

# Sensitive Claims Service tender briefing

Tender briefing 2

---

DATE: 18 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

---

- Supplier tender process
- Completing your supplier application
- Named Service Provider process
- Service provider process
- Systems used for the tender
- Important dates
- Frequently Asked Questions
- Q&A

# Supplier tender process

---



# 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.

# 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
<b>Respondent details</b>	Information
<b>New Supplier Setup</b>	Information
<b>Geographical Area</b>	Information
<b>Due Diligence</b>	Pass/Conditional Pass/ Fail
<b>Pre-Conditions and Minimum Requirements</b>	Pass/Conditional Pass/ Fail
<b>Service Requirements (Equal weighting)</b>	Pass/Conditional Pass/ Fail
1. Kiritaki-centric service delivery	
2. Kiritaki experience and cultural responsiveness	
3. Personnel management	
4. Organisational capability	
<b>Declaration</b>	Information



# 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 – See section 7 of the RFA for the list of questions that will appear on the application form**

## **1. Kiritaki–centric service delivery**

### **What is important:**

*You understand how to support kiritaki through the service, how to best use the components of the service to suit the needs of kiritaki and achieve positive outcomes, you can ensure responsible use, best practice and clinical governance is applied and you have a plan to manage risks and if outcomes are not achieved.*

# Service Requirements

---

## 2. Kiritaki experience and cultural responsiveness

### What is important:

*You can ensure kiritaki have a safe and positive experience in your care. This includes having appropriate supports and connections to ensure kiritaki of varying backgrounds and cultures will receive culturally appropriate care, how you use telehealth services appropriately and that the premises you deliver services from are appropriate and safe.*

# Service Requirements

---

## 3. Personnel management

### What is important:

*You have a clear plan of recruiting, onboarding and managing Personnel who will deliver services under your contract. This includes ensuring security screening, qualifications and capability, training and reporting is always up to date, and you have a plan to manage poor performance and adverse findings.*

# Service Requirements

---

## 4. Organisational capability

### What is important:

*Your organisation has key policies and procedures to deliver Sensitive Claims Services. You have adequate and secure systems to ensure you can manage reporting requirements, client information and payments in an accurate and 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
<b>Pass</b>	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.
<b>Conditional Pass</b>	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.
<b>Fail</b>	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.

A panel of evaluators made up of various stakeholder groups in ACC will score on the service requirement component. They will carry out their individual scoring, then will meet to moderate the scores and discuss their rationale.

Outcome of the moderation meeting is:

- Agreed scores and rationale for each respondent
- Agreed shortlist of respondents who will move to step two
- Clarification questions required

Those who have scored pass and/or conditional pass will be shortlisted to step two.

Those who have failed any of the requirements here will not move forward.



# Evaluation process

---

## 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.

# Evaluation process

---

The panel of evaluators will review their scores based on the information from Step 2, then will meet to moderate the scores and discuss their rationale.

Outcome of the moderation meeting is:

- Agreed scores and rationale for each respondent
- Agreed final shortlist of respondents for contract award

Those who have scored pass will be recommended for contract award.

Those who have failed or have had a conditional pass will not move forward.

# Contract award

---

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

Once we have received approval from our delegated authority, 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 will need to confirm their Service Provider list by 26 September 2024.

Upon receiving your final 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

---

## Suppliers

- ACC will review when it will re-open the supplier tender process in the future.
- ACC 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.
- If the tender process is re-opened, any future interested Respondents, or those who have previously failed an application and choose to submit another application, will be assessed on the same criteria and follow the same evaluation process as outlined in the RFA. ACC reserves the right to apply any lessons learnt through this tender to any part of the future tender process, as needed.

# After contract award

---

## Named Service Providers

- 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.

# Completing your supplier application

---

# Plan for your response

---

1. Read and thoroughly understand the Service Schedule and Terms and Conditions
2. Read the RFA document
3. Read the documents/ policies listed in the Minimum requirements
4. Review the questions in Section 7 of the RFA and plan your response
  - Make sure your response is succinct
  - Do not reiterate sections of the Service Schedule or the RFA
  - Where we have asked you to demonstrate your understanding/ how you will perform a task, describe how it will be done, who is involved, when it is done and any risks that need to be mitigated.
  - If you have additional information to back your answer (e.g. diagram, policy), you can add that to your uploads. Make sure it is relevant to your answer. Label these accurately.

# Documents required

---

1. Service Provider List – Have sufficient named providers to demonstrate you can meet the pre-conditions and cover the geographical areas you have applied for. If you have new providers, you do not need to provide their ACC provider ID yet.
2. Contract Management Checklist – Summary of your application to demonstrate how you will implement the requirements of contract.
3. Training schedule
4. Privacy Policy
5. Conflict of Interest Policy
6. Health and Safety Risk Management Plan
7. Business Continuity Plan
8. Working with Māori strategy
9. Children's Worker Safety forms
10. (New Suppliers only) – ACC111
11. (New Suppliers only) – Health Secure registration forms



## When you are ready to apply

---

1. Have all the required documents ready for upload
2. Log on to Business Connect (See Appendix 3 for guidance)
3. Complete the Supplier application form
4. Upload all documents
5. Review your response
6. Submit your application before the deadline.

We recommend you submit your response close to the deadline, so you do not need to make changes to your application.

If you have submitted your response well before the deadline and need to make a change, please email [acchealthtenders@acc.co.nz](mailto:acchealthtenders@acc.co.nz). and we can push the application back to you.

# Named Service Provider process

---

## Key points to note

---

- For existing providers with no changes, please upload your APC instead of the academic record. If you have not done so, you can email [acchealthtenders@acc.co.nz](mailto:acchealthtenders@acc.co.nz) with your application number (ISSC-xx) and attachment.
  - Only psychiatrists and clinical psychologists will have the option to select or apply for function assessment.
  - We have received 550+ applications and we are working to process these as soon as we can.
  - If there are documents/ information missing from your application, we will contact you to obtain these.
  - Any issues with the forms, please email: [acchealthtenders@acc.co.nz](mailto:acchealthtenders@acc.co.nz).
  - We will set up a few sessions solely for Named Service Providers to navigate the system. We'll add information about this on our website and on GETS. The dates are 23 April, 1 May and 8 May.
-

# Service Provider process

---

# Key points to note

---

- Only for registered nurses, occupational therapists, physiotherapists, dietitians, speech language therapists, and social workers who DO NOT have an ACC Provider ID.
- We will have an online registration form available from 20 May 2024.
- There is no deadline to register.
- You can register when the form is available OR wait till suppliers are notified of the outcome of the tender so you know who are successful.
- In the meantime, if you do register with ACC to deliver other services and receive an ACC Provider ID, you no longer need to fill out this form.
- We will post the link to the form on GETS: [GETS | Accident Compensation Corporation - Sensitive Claims Service 2024 - Request for Application](#) and on our website: [How to apply for the new Sensitive Claims Service contract \(acc.co.nz\)](#)

# Systems used for the tender

---

# Systems we're using for the tender

---

## 1. GETS – Government Electronic Tendering Systems

- [www.gets.govt.nz](http://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.

# 1. GETS

---

1. Register with GETS. Instructions can be found on: [How to apply for the new Sensitive Claims Service contract \(acc.co.nz\)](#)
2. Lookup Sensitive Claims Service to find the notice or click on this link: [GETS | Accident Compensation Corporation - Sensitive Claims Service 2024 - Request for Application](#)
3. Subscribe to the notice:
  - Download all file attachments
  - Review addenda items
  - Read the Q&A
  - Ask questions before 10 May 2024



# Remove your subscription to the notice

**Step 1**

ONLINE SERVICES

- Manage account
- Select tenders
- Current subscribed tenders**
- Past subscribed tenders
- Future opportunities
- Current tenders
- Late tenders
- Closed tenders
- Completed tenders
- Reports

Welcome to the New Zealand Government Electronic Tenders Service (GETS)

GETS is a free service designed to promote open, fair competition for New Zealand Government contract opportunities. [More...](#)

### Current subscribed tenders

RFX ID	Reference #	Title	Tender
<a href="#">28610746</a>	<a href="#">Advance Notice ISSC2024</a>	<a href="#">Advance Notice for Integrated Services for Sensitive Claims (ISSC) 2024 tender</a>	<a href="#">NOI</a>
<a href="#">25667876</a>	<a href="#">NASA 2023</a>	<a href="#">Neuropsychological Assessment Service (NASA) 2023</a>	<a href="#">RFT</a>
<a href="#">25667720</a>	<a href="#">CPSA 2023</a>	<a href="#">Psychiatric Services (CPSA) 2023</a>	<a href="#">RFT</a>
<a href="#">29111968</a>	<a href="#">Sensitive Claims Service 2024</a>	<a href="#">Sensitive Claims Service 2024 - Request for Application</a>	<a href="#">RFP</a>
<a href="#">24747176</a>	<a href="#">[None]</a>	<a href="#">Clinical Services (CLSC) - Request for Application</a>	<a href="#">RFT</a>
<a href="#">26377089</a>	<a href="#">[None]</a>	<a href="#">Rongoā Māori Services for Maternal Birth Injuries</a>	<a href="#">ITR</a>
<a href="#">28735883</a>	<a href="#">[None]</a>	<a href="#">General update on Kaupapa Māori Solutions 2024</a>	<a href="#">NOI</a>

## Step 2

The tender owner has chosen not to use the GETS e-Tenderbox function - Please refer to tender documentation

[Update Subscription to Notice](#)

Fields marked with an asterisk(\*) are mandatory

### Step 3

#### 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

*If you do not want to receive emails, please uncheck the checkbox*

*Once you have committed a response you will not be able to unsubscribe from future addenda.*

[Remove Subscription to Notice](#) [Update Subscription to Notice](#) [Clear All](#) [Cancel](#)

1. Log on to GETS. Click on Current subscribed tenders as circled in red. This should show the list of current subscribed tenders.
2. Click on the listing you want removed. Scroll down to find "Update Subscription to Notice".
3. In the blue pop-up box, uncheck the box "Check here to receive email updates..." and click "Remove Subscription to Notice" circled in red.
4. You should no longer receive any updates.

## 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](mailto: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.

# Important dates

---



# Key procurement dates

Procurement activities	Key dates
Other briefing dates	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"><li>• Large</li><li>• Medium</li><li>• Small</li></ul>	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

# Frequently asked questions

---

# 1. Regions and geographical areas

---

- Part A, Clause 5.2 - The region is in bold, and the bullet points are the specific geographical areas that fall within each region.
- Geographical areas are closely aligned to TA boundaries, with the exception to Auckland. We have opted to use the term geographical areas to align with the current ISSC contract.
- You must have an assessor in the region and named service providers who can deliver core services in a geographical area.
- Where a service is required to be provided outside of the supplier's approved geographical area/s, the supplier must obtain written prior approval from ACC before providing the services.

## 2. Police vetting

---

- You do not necessarily have to get a new police vet for all your named service providers, if they have been working with you and you have carried out police vetting recently and regularly on all your personnel.
- The key requirement is that suppliers must be able to provide assurance that providers who will deliver services under their contract have been police vetted to ensure they meet requirement Part B, clause 10.7 and 10.4 of the Service Schedule.
- If you have a new provider coming onto your contract, you should have them police vetted as part of your onboarding process. We do not recommend you rely on APCs/ memberships or police vet results from other parties/ agencies as evidence of a clear police vet.
- The frequency of when you conduct police vetting is up to your organisation on how you ensure appropriate personnel are working with vulnerable people and your internal processes. The detail of your process is part of your supplier application.



### 3. Children's Worker Safety Checks

---

- All suppliers must complete the ACC8001 form to declare if you have providers who are children's workers.
- If you do have children's workers, under the Children's Act 2014, they must pass a Children's Worker Safety Check and have their safety check renewed every three years. You do not necessarily need to use CV Check Ltd for your providers. We only require CV Check Ltd results if you are a supplier and also provide services as a children's worker.
- If you are a supplier and also a provider, you will need to complete an ACC8002 and ACC8003 Form (as needed) for yourself.

## 4. Adding providers to my current contract

---

- If you have a named service provider who wants to work on your current contract and new contract, they must submit an application through Business Connect.
- Once they have been approved, you can email ACC with the current contract you wish to add them onto and confirm them on your Service Provider List.
- We are not able to prioritise the applications of providers who want to work on your current contract over those applying for the new contract. This is due to the volume of applications coming in and to ensure fairness to all applicants. We are reviewing applications in the order they have been submitted.
- 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.

## 5. Function assessments

---

- In the current ISSC contract, this is referred to as incapacity assessment. The definition of Function Assessment can be found in the new Service Schedule, Part D, Section 3.
- Only a psychiatrist or clinical psychologist who meets the criteria for the provision of the specialist cover assessment, and who has been approved by ACC to deliver this service can deliver function assessments.
- Named assessment providers will need to elect the skillset of 'function assessment' so it can be added to their provider profile when applying or after this. Clinical psychologists and psychiatrists do not get automatically approved to complete function assessments, as they may wish to opt out of delivering this service offering.
- Clinical psychologists who are seeking approval to undertake function assessments are expected to be able to evidence prior experience of supported assessment provision (or stream B assessment provision in due course) and have access to supervision from a clinical psychologist who has experience of undertaking function assessments.

**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

