

Mental Health Stepped Care Services

Request for Information

Information sheet for potential respondents

Background to the Request for Information (RFI) process

- » Northern Queensland Primary Health Network is requesting information from a range of service providers and agencies as to what they may be interested in delivering as part of the new mental health stepped care model across the greater Cairns, Townsville, and Mackay regions, including rural areas.
- » NQPHN is interested in a broad range of service providers participating in this process, from sole clinicians to large service providers, and everything in between!
- » In addition, community centres and other agencies who may not see themselves as traditional mental health services, but who support people with mental health needs, are encouraged to participate in this process.
- » This is the first of a two-stage process. The second stage (Request for Tender [RFT]) is expected to open in December 2023.

RFI indicative timelines

Process	Date
RFI opens	Tuesday 26 September 2023
Market briefing sessions	Thursday 28 September 2023 12pm - 1.30pm Wednesday 4 October 2023 5pm - 6.30pm Friday 6 October 2023 8am - 9.30am
RFI closes	Friday 13 October 2023
Evaluation of submissions concludes	Monday 13 November 2023
Respondents advised of outcome	Week of 13 November 2023
Collaborative dialogue meetings with successful respondents	Weeks of 13, 20, 27 November 2023
Successful respondents formally notified of commencement of the RF stage	Week of 11 December 2023



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



The RFI process

- » There are eight (8) service offerings that can be applied for within this RFI.
- » Information about each service offering is contained in the [Mental Health Stepped Care redesign: Stakeholder Summary Report](#). It is imperative that all providers and agencies interested in participating in this RFI process are familiar with the contents of this report.
- » You can find the Stakeholder Summary Report [here](#).

The RFI document

- » The purpose of the RFI document is to provide information to service providers and agencies interested in participating in the RFI process. Throughout the document, these service providers and agencies are referred to as 'Respondents' to the RFI.
- » Each service offering has a separate RFI document and accompanying Application Form.
- » The contents of the eight RFI documents is the same across the different service offerings, aside from:
 - Item 3: Characteristics and Scope
 - Item 4: Budget.

Attachment A: Application Form

- » The Application Form forms the basis of providers' and agencies' application/s.
- » Providers and agencies who are interested in delivering one service offering across more than one region only need to fill in one Application Form.
- » Providers and agencies who are interested in delivering more than one service offering need to fill in an Application Form for each service offering.
 - It is possible that some content could be the same across different Application Forms (eg. Local knowledge). It is reasonable for you to copy and paste the same content on different Application Forms.
- » Providers and agencies may be interested in responding as a collaborative or in partnership to deliver a service. Applications from a lead Respondent will be accepted and within the Application Form there is the option to identify

partners to the application.

- » There are two types of criteria on the Application Forms:
 - Mandatory: you must agree to these to be considered for assessment
 - Assessable: these will be assessed by an assessment panel to determine whether you are successful in moving to the second stage of this procurement process. Word limits apply to assessable criteria.

Submitting your response

- » Please only submit your Application Form/s. No other attachments or documents are required or will be considered.
- » Your response needs to be submitted through [NQPHN's eTenderbox portal](#) by 2pm Friday 13 October.
- » Late or incomplete responses will not be assessed.

What if I have questions during the RFI process?

- » You must not make contact with any person within NQPHN.
- » Please submit questions and clarifications through the [eTenderBox portal - here](#).
- » The answers will be communicated in writing to all service providers who have registered for the RFI in the [eTenderBox portal](#).

What happens next?

- » This is the first of a two-stage process. Providers and agencies who are successful in this stage will be invited to Collaborative Dialogue meetings with other successful applicants in the weeks of 13, 20, and 27 November 2023.
- » Collaborative Dialogue is an opportunity for NQPHN to work with successful applicants to further develop ideas, identify potential opportunities for partnerships, explore alignment of service models, or as a collective, to discuss how the Regional Networks could operate.
- » The second stage (Request for Tender [RFT]) is expected to open in December 2023.