

Sensitive Claims Service tender briefing

Tender briefing 3

DATE: 26 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

- Key points about the Supplier tender process
- Supplier application
- Once you have submitted your tender application
- Named Service Provider and Service Provider process
- Important dates
- Q&A

Key points about the 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 are employed or sub-contracted 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 Supplier 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 through a Supplier.

They include registered nurses, occupational therapists, physiotherapists, dietitians, speech language therapists, and social workers.

The tender approach

All suppliers, existing and new, who want to hold the new contract must apply.

There are three different categories you can apply for. You only need to submit one application.

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

Q&A on GETS closes on **10 May 2024, 5pm.**

The GETS notice will remain open to enable Named Service Providers and Service Providers to access the documents and information on the notice.

Summary of your application

Section	What is important to ACC
Due Diligence	To identify any risks of awarding you the contract
Pre-Conditions	You have read the Service Schedule (v.4.0), and your application is based on your ability to meet the requirements.
Minimum Requirements	You are aware of the various ACC's terms and conditions, policies and guidelines and will apply it when delivering the service
Service Requirements (Equal weighting) <ol style="list-style-type: none"> <li data-bbox="129 986 824 1050">1. Kiritaki-centric service delivery <li data-bbox="129 1054 824 1150">2. Kiritaki experience and cultural responsiveness <li data-bbox="129 1155 824 1219">3. Personnel management <li data-bbox="129 1224 824 1287">4. Organisational capability 	<p data-bbox="831 836 2157 948">You understand how to apply the components of the service to suit Kiritaki's needs.</p> <p data-bbox="831 995 2157 1107">You ensure Kiritaki Māori and Kiritaki of different cultures and backgrounds receive a positive and safe experience in your care.</p> <p data-bbox="831 1155 2157 1267">You have oversight and can manage Personnel working under you to deliver the requirements of the contract.</p> <p data-bbox="831 1315 2157 1362">You have adequate systems, processes and policies in place.</p>

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.

Supplier application

Number of Named Service Providers

On your application and service provider list (excel spreadsheet):

- You cannot have more Named Service Providers your service provider list than the category you are applying for
 - e.g. You cannot apply to be a Small supplier and have 15 Named Service Providers on your list
- However, you can apply for a higher category and put in a larger number on your application in the field “Number of Named Service Providers you intend to have when the contract is live” than your service provider list, as long as your application demonstrates you can adequately manage that number.
 - e.g. Your organisation has the capability and capacity to manage 15 Named Service Providers, but currently you only have 9 names. You can submit your application as Medium Supplier and put in “15” as the number you intend to have on your contract.
 - You must still ensure you have the appropriate Named Service Provider for the geographical area you applied for
- If you are successful following the evaluation process, you will have any opportunity to update your service provider list.

Service Providers

- In your application, we want you to demonstrate you have a feasible plan to connect with Service Providers when the contract goes live. This is asked in question 1.8 of the RFA.
 - This can mean reaching out to other organisations such as current Training for Independence – Sensitive Claims suppliers, allied health suppliers, or individuals in your community etc.
 - You do not need to formalise arrangements right now, but if you are successful, you will need to have those in place.
- If you have the names of individual Service Providers now, you can add them to your Service Provider list to demonstrate your ability/ plan to meet that requirement.
- Similar to Named Service Providers, the Supplier is responsible for having the necessary agreement with their subcontractors and third-party providers.
- When the contract is live, Suppliers are required to maintain the Service Provider List with names of Service Providers engaged for oversight and monitoring purposes.

Police vetting and Children's Worker Safety Checks

- It is the responsibility of the organisation/ person who employs or engages the individual to carry out the checks.
- We do not recommend you rely solely on APCs/ memberships or police vet results carried out by other parties as evidence of a clear check.
- 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 having your own internal processes. The detail of your process is part of your supplier application.
- For Children's Worker Safety checks, these must be carried out at a minimum of every 3 years.
- CVCheck Ltd is an independent organisation that carries out police vetting and Children's Worker Safety checks. ACC only requires suppliers who are providers to use this, as suppliers should not be approving their own results. You are not required to use this for your providers, unless you want to.
- For more information :
 - [Children's Worker Safety Checks \(acc.co.nz\)](https://www.acc.co.nz/childrens-worker-safety-checks)
 - [Police Vetting Service | New Zealand Police | New Zealand Police](#)

Templates to complete with your application

Both these documents (Excel spreadsheets) are tools for the new contract

1. Service Provider List

- Only need to complete the sections in yellow for now.
- You can continue to work with the spreadsheet after submitting your application.

2. Contract Management Checklist

- Only need to complete the sections in yellow for now.
- It needs to match up with what you have written in your application and have enough to detail to provide oversight of each process.

Using the online application form

- You do not need to use all the characters.
- If you are using Microsoft Word or other app to count your characters, use the “characters with spaces” number.
- If you have supporting documents i.e. flowcharts, diagrams to support your response, you can upload these with your application. Please be clear in your response on which document you are referencing, label them accurately and ensure it is relevant to your response. No marketing material or extensive documents.
- You can expand the text field to have a better view of your response:



Enter details

5000 characters remaining. ▶ [Help](#)

Where to get help for Business Connect form

- We can continue to support you with queries directly related to systems, functionality of the forms and access issues after the Q&A date. Please email: acchealthtenders@acc.co.nz
- Staff will not be able to help with questions on the service schedule or procurement.
- We recommend you submit your response close to the deadline, so you have all the answers to questions and 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. and we can push the application back to you. It will be shown as a draft application on your profile.

Remove your subscription to the notice

GETS.GOV.T.NZ
NEW ZEALAND

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	Tend
28610746	Advance Notice ISSC2024	Advance Notice for Integrated Services for Sensitive Claims (ISSC) 2024 tender	NOI
25667876	NASA 2023	Neuropsychological Assessment Service (NASA) 2023	RFT
25667720	CPSA 2023	Psychiatric Services (CPSA) 2023	RFT
29111968	Sensitive Claims Service 2024	Sensitive Claims Service 2024 - Request for Application	RFP
24747176	[None]	Clinical Services (CLSC) - Request for Application	RFT
26377089	[None]	Rongoā Māori Services for Maternal Birth Injuries	ITR
28735883	[None]	General update on Kaupapa Māori Solutions 2024	NOI

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

Step 2

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

Update Subscription to Notice

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.



**Once you have submitted
your application**

Once you have submitted your application

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.

Respondents who have submitted compliant applications (i.e. Applications that have met pre-conditions and minimum requirements) will be provided with information about the interview, including booking a tentative interview time, subject to the outcome of the evaluation process. We will notify your contact person on the week of 10 June 2024.

Shortlisted Respondents will be notified by 1 July 2024 if they will proceed to an interview and to confirm their interview time and attendees. Respondents can have up to 3 attendees in their interview.

Once you have submitted your application

Medium and small suppliers will not be required to attend a formal interview.

However, Respondents may be required to provide clarification and answer questions from the evaluation panel, either verbally or written, depending on the level of detail required and the most efficient method to address it. This may also include an interview.

Please ensure your point of contact is available to respond to clarifications from **12 June to 7 August 2024**.

If a Respondent has passed all criteria in Due Diligence, Pre-conditions, Minimum Requirements, and Service Requirements, and the evaluation panel does not require further clarification or information from the Respondent, the Respondent will 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 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

Confirming your Service Provider List

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

- For Respondents recommended for contract award, ACC will seek confirmation from the Respondent on the following points prior to awarding the contract:
 - The Respondent's confirmed list of Named Service Providers has been approved through the Named Service Provider process;
 - The Service Provider list of approved Named Service Providers demonstrates the Respondent can deliver core services in the geographical area/s they have applied for;
 - Suppliers confirm their Named Service Providers on the Respondent's Service Provider list meet the requirements of the Service Schedule and are capable of delivering the Sensitive Claims Service from 1 December 2024;
 - Suppliers can confirm the Named Service Providers on the Service Provider list have agreed to work under your contract.

Named Service Provider process

Key points to note

- Closing date is **2 August 2024**.
- Briefing sessions are available about how to use systems.
 - 1 May 2024, 4pm
 - 8 May 2024, 4pm
- Links are on the GETS overview. We may continue to add more session over the next few months to ensure all interested Named Service Providers are getting support.
- If more information required about their application, they will receive notification from ACC through the system.
- Otherwise, they will be notified through the system if they have been approved or declined. They should notify their potential supplier of the outcome.

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**.
- 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 \(acc.co.nz\)](#)
- 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.

Important dates



Key procurement dates

Procurement activities	Key dates
Deadline for questions relating to tender process	5pm, 10 May 2024
Named Service Provider application support briefings	1 May 2024, 4pm 8 May 2024, 4pm
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

pātai? (Questions?)

ACC Karakia

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Whāia te aroha

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