

Pain Management Services

Confirmed Changes and Tender Information

Friday 13th March at 1230pm



He Kaupare. He Manaaki. He Whakaora.
Prevention. Care. Recovery.

Karakia

Whāia, whāia
Whāia te Tika
Whāia te Pono
Whāia te Aroha
Mō te oranga tāngata
Kia puta ki te whai ao
Ki te ao mārama
Haumi e, hui e
Tāiki e

Striving to do what is right
Undertaking to act justly
Being considerate of everyone
That it may improve the lives of all

House Rules



Cameras off during presentation only



Mikes on mute during presentation only



Q and A chat open



Questions answered at the end and/or published on GETS



Meeting recorded

Agenda

New Contract

Confirmed Changes to Service

RFP and Tender Information

Questions

Where you can find more information
Register on GETS

New contract structure



New contract for Community Services (open tender) and Tertiary Service (Not open to market)



Proposed term of 7 years (3 + 2 + 2)



Go Live on 1 December 2026

Supplier session in October with successful applicants.

Components of New Services

The Funding model will be fee for service, within a service cap for each stage



Triage



Community-based services consisting of group programmes, and Stage 1 and 2 .



Specialist Pain Medicine Physician (SPMP) assessment



Tertiary-based services consisting of a Comprehensive Pain Assessment (Stage 1) and either an intensive programme or outpatient programmes (Stage 2).



Interventional procedures including spinal cord stimulator, neuromodulation and pamidronate infusions for CRPS

Key enhancements



Changing to funding structure which will allow greater service visibility

Moving to a Fee Cap and hourly service charges



New KPIs

Weekly comp cessation rate



Update to the experience and professional development criteria

5 years minimum



Operational improvements

Upfront approval includes triage and community stage 1 which will reduce approval delays

Early access to vocational support

Clarifying some key themes



IDT requirements

Grandparenting existing providers under 5 years experience
SPMPs vs Medical Practitioner requirements



Requirement of prior approval for triage



New travel code for nursing will be added



Pricing considerations

Tender Objectives

Community Pain Management Services



Tender Process

Pre-Conditions

Key component	Evaluation requirement	Scoring
Pre-conditions: a. Interdisciplinary Team with the required qualifications b. Complete core IDT in one region	Provider Coverage Area Application Spreadsheet and submitted evidence	Meets Does not meet (No further evaluation)

One Stage Two Step Tender

Community Pain Management Services

Step 1 (*Weighted score methodology*)

Mode: Written Application

Medium: GETS website

Documents used:

Request for Proposal document

Response Form

Provider Service Coverage Spreadsheet

Step 2 (*Weighted score methodology*)

Mode: Interview/Kōrero (for shortlisted applicants)

Medium: Microsoft Teams

Key components:

Case study presentation

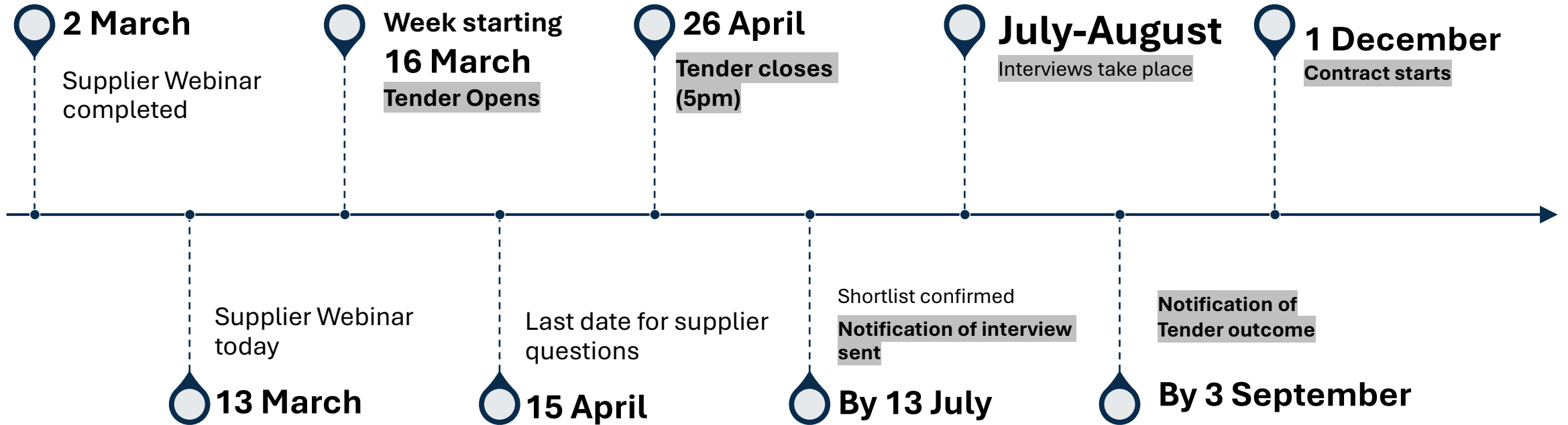
Additional panel questions (clarifications)

Community Pain Management Services

Key points about your response

- Be as clear and as detailed as you can in your written application.
- Stick to the word/answer limits.
- Your written application should assume ACC knows nothing about your organisation.
- Ask someone to proofread your written application for typos and plain English. Avoid jargon where possible. (Sometimes it can be helpful to ask someone to proofread who doesn't know much about your work – If they have questions about your response, perhaps you need to explain things further or differently?)
- For the interview, we recommend business and clinical representatives, especially someone with hands-on knowledge of working directly with kiritaki.
- Please ensure no identifiable client information is used in any case studies or examples.
- A post-tender debrief will be offered.
- Any service gaps will be advertised on GETS after the tender.

Indicative Timeline



Indicative Evaluation Criteria



Written Application

Organisation Background (Information only)

Cultural Responsiveness

Service Delivery

Connections and Networking

Quality Management

Health and Safety

Economic Benefits



Interview (Shortlisted Candidates)

Case example presentation

Panel questions

Indicative Scoring

Rating	Definition	Score
Excellent	Satisfies the requirement with minor additional benefits. Above average demonstration by the supplier of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the services. Response identifies factors that will offer potential added value, with good supporting evidence.	5
Good	Satisfies the requirement with minor reservations. Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the services, with some supporting evidence provided.	4
Acceptable	Satisfies the requirement with minor reservations. Some minor reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the services, with little or no supporting evidence.	3
Minor reservations	Satisfies the requirement with major reservations. Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	2
Major reservations	Satisfies the requirement with major reservations. Considerable reservations of the supplier's relevant ability, understanding, experience, skills, resource and quality measures required to provide the goods / services, with little or no supporting evidence.	1
Unacceptable	Does not meet requirements. Does not comply and/or provides insufficient information to demonstrate that the supplier has the ability, understanding, experience, skills, resource and quality controls required to provide the services according to requirements. No supporting evidence provided.	0

- Written Application (Each section scored 0 to 5)
- Shortlisted applicants will need to have:
 - Achieved a rating of minimum 3 against each question
 - Overall pass rate of 66%
 - May include some discretion for 2 ratings where panel may choose to ask for clarity
- Interview presentation
 - Overall scoring between 0 and 5
 - Minimum overall rating of 3 to Pass or Fail





Questions



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Next steps



Tender documents, presentation and Q&A will be available on GETS next week.



Please ask all questions directly on GETS during the tender period (Last date 15th April)



Thank you for joining us