

TENDER DOCUMENT

Project: Chatswood House SIL Provider Selection

Community Services Manager: Olivia Colacicco

Introduction

The purpose of this tender is to source the most suitable service provider that can meet the dynamic needs of the residents at Chatswood House. Chatswood House operates Supported Independent Living model of care. This setting is a complex undertaking and should be treated with a proportionate level of focus by the chosen provider. This location supports 4 residents with complex high level physical support needs. The property consists of 4 bedrooms and private bathrooms with shared common areas including kitchen, lounge room and dining.

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# Evaluation Process & Timing

This tender process will run as follows:

1. This document and any attachments are provided to identified Service Providers to prepare a proposal
2. All Service Providers will submit a proposal via email to [**info@scia.org.au**](mailto:info@scia.org.au)
3. All proposals will be reviewed by the Community Services Manager and a shortlist of Service Providers will be created based on the criteria below
4. Shortlisted Service Providers will be invited to present a demonstration to:
   1. Olivia Colacicco – Community Services Manager
   2. Elana Ibrahim – Resident
   3. Lincolne Innis – Resident
   4. Mark Tonga – Resident
5. Service Providers will present demonstrations and attendees will evaluate against our criteria
6. The Community Services Manager will make a recommendation to our Program Board to approve/reject
7. All Service Providers will be notified of the outcome via email

SCIA are under no obligation to select any proposed provider as a result of this tender process.

# Key Dates

* **24th May 2021** – Proposals sent to Community Services Manager
* **28th May 2021** – Shortlist Service Providers
* **31st May 2021** – Service Provider demonstrations
* **3rd June 2021** – Appointment of successful Service Provider
* **7th June 2021** – Agreement signed
* **6th July 2021** – Full Implementation of Services

# Evaluation Criteria

It is the intent of SCIA to conduct a comprehensive, fair and impartial evaluation of proposals received. Award shall be made to the provider that is believed by to be the best fit for Chatswood House. SCIA reserves the right to reject any and all proposals for any reason or no reason. Final selection will be based on a combination of relevant experience, available qualified staff, proposed costs and the ability to meet resident requirements. Final approval will be made by the Community Services Manager and Residents.

We will assess each interaction with you, whether it be by phone, email, video, document, presentation, demonstration or other face to face engagement to assess:

* The value you bring as a provider
* The way your services support and enhance the lives of the residents
* The ease of engagement of your services for the residents
* The ongoing costs
* How well you address the residents’ requirements
* Your proposed service level agreement

# Proposed Contract Term

The contract term will be for 12 months and in line with the residents NDIS plans. The contract will be reviewed based on the provision of service, by the residents annually.

# Contacts

Olivia Colacicco   
Community Services Manager   
[info@scia.org.au](mailto:info@scia.org.au)   
02 7202 0893

All proposals must be delivered to the email addresses above.

# Approval

|  |  |
| --- | --- |
| **Name** | Olivia Colacicco |
| **Position** | Community Services Manager |
| **Signature** |  |
| **Date** |  |

1. **APPLICANT DETAILS**

**1.1 Details of Provider**

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| --- | --- |
| **Company Name:** |  |
| Australian Business Number (ABN) |  |
| NDIS Provider Number (if a company) |  |
| Principal place of business |  |
| Postal Address |  |
| **Contacts:** |  |
| Name |  |
| Telephone No. |  |
| Mobile No. |  |
| E-mail Address |  |
| Fax No. |  |
| **Contract Administration:** |  |
| Name |  |
| Telephone No. |  |
| Mobile No. |  |
| E-mail Address |  |
| Fax No. |  |

1. **SELECTION CRITERIA AND ASSESSMENT**

SIL in this setting is a complex undertaking and should be treated with a proportionate level of focus by the chosen provider. The overall service is worth an approximate annual review of between $800,000-$1,200,000/pa; therefore, this should be treated as a significant undertaking by prospective providers. Service Providers are required to respond individually to each of the selection criteria outlined in the following spaces. Each question should be answered separately in the sequence in which they are asked, and adopting the numbering used in each question. The information provided will be used in the assessment of Proposals. Responses are to be concise and focus on key elements of the Providers Proposal as it relates to each of the selection criteria.

* 1. **Demonstrated financial viability and stability**

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| 1. Please provide a letter from your accountant or financial advisor confirming that your organisation is solvent and not subject to any insolvency proceedings. |
| 1. Please provide details below of any other factors, you are aware of, that could significantly impact on your organisation’s financial ability to successfully perform the Services. |
| 1. Please provide most recent Annual & Financial reports of your organisation’s performance |
| 1. Please provide the proposed organisation chart demonstrating where Chatswood SIL would be placed within your operations |
| **ANSWER** |

1. **Evalution criteria**

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| **3.1 Current Legal Proceedings** | | |
| Are you or any of your directors or close associates currently, or have you, or have your directors or close associates been at any time within the last five years, the subject of any or any pending:   * + - * legal proceedings, including winding up or bankruptcy proceedings.       * insolvency administrations or investigations; and/or       * investigations by ICAC or any other public body (Commonwealth and/or State)? | **Yes** | **No** |
| If “**Yes**” please supply full details below and attach further details where necessary. | | |
| Provide any further information that attests to your record of ethical behaviour. | | |
| **3.2 Leadership:** | | |
| 1. Describe how the provider proposes to structure the operating model for Chatswood House; including leadership structure, the location of management and the frequency in which management may attend the site. | | |
| **ANSWER** (300-word limit) | | |
| **3.3 Consistency:** | | |
| 1. Describe the selection criteria the provider considers important in the appointment of staff into Chatswood house, as well as the types of training that you intend on providing to staff. | | |
| 1. What type of orientation, induction and training program will the provider have in place | | |
| 1. Provider to explain the process, including frequency, of how they intend to engage in professional supervision for their staff. | | |
| 1. Will the provider be willing to employ any existing staff that would like to remain employed with the resident? | | |
| **ANSWER** (300-word limit) | | |
| **3.4 Planning:** | | |
| 1. How does the provider intend on meaningfully engaging each resident in the creation their roster of care to ensure that supports are planned with each participant to meet their specific needs and preferences? | | |
| 1. Describe the arrangements that are in place to ensure support is provided to the participant without interruption throughout the period of their service agreement. What strategies does the provider have to mitigate the risk of staff turnover/absences and avoid excessive disruption to the delivery of service. | | |
| 1. Where changes or interruptions are unavoidable, provider to indicate what alternative arrangements they would implement. | | |
| 1. Describe the method/frequency that the provider intends on communicating with the residents, both individually and collectively. | | |
| **ANSWER** (300-word limit) | | |
| **3.5 Governance:** | | |
| 1. What is the providers process of feedback management - provider to include their feedback/complaints process. | | |
| **ANSWER** (300-word limit) | | |
| **3.6 Scenario:** | | |
| Provider to Respond to how they would handle the following scenario:  You encounter a medical emergency of autonomic Dysreflexia for one of the residents – how would this be managed effectively to minimise disruption to regular services? | | |
| **ANSWER** (300-word limit) | | |

1. **MANDATORY Selection criteria**

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| **4.1 Service Requirements** | | |
| The requirements below are **mandatory.** A non-compliant response against any mandatory requirements will eliminate the application from further consideration. | **Complies Yes/No** | |
| 1. Is your organisation a registered NDIS provider? | **Yes** | **No** |
| 1. Does your organisation have a risk management system in place, including WHS and Incident Management? | **Yes** | **No** |
| 1. Can your organisation demonstrate that all workers are aware of, trained in, and comply with the required procedures in relation to complaints handling and risk management? | **Yes** | **No** |

**4.2 Evaluation Criteria**

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| **4.2.1 Previous experience providing support and services to people with disabilities** | | |
| Please outline your organisation’s previous experience providing advice, services and supports to people with disabilities, including:   * Working in a person-centred way * Working with people with complex physical disabilities | | |
| Attachments provided? | **Yes** | **No** |
| **ANSWER** (300-word limit) | | |
| **4.2.3 Expenditure review method and communication** | | |
| Please describe how you would perform the process of reviewing participant expenditure against approvals. Outline the resources you would use and explain how you would clarify any matters with the participant. | | |
| **ANSWER** (300-word limit) | | |

1. **Commencement Time**

The provider will be able to commence the Services within 30 working days from notification to proceed.

Print Name and Title