Ministry of Social Development

Request for Proposal

Disability Abuse Prevention and Response (DAPAR)

RFP Released: 27/01/2025

Deadline for Questions: 21/02/2025

Deadline for Proposals: 05/03/2025

COMMERCIAL IN CONFIDENCE

# Acronyms and Glossary

The following acronyms and abbreviations are used in this document.

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| **Acronym / Abbreviation** | **Definition** |
| Adults at Risk | Adult at risk: An adult at risk is defined as someone who meets all three of the following criteria:   * A person (aged 18 years or over) who has an unmet need for appropriate support, * and who is experiencing (or at risk of) harm, violence, abuse, and neglect, * and because of an unmet need for support, is unable to protect themself. |
| DAPAR | Disability abuse prevention and response, a DSS funded service. |
| Deadline for Proposals | The date listed in Section 2.2. Proposals must be submitted by this date and time. |
| Disability Support Providers | Organisations that the Purchasing Agency funds to provide disability support services. |
| Disabled People | Disabled people aged 18 and over with a range of impairments funded by the Purchasing Agency for disability support services. This includes population groups, e.g.: tagata sa’ilimalo, the Deaf community, rainbow, refugee and migrant communities. |
| Disability Sector | Term used to include disabled people, tāngata whaikaha Māori, family, whānau, disability community and support providing organisations. |
| DPO | Disabled People’s Organisation. |
| DSS | Disability Support Services funded by the Government via a business unit within Ministry of Social Development |
| EGL | Enabling Good Lives, an approach including a vision and principles. |
| FV/SV | Family Violence and Sexual Violence |
| MSD | Ministry of Social Development |
| Multi-agency response | An integrated multi-agency response to family violence is when different agencies work together to manage risk and coordinate support to keep people safe from violence. |
| NASC | Needs Assessment Service Coordination service. |
| People For Us | A service that employs peer workers and finds out if disabled adults and tāngata whaikaha Māori are safe, free from harm and abuse and living their good life. |
| Point of Contact | The person named in Section 2.3  All communications regarding this RFP must be directed to this person. |
| Preferred Supplier | The Supplier(s) that have been provisionally selected for either due diligence or to enter into contract negotiations (could be subject to final approval by DSS) |
| Proposal | The document submitted by Respondents in response to this Request issued |
| Respondent | A Supplier who submits a Proposal in accordance with the process set out in this RFP. |
| Response Form | The template attached at Appendix 2. Suppliers must use this as the template for their Proposal. |
| RFP | Request for Proposal |
| Safeguarding | Taking action to prevent, identify and respond to situations where a person is experiencing or is at risk of experiencing abuse, neglect, violence or harm. Safeguarding protects a person’s right to make their own decisions for their life, including decisions about their safety and wellbeing. |
| SAFA | Safeguarding Adults from Abuse, a cross-agency response to situations of concern. The name used by Te Whatu Ora funded responses, in the prototype and current DAPAR contract, now called multi-agency response. |
| Supplier | A person or organisation who provides services in the area or market from which DSS is buying |
| Supported Decision Making | Supported decision-making is a way for people to make their own decisions based on their will and preferences, so they have control of their life. |
| Tāngata Whaikaha Māori | Disabled Māori, the whakapapa of this name is here: [Finding our name | Whaikaha - Ministry of Disabled People](https://www.whaikaha.govt.nz/about-us/who-we-are/finding-our-names) |
| UNCRPD | United Nations Convention on the Rights of Persons with Disabilities. |
| Voice Mechanisms and Networks | The range of formal and informal Disabled Persons Organisations and networks who collectively represent the experience of disabled people and tāngata whaikaha Māori. |
| Vulnerable Adults | The Crimes Act 1961 defines a ‘vulnerable adult’ as a person “who is unable, by reason of detention, age, sickness, mental impairment, or any other cause, to withdraw themselves from the care or charge of another person”.  Section 151 of that Act imposes a duty on those with actual care or charge of a vulnerable adult, to provide necessaries and protect from injury, whilst sections 195 and 195A create offences for acts or omissions that cause ill-treatment or neglect of a vulnerable person, and for failure to protect a vulnerable adult. |

# Overview

This Request for Proposal (RFP) is issued by the Ministry of Social Development (MSD).

# About Disability Support Services (DSS)

DSS is a newly branded business unit within MSD. DSS is responsible for providing essential support to around 50,000 disabled people, tāngata whaikaha Māori and their whānau, as well as equipment and modification services for approximately 100,000 New Zealanders. The immediate priorities for DSS are to stabilise and strengthen operations, whilst planning for a sustainable disability support system for the future. The Government wants to better manage cost pressures and improve consistency, fairness, and transparency.

# What We Need

The purpose of this procurement is to engage suitably qualified supplier/suppliers to deliver the Disability Abuse Prevention and Response service (DAPAR). The overall objective of DAPAR is to improve wellbeing and outcomes for tāngata whaikaha Māori and disabled people who are at risk of or experiencing violence, abuse, and/or neglect. We require suppliers to deliver one or more of the following:

1. Multi-agency safeguarding response,
2. An intensive safeguarding response,
3. Capability building.

# What We Don’t Want

Proposals from those who do not have experience in the disability and/or violence prevention sectors, or without a clear plan of how to gain this experience.

# What’s Important to Us?

We are looking for organisations led by disabled people, tāngata whaikaha Māori, and family and whānau perspectives and/or who partner with those organisations. They will be aligned with UNCRPD, Te Tiriti o Waitangi and EGL. The DAPAR service will be delivered nationally and by one or more organisations. The focus will be improving the wellbeing of tāngata whaikaha Māori and disabled people who are at risk or experiencing abuse, violence and/or neglect.

The selection of preferred supplier(s) will not only be based on the moderated score following evaluation of proposals but may include an assessment of the score, service component proposed, location and the targeted population group.

# Why Should You Bid?

We are looking for community agencies whose work aligns with UNCRPD, Te Tiriti and EGL and who are ambitious to be change agents, passionate about making a difference alongside disabled people and tāngata whaikaha Māori. The DAPAR work is focussed on improving the wellbeing and safety of tāngata whaikaha Māori and disabled people. Wide networks in the disability community and sector will be key.

We want to ensure the access, experience and outcomes achieved are equitable across a range of dimensions, particularly for tāngata whaikaha Māori and their whānau.

We seek national coverage or a clear description of what regional areas you propose to cover and welcome collaborations and partnerships to achieve this.  Also indicate which of the three components you propose to deliver, details at 3.3 Objectives & Scope.

# Key Information

# Context

1. This RFP is an invitation to suitably qualified suppliers to submit a Proposal for the Disability Abuse Prevention and Response Service (DAPAR) opportunity.
2. This RFP is an open market process.
3. This is a single stage process.
4. Words and phrases that have special meaning are shown by the use of capitals. Definitions can be found in Section 1 of this document.

# Timeline

The proposed timeline for the procurement is as follows.

|  |  |
| --- | --- |
| **Activity** | **Date** |
| Supplier briefing | 04 Feb 2025 |
| Deadline for supplier questions | 21 Feb 2025 |
| Deadline for MSD to answer questions | 25 Feb 2025 |
| Deadline for Proposals | 05 Mar 2025 |
| Respondent presentations | 31 Mar 2025 |
| Notify respondents of outcome | 9 May 2025 |
| Due diligence & contract negotiation | Completed by 5 June 2025 |
| Debrief unsuccessful respondents | 30 June 2025 |
| Contract Start Date | 1 July 2025 |

# How to Contact Us

1. All enquiries must be directed to our Point of Contact. We will manage all external communications through this Point of Contact.
2. If you would like to attend our supplier briefing session, please email our Point of Contact to register
3. Our Point of Contact:

**Name:** Nick Edmond

**Title:** Commercial and Procurement Lead

**Email Address:** DSS\_commissioning@msd.govt.nz

# Documents

The following documents make up this RFP:

1. RFP
2. Appendix 1 - Pricing Template
3. Appendix 2 – Response Form
4. Appendix 3 – Draft Outcome Agreement

# Developing and Submitting Your Proposal

1. This RFP sets out the step-by-step process and conditions that apply to this process.
2. Take time to read and understand the RFP.
3. Develop a strong understanding of our requirements.
4. In structuring your Proposal consider how it will be evaluated. Section 5 describes our Evaluation Methodology.
5. For helpful hints on tendering and access to a supplier resource centre go to: [www.procurement.govt.nz/suppliers](http://www.procurement.govt.nz/suppliers).
6. If anything is unclear or you have a question, please email our Point of Contact (Section 2.3).
7. In submitting your Proposal, you must use the Response Form (Appendix 2).
8. You must also complete and sign the [declaration](#Suppliers_declaration) at the end of the Response Form.
9. You must use the Pricing Schedule Template (Appendix 1) for your pricing information and submit it in a separate document.
10. The Proposal should consist of no more than 30 pages.
11. Check you have provided all information requested, and in the format and order asked for.

# Address for Submitting Your Proposal

Proposals must be submitted via GETS or by email to dss\_commissioning@msd.govt.nz

We will not accept proposals via any other method unless previously agreed with the Point of Contact (Section 2.3).

# Our RFP Process, Terms and Conditions

1. Offer Validity Period: In submitting a Proposal the Respondent agrees that their offer will remain open for acceptance by MSD for 90 days from the Deadline for Proposals.
2. The RFP is subject to the RFP Process, Terms and Conditions (shortened to RFP-Terms) described in Section [7](#S6_Terms).

# Later Changes to the RFP or RFP Process

1. If, after publishing the RFP, we need to change anything about the RFP or RFP process, or want to provide suppliers with additional information we will let all suppliers know via GETS and the DSS website ([www.disabilitysupport.govt.nz](http://www.disabilitysupport.govt.nz))
2. If you downloaded the RFP from GETS you will automatically receive notifications of any changes through GETS.

# Requirements

# Context

Te Aorerekura is the National Strategy and Action Plan to eliminate family violence and sexual violence. It was developed through the Joint Venture for Family Violence and Sexual Violence, which became Te Puna Aonui. Te Aorerekura provides the mandate for much of the DAPAR work.

In 2022, Whaikaha took on responsibility for leading Action 28 in Te Aorerekura, to “Implement safeguarding responses for disabled and vulnerable adults”. Action 28 aims to: “Build on the work undertaken with the Waitematā and MidCentral District Health Board pilots to expand the roll-out of the Safeguarding Framework and interagency safeguarding adults from abuse approach (SAFA) to preventing, reporting, investigating and responding to alleged or identified family harm and other forms of abuse, neglect or harm of vulnerable adults.” This is part of a shift towards safe, accessible, and integrated responses. The DAPAR Prototype was established and developed in 23-24 and is detailed in section 2.6.

In August 2024, Cabinet decided to transfer the responsibility for commissioning disability supports from Whaikaha to a new business unit in MSD called Disability Support Services (DSS). As a result, the quality and safeguarding mechanisms for DSS (including DAPAR) transferred to DSS in December 2024.

DAPAR is a component of the Ministry’s quality and safeguarding framework. As such it will be aligned with Te Tiriti o Waitangi, the United Nation’s Convention on the Rights of Persons with Disabilities (UNCRPD) and Enabling Good Lives.

The quality and safeguarding framework for Whaikaha (and now DSS) was published in July 2024 and can be found online at [Quality and Safeguarding | Whaikaha - Ministry of Disabled People](https://www.whaikaha.govt.nz/about-us/programmes-strategies-and-studies/programmes-and-strategies/quality-and-safeguarding). The framework outlines our approach to quality and safeguarding and the various actions we take to check the quality of the Ministry’s funded supports and that disabled people are safeguarded from abuse and neglect. The Ministry is working towards quality and safeguarding actions that aim to:

1. Prevent – Prevent issues happening.
2. Identify – Identify issues when they do happen.
3. Respond – Respond to issues that are found.
4. Develop – Develop and improve disability supports.

The DAPAR service is an important component of the Ministry’s quality and safeguarding framework as it identifies and responds to situations of violence, abuse and neglect. DAPAR also provides capability building for NASC, EGL sites, disability support providers and mainstream FV/SV services (sometimes describes as a twin-track approach).

The Ministry acknowledges there are gaps in the systems and policies to safeguard people and check the quality of supports. We aim to learn, improve and develop ways to address those gaps, e.g. People for Us peer visiting service.

The Royal Commission into Abuse in State and Faith Based Care released its final report *Whanaketia – through pain and trauma, from darkness to light* in 2024. State and faith-based institutions were entrusted to care for many thousands of children, young people and adults between 1950-1999. The leaders of these institutions failed in their duty to nurture and protect the people in their care and failed to hold abusers to account. Instead of receiving care and support, an estimated 200,000 children, young people and adults in care were exposed to pervasive abuse and neglect, many of these people were disabled.

*Whanaketia – through pain and trauma, from darkness to light* shines a light on what happened and why it happened. The report finds abuse did not occur solely due to the actions of a few ‘bad apples’, but that it was deeply rooted and enabled across all levels of the systems responsible for providing care. [[1]](#footnote-2) The report reinforces the commitments to action made in Te Aorerekura and previous work to establish the DAPAR protype.

If DAPAR is not procured, few options will be available to grow the capability of the disability and community sectors. The Ministry aims to strengthen our capacity to respond to disabled people and tāngata whaikaha Māori who are at risk of, or experiencing, violence, abuse and neglect. Furthermore, disabled people and tāngata whaikaha Māori may need specific responses and approaches due to the reality that they experience a disproportionately higher level of abuse. The impacts of violence, abuse and neglect are exacerbated by a lack of coordinated and effective supports.

# Current State

In mid-2023, Whaikaha funded a DAPAR prototype which was led by a group of disabled people and family violence experts with clinical experience, with the Fundholder for the contract being a DPO, People First. In May 2024, the disabled leaders established a new organisation, VisAble.

In 2023, the intention was to go to open procurement for the DAPAR service, based on the learnings of the prototype. However, due to resourcing constraints Whaikaha did not achieve this. In 2024 the Whaikaha Executive Leadership Team approved a contract extension so that the DAPAR contract could be extended for another year, with People First. People First are the Fundholder, subcontracting to VisAble for the service delivery.

This RFP is informed by insights and learnings from the DAPAR prototype, other themes emerging in DSS and the five-year focus areas of the Second Te Aorerekura Action Plan for 2025-2030. The high-level updates include:

* An updated outcome agreement
* Explicit alignment with the Government’s direction for family violence and sexual violence, as outlined in the second Te Aorerekura Action Plan. In particular DAPAR contributes to the plan’s priority focus area of ‘Keeping people safe: Building an effective multi-agency response’.
* In response to feedback from NASC, EGL sites and DSS Portfolio Managers, we have strengthened the expectation for DAPAR to provide an intensive response for disabled people (see the Intensive Safeguarding Response component below).
* Further targeting of the building capability component to complement (rather than duplicate) new initiatives implemented by other agencies (e.g. the MSD FV/SV accessibility fund, Te Puna Aonui, Health NZ/Te Whatu Ora).

# Objectives & Scope

The overall objective of DAPAR is to improve wellbeing and outcomes for tāngata whaikaha Māori and disabled adults who are at risk of and/or experiencing violence, abuse, and/or neglect. DAPAR will work with and strengthen other parts of the quality and safeguarding system. The DAPAR service includes three related components: a multi-agency response, an intensive safeguarding response and capability building. These are further detailed in Section 4.

The priority group for the DAPAR work is disabled adults and tāngata whaikaha Māori who receive supports funded by DSS and those who meet the definition for Adults at Risk. DAPAR is not an emergency or crisis service, and the appropriate emergency service must also be contacted in those situations.

The Ministry welcomes innovation, collaboration and partnerships in this procurement process. DAPAR could include small suppliers, existing suppliers, those newer to the sector, or a combination of these, delivering nationally and/or regionally.  Equity for tāngata whaikaha Māori is a priority. Suppliers should indicate which of the service components they wish to deliver and in what locations.

Disabled people, tāngata whaikaha Māori, family and whānau are at the centre of all safeguarding responses and their human rights are paramount. Their voice, will, and preferences are essential in all parts of DAPAR. Ensuring the voice of disabled people, tāngata whaikaha Māori, are reflected in service delivery which may include:

1. supported decision making,
2. independent advocacy and/or
3. facilitated conversations.

The DAPAR service includes three related components:

* **Multi-agency safeguarding response**

Provide a multi-agency response to safeguarding concerns and situations of abuse of disabled people and tāngata whaikaha Māori, prioritising those who are receiving supports funded by DSS and/or who are Adults at Risk. The multi-agency response aims to effectively identify and act decisively on risk for the disabled person and tāngata whaikaha Māori. This involves working directly with the disabled person, tangata whaikaha Māori and their family and whānau to coordinate a multi-agency team to take action to respond to safeguarding concerns.

The multi-agency response must ensure the disabled person, along with their supporters makes their own decisions and can express their will and preference in ways that works best for them. The response brings together the agencies best placed to deliver an integrated multi-agency response, which could include FV/SV services, disability providers, Police, NASC and EGL sites, and community and health providers.  The multi-agency response aligns with the second Te Aorerekura Action Plan focus area of “keeping people safe: Building an effective multi-agency response” described as, “Effective multi-agency responses need strong governance, collaboration, and robust systems and practices to support joined-up working, effective cross-organisational planning for service delivery, and strong risk management practices, to keep people safe (page 10)”.

* **Intensive Safeguarding Response**

Provide an intensive, time limited, individualised response focused on safeguarding disabled people and tāngata whaikaha Māori who are experiencing or have experienced neglect, abuse and violence. This service is focused on those who require more direct support to access FV/SV services, disability supports and community networks that will strengthen protective factors and support them to live free from abuse and neglect.

This service will prioritise those disabled people and tāngata whaikaha Māori who:

* are receiving supports funded by DSS, and
* are most at risk of harm to self or others (death, injury or revictimisation) and/or
* are an Adult at Risk.

This intensive facilitation will involve building a relationship with the person and their family, whānau or network and must ensure the disabled person and tāngata whaikaha Māori makes their own decisions and can express their will and preference in ways that work best for them. The response must provide equitable approaches for Māori and could also include Supported Decision Making and/or independent advocacy.

The intensive response will work alongside the disabled person or tāngata whaikaha Māori to a greater extent than the multi-agency response does, to support the person to build the connections, community networks and disability supports that assist them to achieve their good life free from abuse and violence. The intensive response could work alongside a multi-agency response.

The Intensive Safeguarding Response aligns with the second Te Aorerekura Action Plan focus area of “keeping people safe: Building an effective multi-agency response, intensive support for those most at risk”.

* **Capability building**

Build capacity and capability across the disability community and sector, including NASC and EGL sites, to be responsive to situations of abuse, violence and neglect of disabled people and tāngata whaikaha Māori. This work will align with and not duplicate the cross-government capability work described below and will include:

* delivering training, including a freely available website with information and links to existing and new training and tools
* supporting the disability sector and community networks with developing policy and practice for their safeguarding response, founded on disability rights.

Current cross government capability building work underway includeMSD, Te Puna Aonui and Health NZ/Te Whatu Ora all funding development in this space. This procurement aims to align, but not duplicate, existing work. MSD is investing in capability development in the FV/SV sector and Health NZ/ Te Whatu Ora is investing in the Health sector. Their work is outlined in detail below.

In 2023, MSD received $3.419 million to start addressing the absence of accessible FV/SV services for disabled people/tāngata whaikaha Māori. The Accessibility Fund aims to support MSD-funded FV/SV providers to enhance their physical, digital, and information-based accessibility. It is the first initiative of its kind in Aotearoa New Zealand, and a step towards ensuring disabled people/tāngata whaikaha Māori have equal access to FV/SV support services.

The Accessibility Fund involves various workstreams, including the opportunity for MSD-funded FV/SV providers to apply for an Accessibility Grant of up to $75,000. The Evaluation Panel recommended 46 out of 52 providers to receive funding and contracts are currently being rolled out.

As part of the Accessibility Fund, MSD is also partnering with Blueprint for Learning and Te Pou to offer a limited number of spaces for FV/SV providers to participate in an online, introductory disability awareness training programme. Currently, 243 FV/SV staff members have registered interest in this training, which will commence in early 2025.

MSD also partnered with Physical and Digital Accessibility Specialists to develop an accessibility self-assessment, designed to assist FV/SV providers in identifying changes required to make their services more accessible. Completing and submitting the self-assessment online is a pre-condition for the disability awareness training and the accessibility grant funding.

The data from the self-assessments will also be used to inform MSD about the current state of FV/SV service accessibility in Aotearoa New Zealand and the existing barriers preventing disabled people/tāngata whaikaha Māori from accessing FV/SV services.

Te Puna Aonui have a wider population focus on people who meet the definition of Adults at Risk, which includes many disabled people and tāngata whaikaha Māori.

Health NZ/Te Whatu Ora deliver mandatory training on FV/SV for some clinical areas and roles, via the Ministry of Health Violence Intervention Programme training. They have also developed e-learning modules focused on disability responsiveness and recognising and responding to abuse in a health setting. This training is soon to be available for all Health NZ/Te Whatu Ora staff. Health Social Workers receive more specialised training on Adults at Risk and safeguarding and work is underway to standardise this.

# Requirements / Deliverables / Outputs

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| --- | --- |
| **Component** | **Description of outputs** |
| Multi-agency safeguarding response | Provide a response to safeguarding concerns and situations of abuse of disabled people and tāngata whaikaha Māori who are receiving supports funded by DSS and who are Adults at Risk.  This involves working directly with the disabled person, tāngata whaikaha Māori and their family and whānau, taking action to respond to safeguarding concerns.  The work includes building a multi-agency response with the person and their supporters, ensuring their voice is present and their human rights are paramount. The response may also include FV/SV services, disability providers, police, NASC, EGL, community services, Health.  The multi-agency response will:   * Receive referrals and coordinate a multi-agency response. * Ensure the will and preference of the disabled person, tāngata whaikaha Māori and their supporters are at the centre of the process. * Retain oversight until the situation of concern has been resolved or well managed by another agency. * Work collegially with established mainstream multi-agency integrated safety responses and support those agencies to build their capability to recognise and respond to abuse of disabled people and tāngata whaikaha Māori. * Be flexible based on levels of risk and harm. * Work cooperatively with Health NZ/Te Whatu Ora and MSD funded multi-agency responses. * Build and utilise local community relationships to support the actions.   The multi-agency response will be provided regionally or nationally for referrals from DSS, NASC, EGL sites; and as resources allow, other parts of the disability community and sector. |
| Intensive Safeguarding Response | Work directly alongside disabled people and tāngata whaikaha Māori who are receiving supports funded by DSS where a more intensive, time limited, individual response is needed to reduce significant safeguarding concerns arising from abuse, violence and/or neglect.  This more intensive response will involve building a relationship with the person and their family, whānau or network and could include:   * supported decision making * independent advocacy * intensive facilitation * other community agencies * a multi-agency response.   This intensive response will assist people to achieve their good life free from harm and abuse.  The intensive safeguarding response will be regional and national, with flexible and creative options to provide a local response.  Components of this response could be subcontracted to Authorised Subcontractors. |
| Capability Building | Build capacity and capability of the community to be responsive to situations of, or risk of violence, abuse and neglect of disabled people and tāngata whaikaha Māori. This work will align with, and not duplicate, other cross government capability initiatives.  This capacity building work includes:   * the disability sector, including NASC and EGL sites * disabled networks and community agencies.   This capacity building will include providing an accessible and freely available website, including training and tools; supporting organisations to develop their safeguarding policy and practice, recognise violence against disabled people, and constructively respond to it. This may include an organisational scan, policy and practice development, advice and support, and training. |

Indicative Budget by service components:

|  |  |
| --- | --- |
| Service Component | Indicative budget per annum (excl GST) |
| Multi agency response | 800k |
| Intensive safeguarding response | 1M |
| Capacity building | 250k |
| Total | $2m |

# 

# Timelines

DAPAR will be delivered from 1 July 2025 – 30 June 2027. Future funding will be reviewed during this contract period.

# Broader Outcomes

Broader outcomes are the secondary benefits that are generated by the way a good, service, or works, is produced or delivered. These outcomes can be social, environmental, cultural or economic benefits, and will deliver long-term Public Value for New Zealand. This initiative will have the following secondary benefits:

* improving the lives of disabled people in New Zealand is a positive social outcome
* increased participation of disabled people in community activities and services contributes to broader cultural, economic, and social outcomes
* encouraging new Suppliers to participate in this procurement will contribute to strengthening sector capability regarding disability leadership.

These are incorporated as non-weighted criteria (Public Value and Broader Outcomes) for assessment in this procurement activity.

Whilst acknowledging that the purpose of this procurement is to procure a Supplier to deliver the DAPAR Service we are also interested in understanding Respondents’ commitments to achieving broader outcomes for the benefit of all New Zealanders including:

* do you have an employee diversity policy and has this resulted in the engagement of any disabled people?
* do you support any community initiatives?
* do you have an environmental sustainability policy?

Further information on broader outcomes can be found on the NZGPP website <https://www.procurement.govt.nz/broader-outcomes/>

# Evaluation Methodology

Our evaluation approach is designed to ensure MSD can achieve the best value-for-money over the whole-of-life. This means achieving the right combination of fit for purpose, quality, price, and delivery on time.

# Evaluation Model

The Evaluation Model for this procurement utilises a combination of Weighted and Non-Weighted Criteria. Price is a Non-Weighted Criterion. This means the Respondent’s Proposal which best meets our requirements and based on an overall assessment of value-for-money over the whole-of-life of the contract, is likely to be selected.

A ‘two-envelope’ system will be used for the evaluation. This means that Respondents must provide all financial information relating to price, expenses, and costs in a separate soft copy folder. The Evaluation Panel will firstly score each proposal based on the Weighted Criteria listed below. Proposals will then be ranked according to their scores.

Following completion of the scoring, the folders containing financial information and the initial financial analysis (performed by specialists independent of the Evaluation Panel voting members) will be presented. The Evaluation Panel will then assess which proposals to shortlist, based on best value-for-money over the whole-of-life contract.

# Evaluation Process

In line with the Evaluation Model above, each Evaluator will be given a copy of the Proposals in order to carry out an independent evaluation of the non-price section of each Proposals against the approved Evaluation Criteria.

An initial moderation session will be led by the Panel Chair and Panel Facilitator. The purpose of this session will be to review the Proposals and discuss individual scores, including any outlying scores. As a result of the discussion individual scores may be adjusted as necessary, with a record kept of any updated scores along with the rationale.

Following the initial moderation, shortlisted Suppliers will be invited to carry out a presentation of their Proposal to the Evaluation Team. The purpose of these presentations will be to allow the Respondents to present their Proposal in detail to the Evaluation Team and to allow the Evaluation Team to ask questions and clarify anything following the paper evaluation and initial moderation.

Evaluation scores will be updated as a result of the presentations. A second moderation will then take place. This will be conducted in the same manner as the first moderation, with particular emphasis on any changes to the scores following the presentations.

# Evaluation Team

A cross-functional team including members from the disability community will be involved in the evaluation of bids and recommended the Preferred Suppliers.

# Evaluation Criteria and Weightings

# Pre-Conditions

Each Proposal must meet all the following pre-conditions. Proposals which fail to meet one or more will be eliminated from further considerations.

| **#** | **Pre-Condition** |
| --- | --- |
| 1 | NZ based operations. |
| 2 | Respondent must comply with the [Supplier Code of Conduct](https://www.procurement.govt.nz/broader-outcomes/supplier-code-of-conduct/) |

# Evaluation Criteria

Having met all the Pre-Conditions, qualifying bids will be evaluated on their merits using the following Evaluation Criteria and Weightings.

In your proposal, please describe how you will deliver the service, illustrating evidence and experience including the following criteria.

| **Criterion** | **Weighting %** |
| --- | --- |
| **Capability** | **65** |
| A high level of skill in safeguarding and working alongside disabled people, tāngata whaikaha Māori, families and whānau, particularly when they are at risk of, or experiencing abuse, neglect and/or harm. This work may include an individual intensive response, assisting people to develop their voice and build their good life free from abuse and harm. | 15 |
| Supplier’s activities and services are either:  led and staffed by disabled people and/or tāngata whaikaha Māori and include family and/or whānau perspectives; or:  the proposal outlines a partnership plan with organisation(s) who have this leadership structure. | 15 |
| Sound knowledge of Te Tiriti o Waitangi, the UNCRPD and EGL principles, values and approaches and how these will be applied in your proposed approach. | 15 |
| Intentionality in the service implementation plan to respond equitably to the needs of tāngata whaikaha Māori and whānau. | 10 |
| How you will provide equitable responses for rural and provincial communities, Pacific communities, and other diverse groups such as rainbow and migrant communities. | 10 |
| **Capacity** | **35** |
| Current and proposed personnel have the necessary experience, skills, and proven capability in safeguarding; and the ability to deliver the DAPAR component/s. Including an outline of how implementation will occur. | 20 |
| Proven and established organisational capability in terms of information security, privacy, policy and operational processes and systems (eg. governance, leadership, practice development, quality management, HR, financial, data management). | 10 |
| Existing networks and/or partnerships with the disability community; Family Violence and Sexual Violence sector; local communities; Māori communities and networks; the disability support system. | 5 |
| **TOTAL WEIGHTINGS** | **100** |

Both Weighted and Non-Weighted sections may have an impact on the Evaluation Team’s final recommendation regarding Preferred Supplier/s. Consequently, the recommended Preferred Suppliers may not necessarily have obtained the highest weighted score.

# Pricing

Respondents must provide the following pricing as part of their Proposals (a pricing template is attached at Appendix 1)

In submitting the price, the Respondent must meet the following:

1. Respondents are to use the pricing schedule template provided.
2. The pricing schedule is to show a breakdown of all costs, fees, expenses and charges associated with the full delivery of the Requirements, exclusive of GST.
3. Where the price, or part of the price, is based on fee rates, all rates are to be specified, either hourly or daily or both as required.
4. In preparing their Proposal, Respondents are to consider all risks, contingencies and other circumstances relating to the delivery of the Requirements and include adequate provision in the Proposal and pricing information to manage such risks and contingencies.
5. Respondents are to document in their Proposal all assumptions and qualifications made about the delivery of the Requirements, including in the financial pricing information. Any assumption that the Buyer or a third party will incur any cost related to the delivery of the Requirements is to be stated, and the cost estimated if possible.
6. Prices should be tendered in NZ$. Unless otherwise agreed, the Buyer will arrange contractual payments in NZ$. [If there are foreign exchange implications explain how risk in foreign exchange will be dealt with here.]
7. Where two or more Respondents intend to lodge a joint or consortium Proposal the pricing schedule is to include all costs, fees, expenses and charges chargeable by all Respondents.

# Rating Scale

The Evaluation Team will use the following rating scale to evaluate the Proposals against the Evaluation Criteria:

|  |  |  |
| --- | --- | --- |
| **Rating** | **Definition** | **Score** |
| **Excellent** | Respondent demonstrates exceptional ability, understanding, experience and skills. The Proposal identifies factors that will offer potential added value, with supporting evidence. | 9-10 |
| **Good** | Respondent demonstrates above average ability, understanding, experience and skills. The Proposal identifies minor additional benefits, with supporting evidence. | 7-8 |
| **Acceptable** | Respondent demonstrates the ability to meet the criteria, with supporting evidence. | 5-6 |
| **Reservations** | Satisfies only a minimum of the criteria but not all. Reservations about the Respondent to adequately meet the criteria. Little supporting evidence. | 3-4 |
| **Serious Reservations** | Extremely limited or no supporting evidence to meet the criteria. Minimum effort made to meet the criteria. | 1-2 |
| **Unacceptable** | Does not comply or meet the criteria at all. Insufficient information to demonstrate the criteria. | 0 |

# Due Diligence

In addition to reference checks, MSD will reserve the right to carry out the following Due Diligence on Respondents:

**Note:** any Due Diligence undertaken will not be part of the Weighted Evaluation but may be used in the overall selection process.

1. **Analysis of Ownership**
   * + Check legal status of entity
     + Check ownership (owners, directors, and relationships to holding or parent corporations)
     + Length of time in operation
     + Company locations
     + Number of employees
     + Confirmation there are no actual, potential, or perceived COI’s
2. **Analysis of Finances**
   * + Respondents current and future financial viability (for the expected contract duration)
     + Review of Respondents annual reports for the last three years
     + Review of last independently audited accounts to check profitability and liquidity
     + Undertake credit check
     + Review insurance certificates
     + Confirm if any current or pending issues with Inland Revenue or any other relevant jurisdictions.
3. **Security Checks**
   * + Review of Respondents security management systems (e.g. ISO27000)
     + Check of any convictions against the Respondent of the Respondents personnel that could compromise the contract.
     + Check of any pending criminal cases that could compromise the contract.

# Contract

# Contract Type

MSD will contract using an Outcome Agreement. Appendix Three contains the Outcome Agreement template. Additional clauses will be negotiated with the successful provider which may include:

* Data security
* Privacy

# Contract Term

A 2 Year term

# RFP Terms and Conditions

This RFP is subject to the following Terms and Conditions as amended in [RFP Terms and Conditions](https://www.procurement.govt.nz/assets/procurement-property/documents/templates/rfp-terms-and-conditions.pdf)

https://www.procurement.govt.nz/assets/procurement-property/documents/templates/rfp-terms-and-conditions.pdf

1. [Whanaketia-brochure.pdf (abuseincare.org.nz)](https://www.abuseincare.org.nz/assets/Whanaketia/PDF-downloads/Whanaketia-brochure.pdf) [↑](#footnote-ref-2)