

Provision of the Lilydale Integrated Youth Health Hub

Request For Tender Sector Briefing (EMPHN-E054)

11 February 2020

York On Lilydale Resort


phn
EASTERN MELBOURNE

An Australian Government Initiative



Welcome and introduction

Anne Lyon
Executive Director
Mental Health & AOD



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.



**Request for Tender for the
provision of the Lilydale
Integrated Youth Health Hub**

Summary

1. Policy Context and Background
2. Components of the Lilydale Integrated Youth Health Hub
3. RFT Timelines & submission process
4. Evaluation criteria & Pricing schedule
5. Q&A
6. Networking opportunity



Policy Context and Background

Policy Context

- Healthy, Safe and Thriving: National Strategic Framework for Child and Youth Health (2015)
- Victorian Public Health and Wellbeing Plan 2019–2023

Policy Context

- National Mental Health Commission and the Australian Government Response
 - Stepped Care Approach
- Royal Commission into Victoria's Mental Health System
- Productivity Commission into Mental Health



Components of the Lilydale Integrated Youth Health Hub

Stacey Thomas

Program Officer Mental Health & AOD

EMPHN are seeking a Provider to be the lead agency for the Lilydale IYHH who will act as the primary Contractor with EMPHN and have oversight of a partnership/consortium model.

Respondents are required to address the whole model in their submission.

Overview

- Provide young people and families/carers with a single entry point to access to a range of no cost or low cost primary health care, community and social services to improve access, service coordination and integration
- Facilitate access to a range of health and wellbeing activities and health services (e.g. clinical, social and community services) including:
 - mental health, physical health (including primary health, allied health and group fitness activities), sexual health and alcohol and other drugs services
 - life skills development, recreational activities, and health and wellbeing promotion activities
 - community and social services
- Target cohort
 - young people aged 12 to 25 years
 - Young people who are at-risk, disadvantaged and with complex needs are a priority for service access, specifically ensuring young people with mental ill health are well supported.

Overview cont.

- Mental health and physical health services will be underpinned by a stepped care approach
- Operate as part of the wider youth health and wellbeing service system
- Consider blended funding to deliver a range of health and wellbeing activities (e.g. in-kind contributions, Medicare rebated services)
- Provide access to support young people across the Shire of Yarra Ranges catchment
 - operate from a main operating site in Lilydale
 - consider access to support for young people in Healesville, Belgrave, Yarra Junction/Warbuton

Outcomes

Consumer outcomes

- Increased health literacy
- Greater awareness of how and where to access services
- Improved health and wellbeing

Consumer experience of care

- Ease of navigation
- Workforce appropriately skilled and youth friendly
- High quality and integrated care
- Support offered was responsive and met consumer need/s

Improving provider experience

- Awareness of and integration with other services
- Ease of service navigation
- System and processes supported work
- Improved provider capability

System efficiencies and cost effectiveness

- High quality, integrated and collaborative care
- Value for money
- Addressing barriers to access

Key Principles of the Lilydale Integrated Youth Health Hub

- Holistic
- Responsive to need
- Safe and inclusive
- Youth-led
- Collaborative and integrated with Shared Accountability
- Evidence informed

In Scope Services

- Health and Wellbeing Activities, such as:
 - Life skills development activities such as L2P, group cooking, budgeting or healthy eating/nutrition group
 - Vocational support such as support to gain employment, Skills First, resume writing, barista courses, schooling support such as tutoring
 - Recreational activities such as arts and craft, sporting activities
- Health Services must include:
 - Mental health services including therapy, brief interventions, family based and groups and consistent with a stepped care approach
 - Physical health including primary health, allied health, group fitness activities
 - Sexual health including health literacy groups and individual appointments
 - Alcohol and other drug services including individual brief intervention, psychological therapy and family based intervention

In Scope Services *continued*

- Social Services:
 - Not in scope for core funding, but tenderers should consider how to integrate social services such as Centrelink, youth justice, legal aid, housing

Workforce

- May include: psychologists, accredited mental health social workers, mental health competent occupational therapists, Aboriginal health workers, youth workers, registered counsellors, dual diagnosis workers, peer workers, nurses, occupational therapists, physiotherapists, dieticians, exercise physiologists
- Must include: an appropriately supported peer workforce

Operational conditions

- Governance
- Key components
- Coordination and Integration
- Supporting Functions
- Frameworks, Policies and Procedures
- Consumer Feedback

Operational conditions cont.

Governance

Shared governance of the Lilydale IYHH will facilitate collective accountability and commitment from service providers at the Lilydale IYHH and must include strategic and operational governance groups and a youth reference group

Key components

- Communication and Marketing
- Engagement
- Referral, Intake and Assessment
- Service Delivery and Review
- Service Exit

Operational conditions cont.

Coordination and integration

- must deliver service coordination and integration activities to ensure intake, referral, treatment and care coordination is person-centered and integrated for young people.
- when a young person is identified as requiring the support of multiple services, service providers should come together with the young person and family/carer (where relevant) to establish agreed working practices and develop a Collaborative Care Plan (CCP).
- a service coordination and integration function must be established.

Supporting Functions

- Management, Administration, Security, Facility Maintenance

Operational conditions cont.

Frameworks, Policies and Procedures

- The lead agency will be responsible for ensuring that the clinical governance framework, risk management, critical incident and Occupational Health & Safety policies for the Lilydale IYHH are established prior to the commencement of service and that all partner/consortium service providers operate within these requirements

Consumer Feedback

Out of Scope Services

The following are outside the scope of EMPHN core funding:

- Capital works, except as required as part of establishment of the Lilydale IYHH
- Are not supported by an empirical evidence base
- Actions that duplicate or supplement existing funded activities/services that are the responsibility of state and territory governments or Commonwealth Department of Health
- Services that would be more appropriately delivered within an acute or hospital setting or by state specialised mental health services
- Activities that are for debt repayment or to off-set deficits in other program areas
- Activities that are associated with clinical trials, research and travel or conference attendance



Timelines & RFT submission process

RFT Indicative Timelines

Key Activities	Dates
Release of Request for Tender (RFT)	12pm Tuesday 4 February 2020
Tender briefing	Wednesday 11 February 2020
Prequalification closes	4pm Thursday 27 February 2020
Questions close	12pm Thursday 12 March 2020
RFT closes	12pm Tuesday 17 March 2020
Tenderer interviews (if required)	Thursday 2 April 2020
Site visits (if required)	To be scheduled if required
Announcement of outcome	15 April 2020
Service Delivery commencement	14 August 2020

Prequalification requirements

The online response to this tender is in two parts:

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

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

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

The remainder of the tenderer mandatory eligibility requirements are set out according to Part D - documents (Prequalification).

Prequalification requirements

All Responses must meet the following eligibility criteria:

- The tenderer has the capacity to commence service model delivery by 14 August 2020
- The tenderer must be able to deliver the proposed services to provide support to young people across the Shire of Yarra Ranges, including a main operating site in Lilydale

eProcure online tender portal

Register via EMPHN's eProcure online portal

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

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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 and other services (e.g. ICT or cleaning 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:

- receive email notifications when you register your interest in an opportunity we publish to eProcure;
- view and download Tender documentation;
- use the Question Forum, anonymously and confidentially, to ask questions and see answers to all the questions related to Tenders; and
- submit your Tender response electronically.

The eProcure helpdesk is available by dialling **1800 377 628** if you need any assistance registering or experience any difficulties logging in or downloading/uploading any documents from/to this Portal.

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

Public Opportunities

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



Evaluation Criteria & Pricing Schedule

Evaluation Criteria

#	Criteria	Weighting %
1	Service model and structure	35%
2	Governance Arrangements	20%
3	Expertise and experience in service establishment and delivery	15%
4	Youth and family participation and experience	15%
5	Financial expertise and value for money	15%
Total		100%

Indicative Funding and Term

2019-2022	Total
Total	\$ 4,104,000.00

NOTE: The indicative funding will be reviewed once the PHN have received confirmation of funding arrangements for future financial years.

Description	Years
Initial term of the Contract	2 years 7 months
Options to extend the Contract	Pending further funding
Maximum term of the Contract	2 years 7 months

Contract extensions are subject to funding availability and contractor performance. The actual agreed dates for the engagement shall be given in writing by EMPHN to the successful Respondent

Tender Reference Documents:

Part A: Conditions of Tendering (read in conjunction with Part B)

Part B: Service Requirements (and separate appendices)

- **Appendix A** Clinical Staging
- **Appendix B** Lilydale Integrated Youth Health Hub Discussion Paper

Part C: Proposed Contract terms and Conditions

- **Attachment c** – Communication Protocols
- **Attachment d** – EMPHN Incident Management Procedure
- **Attachment e** – EMPHN Project activity work plan template
- **Attachment f** – Clinical governance framework

Part D: Response Schedule – Prequalification (completed online in eProcure)

- **Attachment 1** Partnering sub-contracting and other Third Party arrangements
- **Attachment 2** Tenderer Legal Proceedings
- **Attachment 3** Tenderer References
- **Attachment 4** Contract Departures

Part D: Response Schedule Weighted Evaluation Criteria Attachments

(uploaded to eProcure with your online response)

- **Attachment 5** – Pricing Schedule template (MANDATORY)
- **Attachment 6** – Summary Risk Table template (MANDATORY)
- **Attachment 7** – Workforce Plan (MANDATORY)



Questions & Answers

Anne Lyon & Emma Newton

List of Questions & Answers

Questions and answers are recorded.

Questions and answers related to the RFT, will then be published on the eProcure portal and on the EMPHN website.

Close

Opportunity to network



FOR MORE INFORMATION

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