

Sensitive Claims Service tender briefing

Tender briefing 1

DATE: 5 April 2024



**He Kaupare. He Manaaki.
He Whakaora.**
prevention. care. recovery.



ACC 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



Housekeeping

Microphones should be muted

Please use the Q&A function to ask any questions. We will address questions at the end.

These are being recorded and will be available on our website.



What we're covering today

- New Sensitive Claims Service
- Supplier tender process
- Named Service Provider process
- Systems used for the tender
- A review of key tender documents
- Reminders & resources
- Q&A

New Sensitive Claims Service

What is the Sensitive Claims Service?

- The Sensitive Claims Service provides fully funded support, treatment and assessment services for survivors of sexual abuse and assault. It puts the kiritaki at the centre of their recovery and brings together a range of supports and services to support kiritaki with their recovery.
- The existing contract currently known as the Integrated Services for Sensitive Claims (ISSC) expires on 30 November 2024 and the new Sensitive Claims Service contract begins on 1 December 2024.
- For this contract, we are looking for suppliers who can clearly demonstrate that they understand and can meet the requirements of the new contract.

Key changes to the Sensitive Claims Service

STREAMLINING THE ASSESSMENT PROCESS

- There will be two assessment pathways based on individual survivor need. This will streamline the assessment process so that survivors don't have to re-tell their story and can access treatment quicker.

TAILORED SERVICES TO MEET THE NEEDS OF SURVIVORS

- We've moved away from a "one size fits all" approach towards a more holistic model that allows survivors to work with their provider to create a recovery plan that best meets their individual needs. Support can include talk therapy as well as rehabilitation services (i.e. occupational therapy, physiotherapy, speech & language therapy, etc.) and can be used in conjunction with group-based therapy and other services. These services and treatment will be delivered through packages of Tailored Support for Wellbeing.

MORE EFFECTIVE WAY TO MEASURE CLIENT OUTCOMES

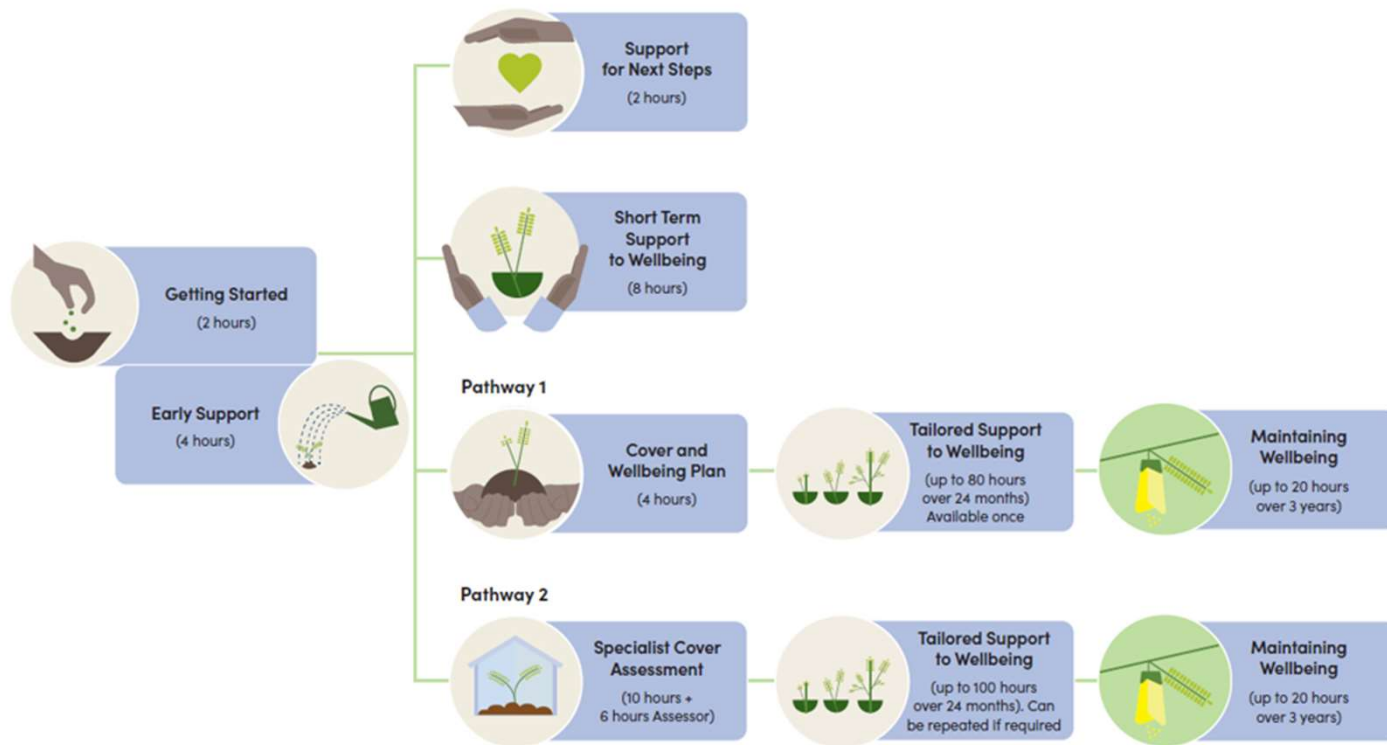
- We're changing the tools providers use to measure client progress. Providers will have access to two compulsory Patient Reported Outcome Measure (PROM)s that will allow us to see a client's entire recovery journey.

INCREASED SUPPORT AFTER TREATMENT ENDS

- We're increasing the support survivors can access after they've completed their treatment goals (during the Maintaining Wellbeing stage) so they can maintain their progress for years to come.

Client Journey Options

Providers will work with survivors to determine the best treatment path for them.





Understand the key roles in the contract

Each one has a different role on the contract and a different application process.

Supplier

The contract owner who has overall responsibility and accountability for services delivered to kiritaki (clients). Suppliers are responsible for all personnel, named service providers and service providers that sub-contract to them, and for updating records and any reporting requirements outlined in the contract.

Named service provider

Provider who delivers counselling services, as defined by the Accident Insurance (“Counsellor”) Regulations 1999, that must be approved and named on the contract.

This applies to the following professions: psychiatrists, psychologists, psychotherapists, counsellors, and social workers delivering counselling services.

Service provider

Other professions who provide non-counselling services can also deliver services to our kiritaki. They include registered nurses, occupational therapists, physiotherapists, dietitians, speech language therapists, and social workers.

Supplier tender process

Procurement objectives

- a. Capable suppliers are appointed to deliver Sensitive Claims Service
- b. Ensuring equity in opportunity for suppliers to apply for the contract opportunity
- c. Minimise disruption to kiritaki and to maintain kiritaki recovery and experience
- d. Streamlined process: Efficient, robust and fit for purpose procurement process

The tender approach

This is a new service and a new contract. All suppliers, incumbent and new, who want to hold the new contract must apply.

There are three different categories you can apply for:

Category	Definition	Deadline to submit an application
Large supplier application	Respondents who intend to have 50 or more Named Service Providers on their contract	17 May 2024, 5pm
Medium supplier application	Respondents who intend to have 10-49 Named Service Providers on their contract	24 May 2024, 5pm
Small supplier application	Respondents who intend to have less than 10 Named Service Providers on their contract	31 May 2024, 5pm

Your application must demonstrate you can adequately manage the number of Named Service Providers you intend to have on your contract.

Evaluation criteria

Section	Scoring
Respondent details	Information
New Supplier Setup	Information
Geographical Area	Information
Due Diligence	Pass/Conditional Pass/ Fail
Pre-Conditions and Minimum Requirements	Pass/Conditional Pass/ Fail
Service Requirements	Pass/Conditional Pass/ Fail
Declaration	Information

Due diligence

Carried out throughout the process to ensure that any concerns and/or risks are identified and addressed before the contract is awarded.

Completed declarations on the tender application:

- Insurance
- Adverse Findings
- Legal Findings
- ACC track record

Other checks can include:

- Interview for shortlisted Large suppliers and/or clarification sought (all)
- ACC performance checks
- Companies Office and/or Charities Register checks
- Confirmation of ability to deliver core services in geographical area/s
- Confirmation of Service Provider list

Pre-condition

You must be able to answer ‘yes’ to the pre-conditions. If you cannot answer ‘yes’ to the pre-conditions, your application will not proceed for evaluation.

Pre-condition

Confirm that you have read and understood the Sensitive Claims Service Schedule and ACC’s Standard Terms and Conditions, and your application demonstrates you are able to deliver the full range of Pre-Cover and Post-Cover Core Services from the contract start date in each of the geographical areas you have applied for.

Note: An incomplete or non-compliant application can be considered as not meeting the pre-conditions and be immediately removed from further evaluation.

Confirm that you will have Named Service Providers (available) and Service Providers (accessible) to deliver services within the geographical area/s you are applying for through the term of the contract.

Note: You need to complete the Service Provider List template as per the instructions provided in Appendix 3, as part of meeting this pre-condition.

Minimum requirements

By applying for this contract, you confirm you have read, understood, and agree to the following requirements:

- RFA Terms and Conditions (Section 6 of the RFA);
- Sensitive Claims Service - Service Schedule;
- ACC's Standard Terms and Conditions;
- ACC's Code of Claimants' Rights;
- ACC's Kawa Whakaruruhau (Cultural Safety) policy;
- Te Whānau Māori me ō mahi - Guidance on Māori Cultural Competencies for Providers;
- Supplier Code of Conduct;
- ACC Security Policy for Electronic Business;
- ACC Telehealth guide;
- Sexual Abuse and Mental Injury: Practice Guidelines for Aotearoa New Zealand; and
- Confirmation of password protection on email addresses.

Service Requirements

Key criteria (Equal weighting) – See section 7 of the RFA for the list of questions that will appear on the application form

1. Kiritaki–centric service delivery

Demonstrate you fully understand the requirements of the Service Schedule and have the experience and capability to provide quality services as listed in Part B, clauses 3, 4 and 5 of the Service Schedule, in a timely manner to meet the Objectives of the Service.

2. Kiritaki experience and cultural responsiveness

Demonstrate you will ensure your providers deliver services that are safe, competent, responsive and appropriate to all cultures within their community. Specifically, we expect suppliers to recognise the needs of Māori and understand, respect, and ensure services delivered are culturally responsive and safe.

Service Requirements

3. Personnel management

Demonstrate how will ensure that all employees, subcontractors and other parties (Personnel) are managed as per the requirements of Part B, Clause 10 of the Service Schedule to deliver the Service Objectives.

4. Organisational capability

Demonstrate you have appropriate organisational policies, plans and systems in place as per the requirements of the contract, to ensure services are delivered safely, effectively and efficiently, and to ensure information is managed securely and provided to ACC in a timely manner.

Scoring

Applications will be scored as a “Pass,” “Conditional Pass” or “Fail.’ in accordance with the definition in the table below.

Score	Definition
Pass	Satisfies or exceeds the requirement. Demonstration by the Respondent of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the services, with supporting evidence.
Conditional Pass	Satisfies the requirement with minor reservations. Some minor reservations of the Respondent’s relevant ability, understanding, experience, skills, resource and quality measures required to provide the services, with little or no supporting evidence.
Fail	Does not meet the requirement or satisfies the minimum requirement but with major reservations. Considerable reservations of the Respondent’s relevant ability, understanding, experience, skills, resource and quality measures required to provide the services, with little or no supporting evidence.

Evaluation process

Step one: Evaluation of written applications

Respondents who meet pre-conditions, pass minimum requirements and due diligence, will be evaluated.

Evaluators will score on Service requirements. Those shortlisted will go to step two.

Step two: Interview and/or clarification process

Large suppliers will be required to attend a 60-minute interview with the evaluation panel between 8 – 19 July.

This will involve a presentation, Q&A with the evaluation panel, and further clarification on your written response, if required. We will provide information on this to respondents who have submitted compliant response, after the closing date.

Medium/ Small suppliers do not have a formal interview. But depending on clarification required by evaluation panel, this may involve written/ verbal clarification or interview with the panel. If clarification is not needed, respondents may move through Step 2 to the final shortlist.

Contract award

Respondents who have passed on all requirements (including due diligence) will be recommended for contract award.

Once we have received approval, successful respondents will be notified. We aim to meet the following timeframes:

- Large supplier – Week of 12 August 2024
- Medium supplier – Week of 19 August 2024
- Small supplier - No later than 2 September 2024

Successful respondents need to confirm their Service Provider list by 26 September 2024.

Upon receiving your list, ACC will set up your contract and Named Service Providers on our systems.

Learning and development will take place between September – October.

ACC will issue all contracts by mid-October 2024. Suppliers sign contracts and return to ACC to be activated.

After contract award

- ACC will review when it will re-open the supplier tender process in the future.
- ACC also reserves the right to either keep the Sensitive Claims Service closed for part or the entirety of the contract term, or only open to specific regions. However, if and when ACC opens the Sensitive Claims Service for new applications, this will likely be done in tranches released multiple times per year.
- The Named Service Provider application process will re-open in approximately February 2025. Contracted suppliers can add more Named Service Providers to their contract from that point.
- If there is a notable increase to the number of Named Service Providers from what you were assessed and approved for, you will be asked to submit evidence of how you will manage that change without impacting of the quality of service to kiritaki. This will include an update of your Contract Management Checklist and Service Provider List. If you move into the Large supplier category, you will be required to attend an interview.

Named Service Provider process

Key changes

Below are the key changes to the Named Service Provider process:

- All new and incumbent Named Service Providers need to use the online application form.
- Named Service Providers will submit their own application. ACC will work directly with the provider to obtain additional information where required.
- Once approved, the provider notifies the supplier/s of which service component/s they have been approved for. Supplier carries out their recruitment and due diligence process on the provider. When both parties have fully agreed to work with each other, the Supplier contacts ACC. Only Suppliers can notify ACC who they wish to add/ remove from their contract.
- Police vetting results are no longer required to be submitted, this has been replaced with declarations.

Current contract

- If you have just applied to be a new Named Service Provider under a current contract and awaiting the outcome but wish to apply to work on the new contract, you will need to wait until you receive the outcome of the original application to determine whether you are an incumbent or new on the new application form.
- If you are a current Named Service Provider, you want to be named on another supplier's current contract and also wish to work under the new contract, you submit an online application as an incumbent. Once approved, the new supplier notifies ACC which contract they wish to add you on.
- Closing date to add Named Service Providers to the current contract is 30 June 2024.
- If you are a current Named Service Provider and want to be named on another supplier's current contract, but do not wish to apply to work under the new contract, please email acchealthtenders@acc.co.nz

Security screening

- Security screening will be managed by Suppliers as part of their recruitment/ onboarding and ongoing management process to ensure kiritaki receive services safely under their care. This includes Named Service Providers, Service Providers and any Personnel.
- As per Part B, clause 10.4, of the Service Schedule, the Supplier must ensure, all Named Service Providers or Service Providers or Personnel including all Subcontractor and Third-Party Provider who have been convicted of **any offence against any of sections 124 to 210 of the Crimes Act 1961** or of an offence similar to any such offence in another jurisdiction **must not provide any Services under this Contract.**
- Sole traders who are Named Service Providers and do not qualify to be a NZ Police vetting agency should use CVCheck to get an independent police vet result. ACC may require you to provide this evidence, similar to the Children's Worker Checks requirement.

Systems used for the tender

Systems we're using for the tender

1. GETS – Government Electronic Tendering Systems

- www.gets.govt.nz
- Where all documents related to the tender process are posted
- Suppliers and providers can ask questions relating to the tender and the service
- ACC responds to questions and all subscribers can view the responses
- Where ACC can post changes or updates to documents and the tender

2. Business Connect (use link provided in RFA or GETS overview)

- Where you submit your application
- Where you can view the progress of your application (more relevant to Named Service Providers)
- Where ACC can request more information relating to your application
- Where you will be notified if your application is approved or declined

You can use your RealMe account for both systems.

GETS: Subscribe to the notice

Fields marked with an asterisk() are mandatory*

Subscribe to this Notice Contact Details

Given Name *

Surname *

Telephone Number *

Email notification of addenda


E-mail Address *

- Check here to receive email updates for Addenda and Q&A for this tender
- Receive email notification when similar tender has been published

1. Complete the mandatory fields marked (*).
2. Make sure the first box is ticked.
3. Click "Submit".

GETS: Download all file attachments

Files

[Download All Files](#) 

Attachments

File Name		
ACC111_new vendor registration.doc		
ACC8001 Children's Worker Safety Checks_Supplier declaration.docx	182251	60eb458d03117a7db71547a979389d2fdbd8d4f373348bb2f10eea10d80697c8
ACC8002 Children's Worker Safety Checks_Supplier Provider Declaration.docx	182419	28bc8bc681db7f581a89b9b73b910f26620e1b7e1630f8cd1d0b34c3ff7b296f
ACC8003 Children's Worker Safety Checks_Employer verification .docx	136648	a1d97a4002a415396e6aad4c9e7b48a31d4d3146ecc7b6aa69fa63b4819f326b
Appendix 1_Sensitive Claims Service-Service Schedule.pdf	978192	ab44794d2072af20f45651a0963f1eb295fdbd2a6215b323e1460758e6911f0e
Appendix 2_ACC standard terms and conditions.pdf	415311	7a1ce95f4f9bb0328bbdcf07d4c46593fe42c7a931fcc36c04b3e3f7fc927802
Appendix 3_Sensitive Claims Service - Guidance on completing the Supplier Application Form.pdf	2061998	7422502c7c205cf801a7cad1c58ca57bb9aa8b41bb3c9b8f6e1ba2416162c31f
Appendix 4_Sensitive Claims Service - Guidance on completing the Named Service Provider Application Form.pdf	2015538	e5a8f13d0cb1feb686faad19b571e15e0958be168365ff5a5c71e1a09c6a9d06
HealthSecure organisation registration form.pdf	140591	5606569ea23e4e23ffe7d0861cfe2b8b26d76c2e255769b6380ff2397da7adf7
HealthSecure user registration form.pdf	109434	2602d52adfda8e9f5aa29f918be92b7fd7912cbf17080cbca8f0c0b8a9392b64
Sensitive Claims Service 2024 Request for Application.pdf	757082	007839867adc6de4be74a9a53e1b9c45c54a75e1d15e52f20b595c497d5d2af7

1. You should now see the full list of documents.
2. Click “Download all files”, shown in the red circle.
3. You can also download individual files by click each one of them

GETS: Review any addenda items and download files

Addenda




Service Provider List, Contract Management Checklist, FAQ1

Tuesday, 2 April 2024 9:25 PM (Pacific/Auckland UTC+13:00)

Please see attached with this addendum the following documents as part of the Request for Application:

1. Service Provider List template
2. Contract Management Checklist template

Also attached is FAQ #1 regarding the service.

File Name	Size	Checksum	Virus Check	Download
Sensitive Claims Service FAQs_1.pdf	486642	3334b30a365c6c8b72e949dfb5ebce4219fcb60287200d5b3d13572523312706	Pass	
Service provider list template_v1.0.xlsx	86486	076c01e4cb25ea2eafc0f1364134a272cdf6609752fb71200a45e158cd8b2b89	Pass	
Contract management checklist template_v1.0.xlsx	225816	94ca4dfc45fe4a648933761ee8d5d4d13b720e7e4ae2f9e5f3852c807305f1e9	Pass	

1. Read any addenda items and download files.
2. Any changes or updates to the tender, including updated files will be found here.

GETS: Question and Answer function

Questions & Answers

Note: By default new questions are private between your company and Accident Compensation Corporation. However, Accident Compensation Corporation may choose to publish the question and answer to all registered suppliers.

The deadline for supplier raising questions is : Friday, 10 May 2024 11:30 PM (Pacific/Auckland UTC+12:00)

Do you have a question about this tender?

[Raise Question Here](#)

Compulsory HPI registration for all providers?

Status: Public

Q: Please confirm it is necessary for all named providers to have an HPI registration – this would have been helpful to know before now

A: Kia ora,

The HPI is not compulsory. Please fill it in with "N/A" if you do not have one.

1. All questions submitted by other suppliers and providers and answer from ACC can be found here.
2. Please read these before submitting your question.
3. Once ACC has answered a question publicly, all subscribers will receive an email notification.

HPI

Status: Public

Q: Hi, what is an HPI personal number?

A: Kia ora,

Health Practitioner Index (HPI) number which uniquely identifies health professionals on a national data base used by the health and disability sector. The HPI is not compulsory for this application. Please fill it in with "N/A" if you do not have one.

Tuesday, 2 April 2024 3:53 PM (Pacific/Auckland UTC+13:00)

Tuesday, 2 April 2024 4:28 PM (Pacific/Auckland UTC+13:00)

2. BUSINESS CONNECT

Business Connect

Dashboard

My applications

Business profiles

My details

Welcome JANE LIM

Available services

Show all services Business Admin Hospitality Import/Export

Business Admin

ACC Sensitive Claims Service- Named Service Provider application

Apply to become a service provider under the Integrated Services for Sensitive Claims (ISSC) service

Business Admin

ACC Sensitive Claims Service- Supplier application

Use this form if ACC's Integrated Services for Sensitive Claims (ISSC) has asked for a response to their RFA

- Where you submit your application
- Where you can view the progress of your application (more relevant to Named Service Providers)
- Where ACC can request more information relating to your application
- Where you will be notified if your application is approved or declined
- Use your Realm login

Where to get help for Business Connect forms

Please email: acchealthtenders@acc.co.nz

We can only answer queries directly related to systems, functionality of the forms and access issues.

Staff will not be able to help with questions on the service schedule or procurement.

A review of key tender documents

Documents released on GETS

Name	Description	Supplier	Named Service Provider
Request for Application (RFA)	Describes the new service at a high level and the tender process	Important	Section 1 and 2
Appendix 1 : Service Schedule	Describes the service in detail and the contractual requirements	Important	Important
Appendix 2: ACC terms and conditions	Describes ACC's standard terms and conditions.	Important	Not relevant
Appendix 3: Guidance for Suppliers	Details process of how to apply and how to use the system	Important	Not relevant
Appendix 4: Guidance for Named Service Providers	Details process of how to apply and how to use the system	Not relevant	Important

Documents released on GETS

Name	Description	Supplier	Named Service Provider
Service Provider List template	<p>To be completed with your application - indicative list of Named Service Providers</p> <p>Complete the yellow cells to submit with your application.</p>	Important	Not relevant
Contract Management Checklist template	<p>To be completed with your application – summarise your application to ensure requirements of the contract are managed when the service is live.</p> <p>Complete the yellow cells to submit with your application.</p>	Important	Not relevant



Key procurement dates

Procurement activities	Key dates
Other briefing dates	18 April, 4:00-5:00 pm 26 April, 12:30-1:30 pm
Deadline for questions relating to tender process	5pm, 10 May 2024
Service provider application process opens - Only for registered nurses, occupational therapists, physiotherapists, dietitians, speech language therapists, and social workers who do not have an ACC Provider ID	20 May 2024
Supplier tender close date <ul style="list-style-type: none">• Large• Medium• Small	5pm, 17 May 2024 5pm, 24 May 2024 5pm, 31 May 2024
Closing date of named service provider process	2 August 2024
Notification of supplier and named service provider outcome	No later than 2 Sept 2024
Suppliers to confirm their final list of named service providers	26 September 2024
Contracts issued and executed	Mid Oct 2024
New contract goes live	1 December 2024

Reminders & Resources

Key tasks this week – Suppliers

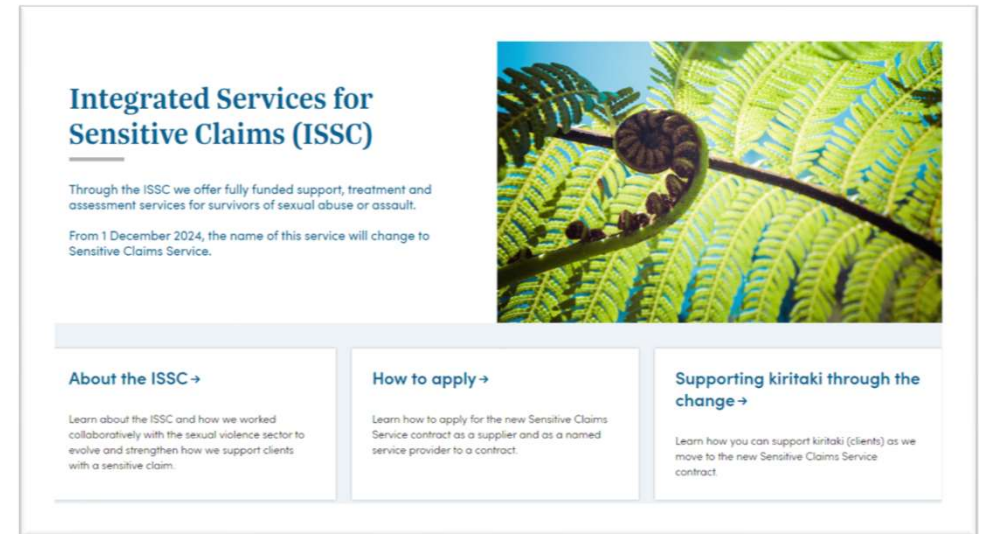
1. Make sure you have downloaded documents and can receive notices on GETS relating to this service.
2. Read the Request for Application (RFA) document and the Service Schedule to consider how you will deliver services and meet the requirements of the contract.
3. Read Q&A on GETS and ask questions.
4. Talk to Named Service Providers about the service and your arrangements.
5. Go through the minimum requirements on the RFA.
6. Read section 7 of the RFA and start planning your response.

Key tasks this week – Named Service Providers

1. Make sure you can receive notices on GETS relating to this service.
2. Read the Service Schedule and consider how you will deliver services when working under a supplier.
3. Read other Q&A on GETS and ask questions through GETS.
4. Talk to your Supplier/s about the future service and your arrangements.
5. Submit your application through Business Connect.
6. Any issues with the forms, please email: acchealthtenders@acc.co.nz.

Additional resources

- More information about how to apply and the transition process is available on our NEW web pages:
<https://www.acc.co.nz/for-providers/provider-contracts-and-services/integrated-services-sensitive-claims>
- Subscribe to the Provider Update newsletter for updates:
www.acc.co.nz/for-providers/subscribe-to-our-provider-email-updates



Integrated Services for Sensitive Claims (ISSC)

Through the ISSC we offer fully funded support, treatment and assessment services for survivors of sexual abuse or assault.

From 1 December 2024, the name of this service will change to Sensitive Claims Service.

About the ISSC →
Learn about the ISSC and how we worked collaboratively with the sexual violence sector to evolve and strengthen how we support clients with a sensitive claim.

How to apply →
Learn how to apply for the new Sensitive Claims Service contract as a supplier and as a named service provider to a contract.

Supporting kiritaki through the change →
Learn how you can support kiritaki (clients) as we move to the new Sensitive Claims Service contract.

pātai? (Questions?)

ACC 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

