

Provision of Preventative Health Initiatives for Mental Health Consumers

Request for Tender Briefing (EMPHN – E053)

6 February 2020

Manningham Function Centre, Room 3

phn
EASTERN MELBOURNE

An Australian Government Initiative



Welcome and Overview

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Eastern Melbourne PHN acknowledges the Wurundjeri people and other people of the Kulin Nations on whose unceded lands our work in the community takes place. EMPHN respectfully acknowledges their Ancestors and Elders past, present and emerging.



Recognition of Lived Experience

We recognise and value the knowledge and wisdom of people with lived experience, their supporters and the practitioners who work with them.

We celebrate their strengths and resilience in facing the challenges associated with their recovery and acknowledge the important contribution that they make to the development and delivery of health and community services

Sector Briefing Meeting Agenda

- 01:** Components of the Preventative Health Service Response
- 02:** RFT Timelines & Submission Process
- 03:** Evaluation Criteria & Pricing Schedule
- 04:** Q&A
- 05:** Networking opportunity

**Request for Tender (RFT) – E053
Provision of Preventative Health
Initiatives for Mental Health
Consumers**

Narelle Quinn

Manager, Integration and Capacity

Background and Context

- People with moderate to severe mental illness have been shown to die up to 20 years earlier than the general population.
- A high proportion of excess deaths is associated with preventable physical health conditions (such as cardiovascular disease & cancer).
- Barriers to support and treatment include:
 - Lifestyle choices
 - Inequitable access to health care
 - Diagnostic overshadowing
 - Complex and segregated nature of the health care system
- There is a need to improve the early identification and treatment, as well as enhance the overall access to preventative health support for consumers with mental illness.

Policy Context

- **The National Mental Health Commission**
- **Fifth National Mental Health and Suicide Prevention Plan**
- **Regional Integrated Mental Health, Alcohol and Other Drugs, and Suicide Prevention Plan** (responds to the commitment made by Commonwealth & State Governments in the Fifth Plan)
- **National Preventative Health Strategy (The Strategy)**
- **Victorian Health and Wellbeing Plan 2019 – 2023**
- **Population-Based Screening Framework 2018**
- **Victorian Public Health and Wellbeing Act 2008**

EMPHN Demographics

Demographic data illustrates the prevalence of moderate to severe mental illness in the EMPHN catchment

The estimated resident population of EMPHN is 1.5 million people of which:

- 2-3% of the EMPHN population have a severe mental disorder;
- 30,000 people are affected at any one time with severe, episodic mental illness; and
- 82,600 people are affected by moderate mental illness.

Existing Service Options – Mental Health

Local Hospital Network (LHNs) Services:

- Public hospitals: acute inpatient units (voluntary & compulsory)
- Community-based service: bridging the gap between in-hospital care and living in the community
 - e.g. community care units (CCUs), Prevention and Recovery Care Services (PARCs), Community Treatment Teams (CCTs)
- Early Intervention Psychosocial Support Response (EIPSR) Service: supports to improve psychosocial functioning, available for consumers receiving Adult Mental Health Services who are not accessing the NDIS

Existing Service Options – Mental Health

EMPHN Mental Health Commissioned Programs

- **Mental Health Stepped Care Model:**
 - Evidence-based, staged system of care comprising a hierarchy of interventions, from the least to the most intensive, matched to the individual's needs
 - Delivered across three tranches in the EMPHN catchment: North East, Outer East, Inner East
- **Psychosocial Support Service (PSS):**
 - Delivered by Neami National. PSS provide a range of non-clinical community-based psychosocial supports for consumers with severe mental illness who are not eligible for the NDIS

Existing Service Options – Preventative Health

Cancer and Mental Health

- Men and women with mental illness are 82% and 20% more likely to report having cancer, respectively
- Across the EMPHN catchment, public and free cancer screening services are available for the three national cancer screening programs
 - 1) **Breast cancer screening:** The national screening program, BreastScreen Australia, invites women aged 50 – 74 years to undergo free mammograms once every two years. There are a number of BreastScreen sites across the EMPHN catchment.
 - 2) **Bowel cancer screening:** managed through the National Bowel Cancer Screening Program. A free home test kit is sent by mail to people 50-74 years.
 - 3) **Cervical cancer screening:** available for women aged 25 – 74 years once every five years. Testing can be undertaken by a GP, specially trained nurse, specialist such as a gynaecologist, and an Aboriginal and Torres Strait Islander Practitioner.

Existing Service Options – Preventative Health

Smoking and Mental Health

- Most significant risk factor for cardiovascular disease and cancer
- People reporting mental health conditions are 65% more likely to smoke than the general population
- A number of smoking cessation programs exist within the EMPHN catchment. These can be accessed via community health services and LHNs. Quit Victoria also offers a free telephone and internet-based program.

Existing Service Options – Preventative Health

Influenza Immunisation and Mental Health

- Most important measure to prevent influenza and its associated complications
- Vaccination providers include general practice, community health clinics, Aboriginal medical services, pharmacies and some public hospitals
- Barriers (e.g. access, fears about the immunisation process) is heightened for people with mental illness



Services to be Procured

Services to be Procured – E053

EMPHN is seeking to commission Service Provider/s to deliver an **innovative and integrated solution/s (the service response)** that addresses key preventative health service barriers for mental health consumers, particularly focusing on individuals with **moderate to severe mental illness (the target cohort)**. The successful Tenderer is expected to comprehensively operationalise an integrated service response encompassing **five preventative health service elements**:

- 1) Breast cancer screening
- 2) Bowel cancer screening
- 3) Cervical cancer screening
- 4) Influenza immunisation
- 5) Smoking cessation

Intended Outcomes

Health Outcomes for Consumers:

- Whole-of-person care through appropriately tailored preventative health services & linkage to required supports
- Improved consumer confidence, knowledge and activation to access and participate in preventative health care

Consumer & Carer Experience:

- Positive experience of preventative health initiatives
- Satisfaction with care integration & coordination

System Efficiency:

- Service coordination, integrated care pathways & collaborative care
- System that is easy to access and navigate
- Increased consumer identification & engagement
- Demand management
- Referral pathways
- Cost effective care

Workforce Outcomes:

- Workforce capacity to deliver holistic assessment
- Health professionals more confident to engage and support mental health consumers in preventative health
- Health professionals working at 'top of their scope'
- Provider satisfaction

Scope

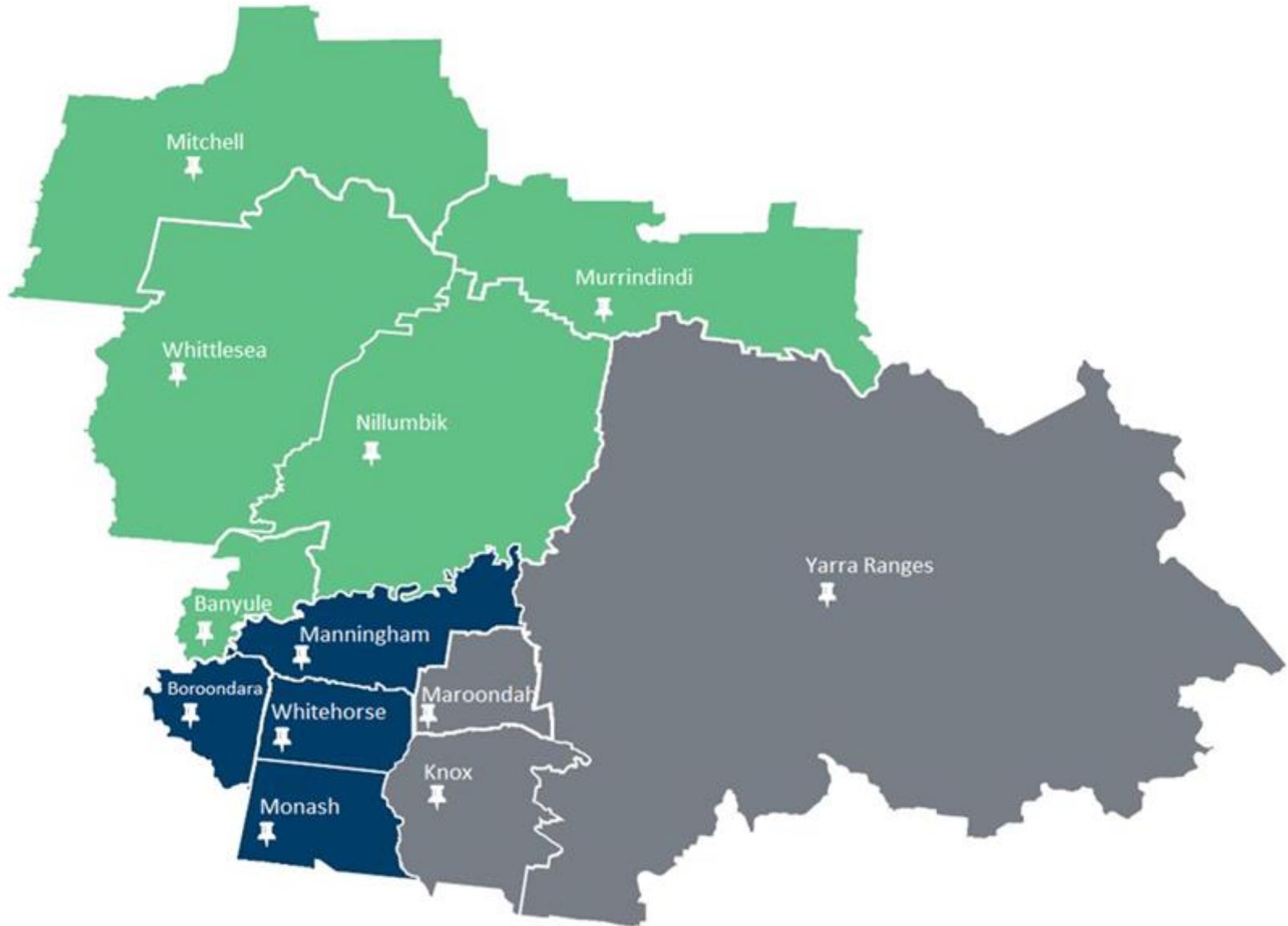
Location

The Service Response must be operational across the entire EMPHN Catchment area, comprising the following LGAs:

- Inner East: Whitehorse, Boroondara, Manningham & Monash
- Outer East: Yarra Ranges, Knox and Maroondah
- North East: Banyule, Nillumbik, Whittlesea, parts of Murrindindi (Kinglake [shared with Nillumbik], Kinglake Central, Kinglake West [shared with Nillumbik and Whittlesea], Pheasant Creek, Castella, Toolangi), parts of Mitchell (Clonbinane, Waterford Park, Beveridge [shared with Whittlesea], Upper Plenty, Wallan, Heathcote Junction, Wandong)

EMPHN will accept Tender Responses that provide services for either the whole catchment, or for one of the specific areas of catchment (e.g. Inner East, Outer East, or North East)

Services to be delivered across the EMPHN catchment



In Scope Service Elements

All five preventative health service elements must be included as part of the service response for consumers with mental illness:

- 1) Breast cancer screening
- 2) Bowel cancer screening
- 3) Cervical cancer screening
- 4) Influenza immunisation
- 5) Smoking cessation

In order to provide a fully integrated service response that encompasses all five preventative health service elements, **Tenderers may consider lodging the Tender as a lead agency on behalf of a consortium, or in partnership or in collaboration with a third-party organisation/s**

Service Types

The Provision of Preventative Health Initiatives for Mental Health Consumers will include the below three service types:

- 1. Capacity building:** activities to strengthen the mental health and primary health sector's ability to effectively support consumers with mental illness in addressing their preventative health needs
- 2. Care coordination:**
 - Individual support (incl. outreach) and service navigation assistance – find and connect consumers to the right care
 - Direct support to improve consumers' health literacy and help them make lifestyle changes
- 3. Delivery of the five preventative health initiatives:** services provided to address the five preventative health service elements for consumers with moderate-severe mental illness. The service response must integrate with existing service options and not duplicate

Service Integration

General practice, its practice teams and their primary health care relationships comprise the foundations of an effective health care system.

Tenderers must demonstrate how they will:

- Leverage existing preventative health service options
- Partner with existing EMPHN commissioned mental health services (e.g. MH Stepped Care, Psychosocial Support Service, etc), and community-based mental health services (e.g. PARCs, adult area mental health services, EIPSR, etc)
- Work collaboratively with consumers' regular general practitioner

Workforce

The service response is underpinned by a multidisciplinary approach and may incorporate a mix of non-clinical and clinical staff, including but not limited to:

- Credentialed nurses
- Suitably trained health workers (e.g. community health worker with relevant experience)
- Peer workers
- General practitioners
- Pharmacists
- Designated project staff

Out of Scope

- Not supported by an empirical evidence-base
- Duplicate other existing services, such as Medicare Benefits Schedule (MBS), and Australian and Victorian Government services
- Provide services that would be more appropriately delivered within an acute or hospital setting, or by state specialised services
- Capital and infrastructure resources
- For debt repayments or to off-set deficits in other program
- Associated with clinical trials, research, and travel or conference attendance

Timelines & RFT Submission Process

RFT Indicative Timelines

Activity	Date
Release of Request for Tender (RFT)	12pm on 31 January 2020
Tender Briefing	6 February 2020
Prequalification Closes	12pm on 2 March 2020
Questions Close	12pm on 13 March 2020
RFT Closes	12pm on 18 March 2020
Tenderer Interviews	Friday 3 April 2020
Announcement of Outcome	May 2020
Contract Commencement Date	1 June 2020
Service Delivery Commencement	1 August 2020

Prequalification Requirements

The online response to this tender is in two parts:

- 1. Part D Response Schedule D1 – Pre-qualification Criteria E053**
- 2. Part D Response Schedule D2 – Weighted Evaluation Criteria E053**

Successful completion of D1 is a mandatory requirement before you can access Schedule D2

Prequalification Requirements

All Responses must meeting the following eligibility criteria:

- The Tenderer has the capacity to commence the service response by 1 August 2020
- The Tenderer must be able to deliver the proposed solution/s across the whole of EMPHN catchment, or operationalise the service response through a regionalised approach (i.e. within the geographical boundaries of EMPHN Inner East, Outer East or North East
- The tenderer complies with all requirements of this RFT

Prequalification Part D Attachments

#	Document Name	Requirement
1	Part D Attachment 1 – Partnering, Sub-contracting and Other Third Party Arrangements	If required
2	Part D Attachment 2 – Tenderers Legal Proceedings	If required
3	Part D Attachment 3 – Tenderers Referees template	Mandatory
4	Part D Attachment 4 – Contract Departure template	If required

eProcure Online Tender Portal

Register via EMPHN's eProcure online portal:

<https://www.eprocure.com.au/emphn/>

eprocure.com.au/emphn/



Eastern Melbourne PHN

Welcome to Eastern Melbourne PHN's eTendering Portal. This is where you will find information about procurement opportunities such as Expressions of Interest (EOIs) and Requests for Tender (RFTs) for delivery of health services and other general services, or goods. The Portal is one of the ways Eastern Melbourne PHN is ensuring a transparent and accountable process and one that is more cost and time efficient for our providers and our PHN.

We encourage current and potential suppliers of goods and services to register on this Portal. **Registration is free.** Just click on the registration link and complete your details. You will receive a confirmation of your registration, which will include your login credentials.

Once logged in you will be able to:

- register for opportunities we publish on eProcure for which you have an interest and follow these on the 'my watch list' tab
- receive email notifications about opportunities for which you registered;
- view and download Tender documentation for opportunities for which you registered;
- use the Question Forum, anonymously and confidentially, to ask questions and see answers to all the questions related to Tenders;
- submit your Tender response electronically; and
- view status of closed Tenders via the awarded tab.

The eProcure helpdesk is available to assist you with any technical questions about eProcure. If you experience any difficulties registering, logging in or downloading/uploading any documents from/to this Portal you can message the eProcure support team via LIVE CHAT or [email](mailto:emphn@eprocure.com.au) or call **1800 377 628**

To access Eastern Melbourne PHN's website visit: <https://www.emphn.org.au/>

Public Opportunities

[Preventative Health Initiatives for Mental Health Consumers](#)

Tender # EMPHN - E053 | Closing: 18/03/2020 12:00:00 PM AEDT | Released: 31/01/2020 12:00:00 PM AEDT | Type: RFT

Eastern Melbourne Primary Health Network (EMPHN) invites Tender Responses for the provision of Preventative Health Initiatives for Mental Health Consumers in the EMPHN catchment region in accordance with the requirements of this Request for Tender (RFT). People with

member login

Please sign in below.

Existing users, login below, new users can register for free.

Email address:

Password:

LOGIN

[Forgotten your Password?](#)

Not a member?

Benefits of registering:

- Free to register.
- Simple to sign up.
- View a list of open opportunities.
- Be updated on any tender changes.
- Questions & Answers forum.
- Electronic Submissions.

REGISTER

Forgotten your Password?

Email address:

RESEND PASSWORD

Need help?

If you require immediate assistance message our support team via [LIVE CHAT](#) or our [contact page](#).

Evaluation Criteria & Pricing Schedule

Evaluation Criteria

#	Criteria	Weighting %
1	Service Model and Structure	40%
2	Organisational Capability	20%
3	Quality Systems, Risk Management and Performance	15%
4	Consumer and Carer Experience	15%
5	Pricing Methodology	10%
Total		100%

Available Funding

The indicative amount of funding available to operationalise the integrated service response comprising all five preventative health elements across the entire EMPHN catchment is: **\$1,010,105.00 for a 2 year period** subject to funding availability and contractor performance.

Funding amounts are GST exclusive.

Tender Reference Documents

Part A: Conditions of Tendering

Part B: Service Requirements

Part C: Proposed Contract Terms and Conditions

Part D: Response Schedule (completed online in eProcure)

Part D: Response Schedule Attachments (uploaded with your online response)

Pre-qualification Attachments

Part D – Attachment 1 Partnering, sub-contracting and other Third Party Arrangements (if required)

Part D – Attachment 2 Tenderers Legal Proceedings (if required)

Part D – Attachment 3 Tenderers Referees template (mandatory)

Part D – Attachment 4 Contract Departure template (if required)

Weighted Evaluation Criteria Attachments

Part D – Attachment 5 – EMPHN Pricing Schedule template (mandatory)

Part D – Attachment 6 – Summary Risk Table template (mandatory)

Part D – Attachment 7 – Workforce Plan template (mandatory)

Questions & Answers

Harry Patsamanis & Narelle Quinn

FOR MORE INFORMATION

Please submit any questions in the 'Questions' tab of the tender on EMPHN's eProcure