



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Disability Support Services

**Procurement Approach for
Residential Support Services**

10 June 2025



Welcome and opening Karakia

Welcome

- Introduction to session
- Presenter(s)
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 - Michael Hiscox
 - Nila Panko

Karakia

Whakataka te hau ki te uru,
Whakataka te hau ki te tonga.
Kia mākinakina ki uta,
Kia mātaratara ki tai.
E hī ake ana te atakura.
He tio, he huka, he hauhū.
Tihei Mauri Ora!

Introduction and overview

This session will cover:

1. The new commercial model
2. The procurement / application process
3. What you need to know

Key planning principles

- Continuity of care
- Service capacity maintained
- Transition supported
- System efficiency improved
- Sustainable funding
- Realistically deliverable
- Stabilisation enhancing

Commercial Model: An Open Panel of Providers



Commercial model: panel contract

A Panel of Providers (Panel) is a list of suppliers / providers who have been approved as capable of delivering services and who have agreed to the open panel terms and conditions of supply.

Any provider who meets the standards can apply and join the panel. If standards fall – remedies and potential exit can occur.

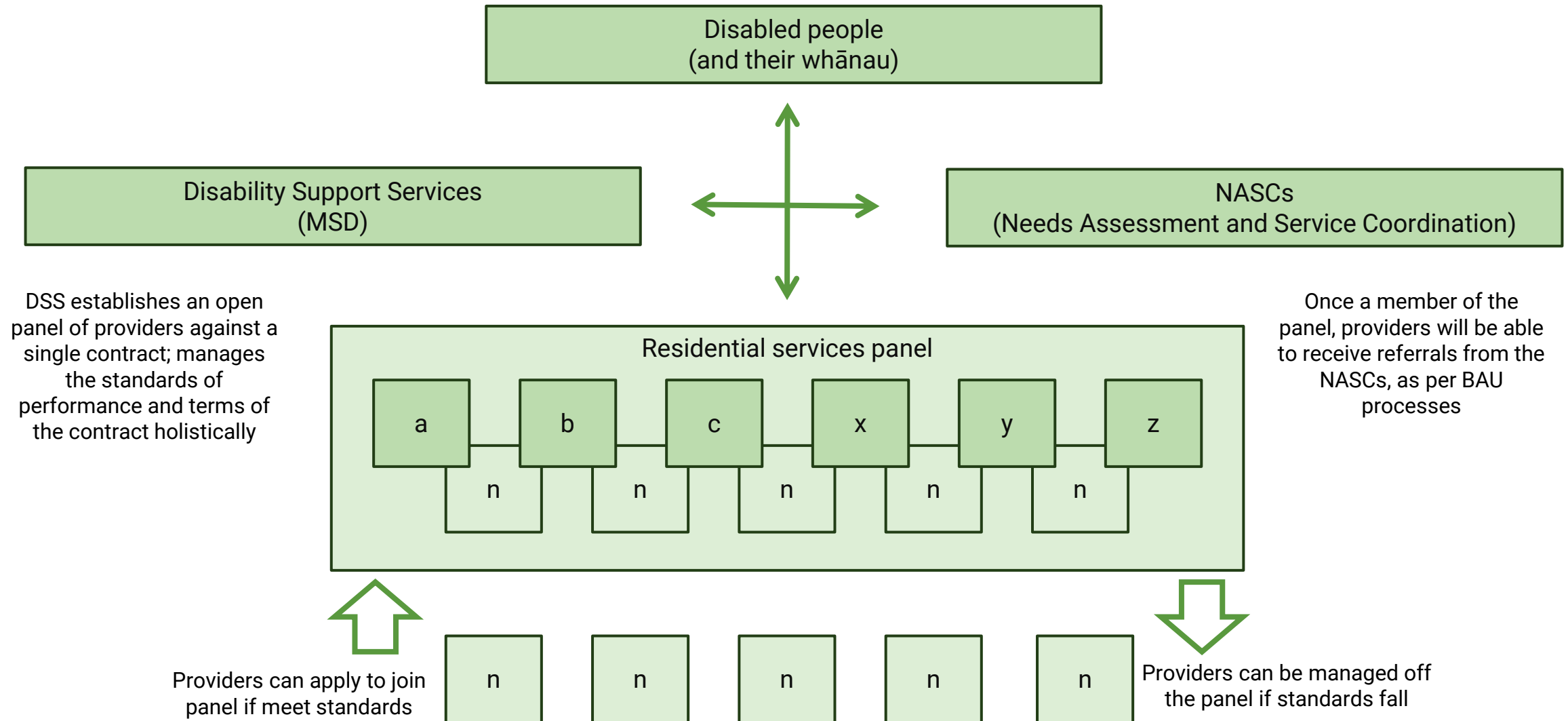
‘Open Panel’ will mean new providers that meet the standards can apply to join throughout the life of the contract.

Common set of open panel conditions across all residential service providers (starting with CGH) ensuring consistency of obligations.

Open panel contract will be managed at a holistic level, with improvements being rolled out over time.

Ability to expand to future services creating consistency across residential.

Residential Services in the disability support system



The structure of the contract

DSS residential panel contract artefacts	
Open panel agreement	<ul style="list-style-type: none"> The agreement that DSS and its residential providers sign, detailing the specifics of the contract. Contains the agreements details, refers to service schedules and open panel T&Cs being applied.
Residential Services Open Panel Terms and Conditions	<ul style="list-style-type: none"> The standard terms applied across the residential services contract. Contains standard contractual positions aligned to the broader DSS Standard Terms and Conditions. Contains specific panel management conditions, such as joining instructions, open panel governance, and specific notice provisions. Contains (within schedules) compensation models for the services which may be provided under the open panel (CGH).
Service specifications for residential services	<ul style="list-style-type: none"> Service specifications. Published on the DSS website, contracted as schedules to the open panel contract. Reflect the specific needs, processes, and procedures for each service area. Can be updated as required.

Published online + version controlled

Benefits of this model



Long term commitment and certainty, with future flexibility built in



Consistency and clarity in contract obligations



Reset of the commercial relationship with residential services providers



Embeds the new pricing model for CGH



Ability to onboard new providers to the same standards with ease

What does this mean for you?



Long term certainty (10+5+5 years) improving ability to invest



Clarity on how you will be engaged



Consistency across the market



Clear performance and reporting expectations

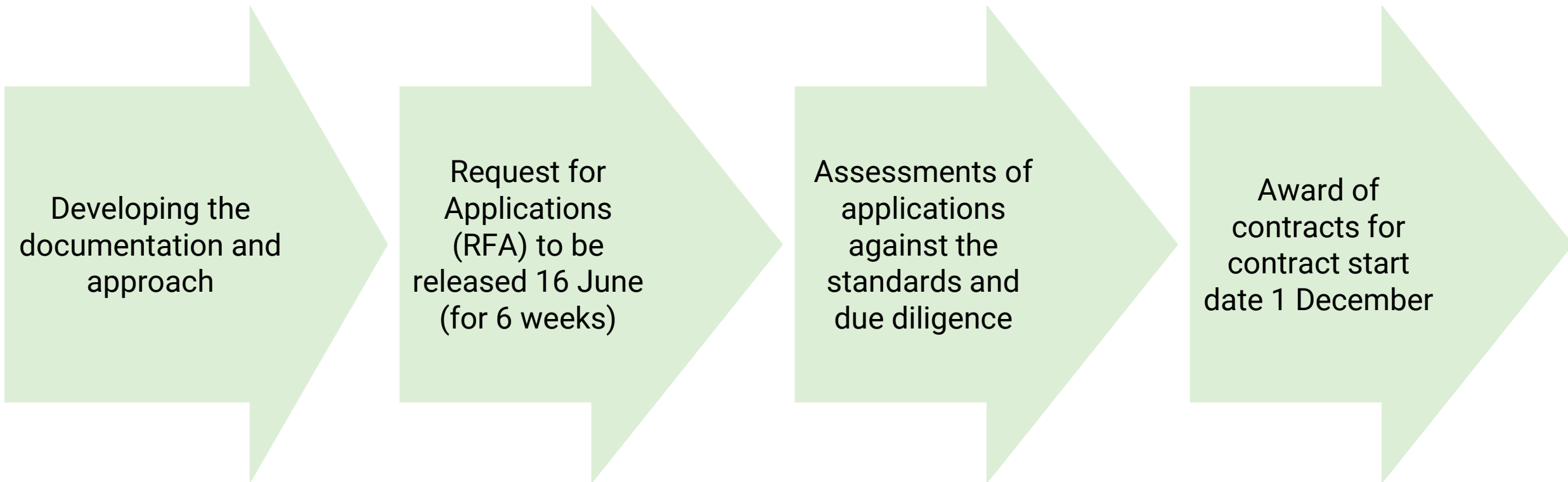


Clear implementation of the pricing model

Procurement implementation of the Open Panel model



Procurement approach and phasing



The Request for Applications (RFA)

- Request for Applications (RFA) will be issued via GETS and the DSS Website.
- You will have to complete an application form with the following sections:
 - Business requirements & service sustainability
 - Quality requirements
 - Health & Safety
 - Information security
- RFA will information you will need to know to apply, including contract info.
- Incumbent and prospective providers can submit applications and be considered.
- An independent probity advisor will be on hand to ensure robust processes.

RFA – what you will see:

Request for Applications (Instructions)

Instructions on how the process will work, timeframes, how to seek clarification, etc.

Response Form (the application):

The form you need to complete to apply to join, including questions and information requirements.

Supporting documentation:

The information that will support the process such as contract information, service specification, etc.

What questions will we ask?

Service model:	Questions around your delivery model
Business requirements and service sustainability:	Questions focussing on how you manage and govern your organisation.
Quality requirements:	Questions focussing on how you ensure a quality service is delivered.
Health and safety:	Questions focussing on how you ensure you meet H&S requirements.
Information security:	Questions focussing on systems and processes for protecting personal information.
Supporting information:	Will be asked to provide supporting information such as financial accounts etc.

Assessing applications

Business requirements & service sustainability

Assessing business continuity, viability and that the service delivery approach aligns to DSS expectations.

Quality requirements

Assessing that the quality of services delivered meets the required standards including approach to safeguarding.

Health & Safety

Assessing that the providers have the required processes and policies in place to meet the required health and safety standards.

Information security

Assessing that the providers have the required processes and policies in place to meet the required information security standards.

+

Other due diligence

Where we may require other information, we may undertake further due diligence including things like: reference checks, audit checks, past performance checks, visits, interviews, etc.

Assessment RAG rating

Rating	Action	Providers anticipated in-scope
Green	Progress to further due diligence and contract award	Incumbent and prospective providers
Amber	Jointly develop an improvement plan Progress to award of contract contingent on actions identified in the improvement plan	Incumbent providers only
Red	Do not progress to contract award	

Timeframes (indicative)

Tender process

Provider briefing sessions	06 and 10 June 2025
Release of the Request for Applications (RFA) to providers	16 June 2025
Provider briefing session (post release of RFA)	w/c 30 June 2025
Deadline for submissions	31 July 2025

Assessment and award

Due diligence & assessment	June to 30 August 2025
Notify providers	13 October 2025
Development of improvement plans (where applicable)	From 13 October 2025
Award of contracts	From 31 October 2025
Contract start date	01 December 2025

What do you need to know...



What you need to know

- The open panel is a new and updated contract form that you will be engaged against which will enable improvements in how we manage services over time.
- All providers will need to complete an application to be able to continue to provide residential services.
- The application process is straightforward to ensure ease of completion.
- We will support you in understanding the process where needed.
- Please reach out to the commissioning team if you have more questions

Any questions?

You can also reach out to the DSS Commissioning Team at: dss_commissioning@msd.govt.nz



Closing Karakia

Kia whakairia te tapu
Kia wātea ai te ara
Kia turuki whakataha ai
Kia turuki whakataha ai
Haumi ē. Hui e. Tāiki ē!