health Services Act
- An Individual Act of Parliament

- Natural Person (person at least 18 years of age, with mental capacity to understand the agreement, not under any order or bankrupt)
- Trustee Act.

11.3.2 The Department of Human Services' prefers to deal with suppliers who have an Australian Business Number (ABN) unless there is clear evidence that the relevant supply is not assessable for income tax purposes (hobby or recreational interest).

#### 11.4 Consortia

11.4.1 There are three legal and management options available to consortia wishing to tender. Each of these types of arrangements is acceptable to the Department of Human Services:

- Incorporate as a single body
- Each Member signs as part of a Non Incorporated Consortium
- Subcontracting by the Lead Agency to members of the Consortium

11.4.2 Where the tenderer is a consortium, the tender must indicate which parts of the service it is proposed that each entity comprising the Consortium would provide and how the Contractor and Sub-contractor(s) would relate to each other to ensure full provision of the required service.

#### 11.5 Form and application of Agreement

11.5.1 The successful tenderer will be required to enter into the applicable standard Department of Human Services agreement, a sample copy of which is supplied as Attachment I.

11.5.2 A contract for delivery or provision of goods or services described in this document does not exist until both parties have executed the applicable standard Department of Human Services agreement.

#### 11.6 Statement of Departures

11.6.1 Tenderers must state in their tenders that there are no departures from the specification of this document, tender conditions and the conditions of the DHS standard form contract (Attachment I) or, where there are departures to these sections, submit with their tender a tabulated statement detailing the departures in order of the relevant clauses.

11.6.2 By submission of a tender in response to this document, tenderers are deemed to have accepted these Conditions of Tender.

## **12. Lodgment of Proposals**

12.1 The closing time for tenders is **2:00pm on Thursday 11 April 2002**.

12.2 The proposal must be enclosed in a sealed envelope and clearly endorsed:

Confidential  
Tender No. T2573

Consumer Self-Rating Outcome Measures in Mental Health –  
Comparative Analysis of Tools  
Department of Human Services  
The Tender Box  
Level 11  
589 Collins Street  
Melbourne VIC 3000

- 12.3 **Late, facsimiled, incomplete or e-mailed** proposals will **not** be accepted.
- 12.4 Proposals received after the closing time will be recorded as such, with the date and time of receipt, and the documentation will be returned to the sender.
- 12.5 Proposals delivered by the tenderers or their representative (including couriers) must be lodged in the tender box before the specified closing time. Department of Human Services officers cannot accept responsibility for lodging tenders on behalf of tenderers.
- 12.6 Proposals forwarded through Australia Post should be posted (addressed as above) to ensure receipt no later than the closing time (registered post advisable).
- 12.7 Proposals must be signed and dated by an authorised officer of the tenderer.
- 12.8 An **original and 5 copies** of the entire proposal must be submitted.
- 12.9 All proposals must be in the English language.
- 12.10 Proposals will be opened after 2:00pm on the closing date of tenders and notification of receipt will be forwarded to each tenderer.

### 13. Requests for Further Information

#### 13.1 Clarification of Processes

Prospective tenderers may telephone Alison Morris on 9616 7746 or Robyn Crane on 9616 7189 to clarify matters relating to the **tender process**. Oral explanations or instructions given to prospective tenderers prior to the acceptance of the proposal shall not bind the Department of Human Services.

#### 13.2 Clarification of Tender Specification and Requests for Additional Information

13.2.1 Requests for clarification of tender specifications and requests for additional information must be made in writing. Address such requests to:

Confidential  
Department of Human Services  
Attn: Alison Morris  
Level 2  
555 Collins Street  
Melbourne VIC 3000

13.2.2 Written requests for clarification or for additional information may be submitted by facsimile, addressed as above, to: Alison Morris Fax: (03) 9616 8726

13.2.3 All requests for clarification or for additional information must be lodged by close of business Monday 1 April 2002 to allow sufficient time for response and information to be provided to all parties requesting tender documentation.

13.2.4 All requests made, and additional information supplied will be documented (without identifying the source of the inquiry) and provided to all parties who have requested tender documentation.

### 13.3 Additional Information Required by the Department of Human Services

13.3.1 If additional information to that contained in a proposal is required by the Department of Human Services when proposals are being considered, written information and/or interviews may be requested to obtain such additional information at no cost to the Department of Human Services.

13.3.2 The name and telephone number of an officer or employee of the Tenderer capable of clarifying technical and commercial aspects of the proposal must be provided.

### 13.4 References

13.4.1 Tenderers must indicate at least two organisations which have been supplied with services similar to those requested in this project brief, and of whom officers considering proposals may make inquiries to assist in establishing the suitability of any item or service tendered.

## **14. Reservations**

### 14.1 Withdrawal From Process

The Department of Human Services reserves the right to withdraw from the tender process described in this document for whatever reason, prior to the signing of any Agreement/Contract with any party for the delivery of goods or services described in this document.

### 14.2 Lowest Cost Proposal

The lowest cost proposal, or any proposal, will not necessarily be accepted.

### 14.3 Negotiation

The Department of Human Services reserves the right to negotiate with short-listed tenderers after the nominated closing date for tender submission.

### 14.4 Part Offers

The Department of Human Services reserves the right to accept tenders in relation to some and not all of the scope of activity described, or appoint one, more than one or no organisation on the basis of the tenders received.

## 15. Conflicts of Interest

### 15.1 Declaration

Tenderers must declare to the Department of Human Services any matter or issue which is, may be perceived to be or may lead to, a conflict of interest regarding their proposal or participation in supply of the services described. Tenderers must describe a strategy so that any conflict of interest will be avoided.

## 16. Confidentiality

### 16.1 Ownership of Proposals

All proposals and any accompanying documents become the property of the Department of Human Services.

### 16.2 Ownership of Information

Ownership of all information, reports or data provided by the Department of Human Services to tenderers resides in the State of Victoria. The tenderer shall not, without written approval of the Secretary to the Department of Human Services, use the information or reports other than in the development of the proposal or the performance of the assignment. Such information, in whatever form provided by the Department of Human Services or converted by the tenderer, must be destroyed in a secure fashion following advice of the outcome of the tender or at completion of the assignment.

## 17. Probity of Tender Procedures

### 17.1 Notification of Probity Breach Required

Should any Tenderer consider that the tender process under this document has failed to accord it fair right to be considered as a successful bidder or that it has been prejudiced by any breach of these Conditions of Tender or other relevant principle affecting the Tenders or their evaluation, the Tenderer must provide immediate notice of the alleged failure or breach to the Contact Person. Notification must set out the issues in dispute, the impact upon the Tenderer's interests, any relevant background information and the outcome desired.

### 17.2 Timeliness of Notification

Delay in notification of probity breach, or notification after the announcement of the successful Tender will preclude a Tenderer from relying upon or taking action based upon such breach.

### 17.3 Resolution of Disputes

Dispute over the notification of breach will be resolved according to the Dispute Resolution section and clauses in the DHS standard agreement, attached.

## 18. Disclosure

### 18.1 Presumption to Full Disclosure

The Victorian Government has a strong presumption in favour of disclosing contracts and, in determining whether any clauses should be confidential, specific FOI principles (including a public interest test) will apply. The Government cannot pre-empt the workings of the FOI Act or constrain the Auditor General's powers to secure and publish documents as he sees fit.

### 18.2 Disclosure of tender and contract details

Subject to this clause and the Conditions of Contract, all documents provided by the Tenderer will be held in confidence so far as the law permits.

Notwithstanding any copyright or other intellectual property right that may subsist in the tender documents, the Tenderer, by submitting the tender, licenses the Department of Human Services to reproduce the whole or any portion of the tender documents for the purposes of tender evaluation

In submitting its tender the Tenderer accepts that the Department will publish (on the internet or otherwise) the name of the successful or recommended Tenderer(s), the value of the successful tender(s) and the Contractor's name together with the provisions of the Contract generally.

### 18.3 Non-disclosure of contract provisions

Non-disclosure of contract provisions must be justified under the principles for exemption within Section 34(1) of the *Freedom of Information Act 1982*, providing that information acquired by an agency or a Minister from a business, commercial or financial undertaking is exempt under the Act if the information relates to trade secrets or other matters of a business, commercial or financial nature and the disclosure would be likely to expose the undertaking unreasonably to disadvantage. The Department will consider these arguments in the tender evaluation and negotiations with tenderers.

## 19. Lobbying of Tenders

- 19.1 Any attempt by any tenderer to exert influence on the outcome of the assessment process by lobbying, directly or indirectly, Department of Human Services staff or Members of Parliament, will be grounds for disqualification of the tender from further consideration.

## 20. Pricing

- 20.1 The Department of Human Services anticipates that savings will arise from tax system changes of July 2000. For long-term contracts it is anticipated additional cost savings from both capital and non-capital inputs will accrue. Tendered prices must reflect the net financial impact of the introduction of the tax reforms with the impact of direct and indirect embedded tax savings on prices over the period of supply of the goods or services and GST (if applicable) included.

- 20.2 Tenders must contain a detailed cost summary as well as relevant stage and total project costing.
- 20.3 All prices shall be fixed for at least 90 days from the date of submission of offers: tenderers must indicate the period of price validity with the prices submitted.
- 20.4 Price variations over the period of the contract must be advised. Tenderers must state the factor and reasons for any variation.
- 20.5 All prices quoted must be represented in Australian dollars.

## **21. Payments**

- 21.1 Tenderers must indicate whether they have the capacity to accept electronic funds transfer as a facility for contract payments.
- 21.2 A payment schedule will be negotiated with the successful tenderer. The Department of Human Services' preferred position is to make payments according to delivery of outputs or satisfactory achievement of key project stages.
- 21.3 Where the contracted amount exceeds \$25,000, it is Victorian Government policy to withhold 20% of the amount to be paid until the Department of Human Services is satisfied that the Project has been completed.

## **22. Alternative Proposals**

- 22.1 Tenderers may submit more than one offer. Each such offer must be made on separate tender documentation and clearly marked "Alternative Proposal".
- 22.2 Tenders which do not comply with the requirements of these Conditions of Tender may be considered at the Department of Human Services' sole discretion.

## **23. General Conditions of Response**

- 23.1 Tenders should be submitted using the Tender Response Schedule included within Part D of this document, or in the format indicated in the Tender Response Schedule.
- 23.2 All parts of the Tender Response Schedule should be completed and submitted before the nominated closing date for submissions.
- 23.3 Any additional supporting information should be attached to the completed Tender Response Schedule and clearly referenced.
- 23.4 The Tender Response Schedule must be signed by an authorised officer of the tenderer.

## **Part D: Tender Response Schedule**

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### **Tender Response Schedule**

**For**

**Tender No. T2573**

## Tender Response Schedule—Part 1 Tenderer Details

### Tendering Organisation

Entity Name											
Entity Status											
ACN number											
Registration for GST	Yes:					No:					
Australian Business Number (ABN)											
Place of Incorporation											
Postal Address											
Principal office in Vic											
Contact Person											
Position/Title											
Telephone No						Facsimile No					
E-mail address											

### Sub-Contractor #1

Name										
Address										
Tasks/aspects/scope of project to be undertaken										

### Sub-Contractor #2

Name										
Address										
Tasks/aspects/scope of project to be undertaken										

[Repeat as Required]

## Tender Response Schedule—Part 2 Supporting Information

Tenderers are required to describe the nature and extent of any relevant experience.

Tenderers are required to disclose sufficient information to ensure that they have adequate experience and financial, technical and other resources capability to successfully undertake the proposal. Provide details (Title, year, etc..) of relevant supporting documents and attach copies to your submission.

### Profile of Tenderer

Range of services currently delivered	
Years of operation in this capacity	

### Financial/Planning/Technical Capability

Annual Report					
Annual Company Return					
Audited Financial Statement					
Will you provide valid tax invoices?	Yes:		No:		
Proof of insurance cover					
Business Plan					
Summary of entity's achievements					
Technical capability					
Quality Accreditation Standard					

### Qualifications and Experience of Key Project Staff

Name					
Title/Office Held					
Qualifications					
Previous Experience					
Role/functions to be performed					

Name					
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Title/Office Held	
Qualifications	
Previous Experience	
Role/functions to be performed	

Name	
Title/Office Held	
Qualifications	
Previous Experience	
Role/functions to be performed	

[Repeat as Required]

## Tender Response Schedule—Part 3 References

### Referee #1

Company Name	
Postal Address	
Street Address	
Contact Person	
Position/Title	
Telephone No	
Facsimile No	
Nature of work performed	

### Referee #2

Company Name	
Postal Address	
Street Address	
Contact Person	
Position/Title	
Telephone No	
Facsimile No	
Nature of work performed	

## **Tender Response Schedule—Part 4 Proposal**

### **1 Overview**

Provide details of the project and its structure, to describe how the project/service will be implemented, managed and monitored. The extent to which a practical, workable and sector sensitive approach is developed is a key consideration. Describe how you intend to provide the deliverables for each job/project and your understanding of the nature of each deliverable.

Consider the following aspects of the project in preparing and documenting response to this part:

- methodology: provide a detailed and considered discussion of the proposed methodology and how it addresses the key needs of the tender as described in this tender brief;
- broad approach to the project;
- components, sub components and major tasks;
- timetable indicating sequence and duration of each task, prepared in accordance with the key dates nominated in this brief;
- key project review points;
- deliverables and outcomes for each phase of the project;
- how any standards specified in this tender brief will be satisfied;
- tenderer inputs;
- Department of Human Services resource/input required;
- other stakeholder input or partnering relationships required and how they will be established and managed;
- data collection and analysis arrangements;

## 2 Price/Cost of Proposal

To enable the viability of pricing to be evaluated, the quotation must include an itemised budget with costings for each stage of the project. All prices quoted must be in Australian dollars.

All prices must be fixed for at least 90 days from the date of submission of offers: tenderers should indicate the period of price validity with the prices submitted. If price varies over the period of the contract, indicate the factor and reasons for the variation.

All prices must include the full impact of the new tax system introduced by the Australian Government in July 2000, including GST (where applicable) and offsets for embedded tax savings.

### Price validity

Prices quoted remain valid from the date of submission until:	
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### Price variation

Degree (%)	From (date)	Rationale

### Summary of Costs

Tenders must include a total price and an itemised budget with costings for each stage of the project. Costings should identify all expenses and clearly indicate hourly/daily rates multiplied by consultant days.

## 3 Impact of GST-related tax reform

- 1 Do you have net savings in your overall costs arising from the new tax system from 1<sup>st</sup> July, 2000? [If no, please advise reasons]

Yes	No
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- 2 Has the total amount of savings been excluded from your cost base

Yes	No
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**NB** When considering price adjustments, calculations should be based on the ACCC guidelines which are summarised as follows:

- prices should be reduced immediately to pass on the full effect of embedded tax reductions;
- any increase in price based on the GST should include a full offset for other indirect tax reductions which includes wholesale sales tax; FID/debits tax; bed taxes (NSW); stamp duty – securities, and changes to excise and diesel fuel rebates.
- no mark up should be applied to the GST component of price;
- prices should reflect only actual, not anticipated, tax increases. The ACCC allows an exception to this in special cases.

- businesses should not take the opportunity to increase the difference between cost and price in dollar terms (the Dollar Margin rule).
- margin will not increase to cover increased compliance costs caused by GST.

## Tender Response Schedule—Part 5

### Disclosure of Tender and Contract Information

The Conditions of Tender include provision for disclosure of contract information. If you wish to withhold the disclosure of specific contract information, you must detail how the release of this information will expose trade secrets or expose the business unreasonably to disadvantage. The Department will consider these arguments in the tender evaluation and negotiations with tenderers.

Non-disclosure of contract provisions must be justified under the principles for exemption within Section 34(1) of the *Freedom of Information Act 1982*, providing that information acquired by an agency or a Minister from a business, commercial or financial undertaking is exempt under the Act if the information relates to trade secrets or other matters of a business, commercial or financial nature and the disclosure would be likely to expose the undertaking unreasonably to disadvantage.

#### 1 Trade secrets

In considering whether specific information should be categorised as a trade secret, submitters should assess:

- The extent to which it is known outside of your business
- The extent to which it is known by the persons engaged in your business
- Any measures taken to guard its secrecy
- Its value to your business and to any competitors
- The amount of money and effort invested in developing the information
- The ease or difficulty with which others may acquire or develop this information

<b>Trade Secrets</b> not to be Disclosed:

#### 2 Unreasonable disadvantage

In determining whether disclosure of specific information will expose your business unreasonably to disadvantage, you should consider section 34(2) of the FOI Act. Broadly, you should consider whether:

- The information is generally available to competitors
- It could be disclosed without causing substantial harm to the competitive position of the business

<b>Unreasonable Disadvantage</b> disclosure would cause

## Tender Response Schedule - Part 6 Acceptance Of Terms & Conditions

An authorised officer of the tenderer must signify acceptance of the terms and conditions under which the tender is advertised. Signature as indicated in this part, and submission of a tender in response to the tender brief, signifies acceptance of all terms and conditions unless specifically indicated in this section by the tenderer.

Tenderers must indicate their understanding and acceptance of each part of this tender document, including the attached Department of Human Services standard form agreement, by signing or initialling in the table below. Where any part of this tender is not understood or accepted, tenderers must attach a tabulated Statement of Departures with explanation of why that part is not accepted

### Acceptance of Conditions

Part	Acceptance (initial)	Non-Acceptance (initial, and attach tabulated Statement of Departures)
Part A: Project Details		
Part B: Tender Specifications		
Part C: Conditions of Tender		
Part D: Tender Response Schedules		
Attachment I: Department of Human Services' Standard Form Contract		

### Endorsement

Signature of Authorised Officer for Tenderer	
Name of Authorised Officer	
Title/Office Held	
Date	

**Attachment I**  
**Department of Human Services Standard-form**  
**Agreement**

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