



## **PLANNING AND FUNDING**

### **REQUEST FOR PROPOSAL (RFP)**

**November 2009**

**For the Provision of Implementation of PRIMHD the  
Programme for the Integration of Mental Health  
Data**

## 1. INTRODUCTION

The Canterbury District Health Board (CDHB) invites applications, from appropriately skilled individuals or organisations for the provision of implementation of PRIMHD, the Programme for the Integration of Mental Health Data.

The PRIMHD programme will integrate the existing Mental Health Information National Collection (MHINC) with the Mental Health Standard Measures of Assessment and Recovery initiative (MH-SMART) to form a single national data collection for mental health and addiction. The PRIMHD collection will collect both service activity data (such as the number of community contacts made by providers with unique consumers) as well as information on outcomes at local, regional and national levels.

This submission pack includes:

- Form A** – Acknowledgement & Agreement
- Form B** – Consent for Release of Information
- Form C** – Organisational Details
- Form D** – Background Information (if Applicable)
- Form E** – Service Proposal
- Checklist** (if Applicable)

### Appendices

**Appendix One** (Service Specification)

## 2. LEGAL EFFECT OF INVITATION TO PROPOSE

Neither our issue of the Request for Proposal (RFP) nor your response to it will create any obligations on us to enter into any contract with you or any third party. Our RFP is an invitation only and the submission of a Proposal will be regarded as an offer by you to provide the services described in the service specifications.

We reserve the right not to enter into any correspondence regarding our final decision or process we undertook to reach this decision.

## 3. THE TREATY OF WAITANGI

An overarching aim of the health and disability sector is the improvement of Maori health outcomes and the reduction of Maori health inequalities. The NZPHD Act requires DHBs to take active steps to reduce health inequalities by improving health outcomes for Maori. In this role DHBs must establish and maintain DHB processes to enable Maori to participate in and contribute towards strategies for Maori health improvement. Potential providers would be required to demonstrate a similar commitment within their service.

## 4. PROCESS AND TIMELINE

The planned process is as follows:

<b>Task</b>	<b>Date</b>
Application form available	2 November 2009

Applications close	30 November 2009
Applications evaluated by Canterbury DHB	2 December 2009
Applicants notified of outcome of their applications	21 December 2009

We reserve the right to extend/change the key dates at our discretion should circumstances arise which may impact on our ability to meet these dates. In these circumstances we would advise all proposers of any extended time frames.

At our sole discretion, we may choose not to accept late proposals.

Please follow the format layout as closely as possible and **ensure that pages are numbered.**

**You must complete the following:**

- a) Acknowledgment and Agreement Form (Form A)
- b) Consent for release of Information Form (Form B)
- c) Organisational Details (Form C)
- d) Background Information (Form D) *(if Applicable)*

**Other Documents to be sent with your proposal are:**

- Certificate/s of Incorporation/Registration of the organisation/s submitting proposal
- Organisational Structure
- Most recent audited financial accounts

**5. APPLICATION GUIDELINES**

5.1 Canterbury DHB is inviting applications for the provision of implementation of PRIMHD the Programme for the Integration of Mental Health Data.

5.2 Applications must show how organisations will meet the requirements in the service specifications attached as appendix one. Proposals are to demonstrate how applicants will engage a PRIMHD Coordinator to assist NGO providers identified by Canterbury and South Canterbury DHBs to report their PRIMHD data to the Ministry. It is estimated that there are approximately 47 NGOs between both DHBs that need assistance with PRIMHD implementation.

The PRIMHD Coordinators will be supported by a shared regional governance arrangement and must be able to demonstrate an inclusive and participatory approach to the planning and implementation of PRIMHD.

5.3 Funding available is up to \$170,000.00 to cover all service provision as in the service specifications. It is expected that this funding will cover personnel and sundry IT costs.

**6. EVALUATION CRITERIA**

All applications will be evaluated. The evaluation criteria will include, but are not limited to:

- Your understanding of and experience in the mental health and addictions sector
- Your proposed model of service delivery

- Your demonstrated responsiveness to improving Maori health outcomes and the reduction of Maori health inequalities and to enable Maori to participate in and contribute towards strategies for Maori health improvement
- Your ability to provide quality services that are responsive to service users
- Your ability to work cooperatively and collaboratively with the CDHB and relevant stakeholders
- Your organisations credibility and financial viability
- Your proposed prices for delivery of the service
- Your proposed timeframe for delivery of the service

Canterbury DHB reserves the right to extend/change the key dates at our discretion should circumstances arise which may impact on our ability to meet these dates. In these circumstances we will endeavour to advise all proposers of any extended time frames.

Please follow the format layout as closely as possible.

Please submit **5 copies** of your completed proposal by **30 November 2009 (12 noon) to:**

PRIMHD – Planning & Funding RFP  
Business Assurance  
PO Box 1600  
Level 5, Princess Margaret Hospital  
Cashmere Road  
Christchurch

An authorised officer of your organisation must sign the proposal. Any unsigned proposals **will not** be considered. Please mark your proposal envelope confidential. If you have any queries regarding this Request for Proposal please contact Lisa Tumahai, Service Portfolio Manager Mental Health, Planning & Funding on (03) 364-4150 or e-mail [lisa.tumahai@cdhb.govt.nz](mailto:lisa.tumahai@cdhb.govt.nz)

## **7. CONFIDENTIALITY**

All information in your RFP will be treated in the strictest confidence and will not be disclosed to third parties unless we are so obliged to by law.

The information contained in the RFP is provided for the sole purpose of allowing you to submit your information to the Canterbury DHB. The information contained in this RFP is not to be used for any other purpose or revealed to any other person or parties not directly involved in the submission of your information.

### **Optional additional clauses:**

## **8. EVALUATION PANEL**

You acknowledge that an evaluation panel will be appointed by the CDHB and that visits to your existing or proposed sites may be required.

## **9. LETTERS OF ENDORSEMENT**

If you choose to include letters of support or endorsement from other agencies, these must be completed by people who are authorised to represent their organisation.

**ACKNOWLEDGMENT & AGREEMENTS FORM A**

1. Submitting this proposal constitutes your organisation's offer to Canterbury District Health Board to provide the services described in the proposal, at the funding specified.
2. Neither Canterbury District Health Board issue of its Request for Proposal nor your response to it will create any obligation on Canterbury District Health Board to enter into any agreement with you or any third party.
3. Canterbury District Health Board reserves the right at any time to –
  - Change any date/s in the Request for Proposal process
  - Change any rule/s of the Request for Proposal process by written notice
  - Withdraw the Request for Proposal and;
  - Not give any reason for the acceptance or non-acceptance of any response for the cancellation of this Request for Proposal process.
4. You are responsible for all costs of submitting your proposal.
5. Canterbury District Health Board reserves the right to reject your proposal or terminate any offer/contract made to you, if any information provided by you is a false and/or an inaccurate representation.
6. By signing below, the signatory represents a person duly authorised to make this offer on behalf of the organisation/s referred to in this proposal.

**Signed on behalf of the organisation/s submitting this proposal:**

**Organisation:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Full name (please print):** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Organisation:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Full name (please print):** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## CONSENT FOR RELEASE OF INFORMATION FORM B

### CONSENT FOR RELEASE OF INFORMATION

The organisation/s submitting this proposal acknowledge/s that it/they give permission for Canterbury DHB to make any enquiries or request from any person for any information (including personal information about anyone who might have a role in providing the service) which may have a bearing on its/their ability to provide the service proposed.

#### Confidentiality of Information

Subject to the paragraph below, the information contained in this proposal will be treated as strictly confidential by Canterbury DHB, its agents and its advisors. Canterbury DHB will not, except as required by law, disclose any of the information provided in your proposal to any other person without your prior written consent.

Canterbury DHB may however disclose the fact that the organisation/s referred to above submitted a proposal to provide the service and in submitting that proposal the organisation/s referred to above accepts that Canterbury DHB may disclose all or part of the information provided (including prices) and any subsequent contract with you, in response to a request under the Official Information Act 1982 without reference to you.

If you are not successful in the selection process, please advise whether you want us to **keep** your information on our file for future reference or **destroy** it. Please select one option.

Keep

Destroy

**Organisation:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Full Name** (please print): \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Organisation:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Full Name** (please print): \_\_\_\_\_

**Position:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**ORGANISATIONAL DETAILS FORM C**

**Name of Service applying for**

The provision of the implementation of PRIMHD the Programme for the Integration of Mental Health Data.

**If this is a joint proposal, a separate Form A Organisation Details must to be complete by each of the organisations.**

**1.0 Is this a joint proposal?**

Yes

No

**If yes, please name the organisations involved**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2.0 ORGANISATION DETAILS**

**Please provide the following details of your organisation:**

**2.1 Full name of legal entity:** \_\_\_\_\_

**2.2 Legal Status:** \_\_\_\_\_  
eg Incorporated Company, Charitable Trust, Incorporated Society, etc  
(Please attach a copy of your certificate of incorporation/registration)

**2.3 Is the entity registered for GST:**

Yes  GST Number \_\_\_\_\_

No

**2.4 Details of Owners/Directors/Board Members**

<b>Name</b>	<b>Owner/Director/ Board Member/Other (please specify)</b>

**2.5 Please attached a copy of your organisation structure**

**2.6 Contact details:**

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Contact person: \_\_\_\_\_

Position: \_\_\_\_\_

**BACKGROUND INFORMATION FORM D (if applicable)**

<b>SERVICE PROPOSAL FORM E</b>
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**1. Please indicate the pricing schedule you would expect for these services:**

PU Description	Purchase Unit Description	Volumes	Price (excl GST)
MHQI01	PRIMHD Project Implementation	1 FTE coordinator 1 programme	\$170,000

Please describe the service you are proposing:

**1. Can you demonstrate your ability to deliver services described here and what is your likely date for commencement?**

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**2. Please outline who your key relationships will be with, considering local and national requirements.**

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**3. What quality improvement processes are in place within your organisation?**

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**4. Please advise of any additional information to support your proposal:**

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**5. What staff do you require to deliver this service? Please list professional mix/expertise, outline recruitment plan.**

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**6. How will you ensure the sector are kept updated on developments and progress of PRIMHD implementation**

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**7. How will you prioritise/allocate discretionary funding to providers to upgrade systems (if this is part of your proposal)?**

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## APPENDIX ONE – SERVICE SPECIFICATION

### PRIMHD NGO IMPLEMENTATION

#### 1. Background

PRIMHD is the Programme for the Integration of Mental Health Data and is one of four priority projects that are described in the Implementation Plan for the National Mental Health Information Strategy (2006).

PRIMHD integrates the existing Mental Health Information National Collection (MHINC) with the local DHB Mental Health Standard Measures of Assessment and Recovery (MH-SMART) to form one new national data collection for mental health.

The expectation is that all NGO providers that are able to report service activity against the consumer NHI will be reporting to the Information Directorate of the Ministry of Health (previously NZHIS) at the end of the three-year period.

There is a staged approach for NGOs to report to PRIMHD. Stage One is those providers reporting via either a paper based system or electronically who were previously reporting to MHINC. Stage Two providers represent approximately 20-25 of the larger providers within the sector who are already using some kind of information system, which these providers will need to modify in order to meet the PRIMHD reporting requirements.

The remaining NGO's are included in Stages Three to Five. The majority of these Stage Three to Five NGO providers are smaller and not all own an electronic patient management system. These providers are more likely to use the web-based form as the preferred mechanism to report PRIMHD data because it is the easiest and most cost effective solution for NGO providers with smaller numbers of consumers.

In a number of existing NGO contracts to provide mental health services (Part 3, 8.1) the reporting requirements are detailed as follows:

- a) Service providers must establish and maintain an information system that complies with the requirements of the NZHIS (now Information Directorate), this must be capable of measuring health outcomes as well as the utilisation of services; and
- b) The system will maintain records of consumer ethnicity, presenting problem, service utilisation data, demographic information, outcome and evaluation data.

Specific reporting requirements for your service are set out in the reporting requirements section of your contract(s).

The information system will be NHI based and consumer centered, with accurate collection and recording of consumer ethnicity seen as a priority.

This service specification relates to funding support for the establishment of a regional resource to support those NGO providers identified as being either Stage Three, Four or Five.

This regional resource will involve the recruitment of PRIMHD Co-ordinators. The Co-ordinators will help co-ordinate and implement implementation of PRIMHD reporting by Stage Three to Five NGOs.

The PRIMHD Co-ordinators are expected to establish linkages with Stage One and Two NGOs, especially where collaborative arrangements already exist among the Stage One and Two NGOs, and the Stage Three to Five NGOs which the PRIMHD Co-ordinator is working with.

The PRIMHD Co-ordinator is encouraged to liaise with the Ministry of Health's National Rollout Team (NRT) which has been working closely with Stage One and Stage Two NGOs. It is

anticipated lessons learned by the NRT as part of the initial work with Stage One and Two NGOs may help inform the PRIMHD Co-ordinators subsequent work with Stage Three to Five NGOs.

## 2. Purpose

- 2.1. The purpose of this service is to fund PRIMHD Co-ordinators to assist NGO providers identified in Stages Three, Four and Five within the **Canterbury** and **South Canterbury** DHBs to report their PRIMHD data to the Ministry. This PRIMHD Co-ordinators will also be linked to Stage One and Two providers, especially where collaborative arrangements already exist among those NGO providers identified in different stages of the rollout. It is estimated that there are approximately 68 NGOs between both DHBs that need assistance with PRIMHD implementation.
- 2.2. The PRIMHD Co-ordinators will be supported by a shared regional governance arrangement and will be able to demonstrate an inclusive and participatory approach to the planning and implementation of PRIMHD. Project activities will involve working collaboratively with DHBs, all regional NGO providers, the Ministry, NGO representative agency, Te Pou, DHB PRIMHD Site Coordinators and other key stakeholders.

## 3. Options for NGO

- 3.1. The options available for Stage Three to Five organisations for the delivery of PRIMHD data to the Information Directorate of the Ministry of Health are:
  - a) Submission of NGO data via a host agency (data management service);
  - b) Submitting NGO data via the DHB;
  - c) Direct electronic reporting to the Ministry of Health's Information Directorate; or
  - d) A web based form (more suited to smaller providers).
- 3.2. It is assumed that the majority of Stage Three to Five NGOs will submit data via a web based form given that they are smaller and have fewer consumer records to manage.

## 4. Service Deliverables

- 4.1. The following are conditions of the contract:
  - a) To assist Stage Three, Four, and Five NGOs to report their mental health and addiction service data into the new national integrated mental health system, PRIMHD.
  - b) Whilst the funding being made available should enable your organisation to employ between one or part of a FTE you have the flexibility to establish what you need to support local NGO providers to successfully report service activity which meets the PRIMHD reporting requirements.
  - c) PRIMHD co-ordinator(s) will work with DHB funders and Stage Three to Five NGO providers to proactively establish a clearly staged process to manage the implementation with each Stage Three to Five NGO in their region.
  - d) PRIMHD co-ordinator(s) will also work with Stage One to Two NGO providers where these providers have collaborative arrangements in place with the Stage Three to Five NGO providers which the PRIMHD co-ordinator is directly working with.
  - e) The PRIMHD co-ordinator(s) will work with the NRT to ensure that the chosen option detailed in clause 3 of this Service Specification meets the required file specifications and compliance criteria for PRIMHD data files. Reporting or data extracts must be consistent with the Health Information Standards Organisation (HISO) Standards.

- f) The PRIMHD co-ordinator(s) will work with DHBs, all regional NGO providers, the Ministry, NGO representative agency, Te Pou, DHB PRIMHD Site Coordinators and other key stakeholders.
- g) The PRIMHD co-ordinator(s) will disseminate relevant mental health and addiction information (and reporting information) from Te Pou and the NRT to Stage Three to Five NGO providers in their region.
- h) The PRIMHD co-ordinator(s) will communicate progress and provide updates on the implementation to relevant stakeholders including Stage Three to Five NGO providers in their region, you, and the Ministry of Health.
- i) Whilst it is anticipated most Stage Three to Five NGOs will choose to submit PRIMHD data to the Ministry of Health using a web-based tool, the PRIMHD co-ordinators need to be fully conversant with, and understand, all four options detailed in clause 3 of this Service Specification and be able to advise NGOs which option is best suited to their particular needs.