

Whaikaha – Ministry of Disabled People

Registration of Interest

Growing Voice and Safety – People for Us

ROI Released: 04/12/2023

Deadline for Questions: 30/01/2024

Deadline for Proposals: 09/02/2024

COMMERCIAL IN CONFIDENCE

# Acronyms and Glossary

The following acronyms and abbreviations are used in this document.

|  |  |
| --- | --- |
| **Acronym / Abbreviation** | **Definition** |
| MSD | Ministry of Social Development |
| Respondent | A Supplier who submits a Proposal in accordance with the process set out in this ROI. |
| ROI | Registration of Interest |
| Point of Contact | The person names in Section 2.3  All communications regarding this ROI must be directed to this person. |
| Deadline for Proposals | The date listed in Section 2.2. Proposals must be submitted by this date and time. |
| Response Form | The template attached at Appendix A. Suppliers must use this as the template for their Proposal. |

# Overview

This Registration of Interest (ROI) is issued by Whaikaha, the Ministry of Disabled People, in conjunction with the Ministry of Social Development.

# About Whaikaha

Whaikaha - Ministry of Disabled People is a new ministry set up in partnership with the community and Māori to transform the lives of many New Zealanders.

Whaikaha is currently co-located with the Ministry of Social Development (MSD)and as such shares some support services with MSD including contract templates and procurement resources.

Many disabled people and whānau face barriers in achieving ordinary life outcomes due, in part, to the complexity of the way we currently do things. Government support can be fragmented and difficult to navigate, and multiple eligibility criteria for different services makes it difficult for disabled people to know what support services they are entitled to.

Things need to change.

That's why the Government created Whaikaha - Ministry of Disabled People to:

* lead a true partnership between the disability community, Māori and Government, and
* help transform the disability system in line with the [**Enabling Good Lives (EGL)**](https://www.enablinggoodlives.co.nz/) approach.

**Not like other ministries**

The Government has asked that we do things differently to other ministries. We will partner with the disabled community and Māori and together, guide how we do things and how we operate. Our responsibility in this partnership is to listen to the voice of the disabled community and learn from the process of working together.

To do this, we will meet our obligations under **[Te Tiriti o Waitangi](https://www.archives.govt.nz/discover-our-stories/the-treaty-of-waitangi)** and the [**United Nations Convention on the Rights of Persons with Disabilities**](https://www.odi.govt.nz/united-nations-convention-on-the-rights-of-persons-with-disabilities/) (UNCRPD); and by following the principles of Enabling Good Lives and Whānau Ora.

By doing this we will create strong relationships and transform the sector for good.

We're also working towards becoming the first government ministry to have a name in all three official languages:

* te reo Māori
* English,

and New Zealand Sign Language (NZSL)

# What We Need

Whaikaha has agreed to commission community agency/agencies to develop and deliver People for Us nationally, with regional and local presence. People for Us is a mechanism for disabled adults accessing Whaikaha funded support who are at high risk of abuse or neglect to be able to communicate if they are safe, living their good life and experiencing high quality support from services.

Whaikaha welcomes innovation, collaboration and partnerships in this procurement process. We are looking to build overall capability and capacity in the disability community. This could include small suppliers, existing suppliers or those new to the sector, or a combination of these.

People for Us will align with and strengthen other quality mechanisms in Whaikaha. It will also respond to the initial recommendations of the Royal Commission of Inquiry into Abuse in State Care (due 2024) and the Waitangi Tribunal Inquiry into disability services and outcomes, Wai 2575 (final findings possibly due 2025).

# What’s Important to Us?

The contracted organisation(s) will visit disabled people and tāngata whaikaha Māori in their homes, building trust based on a shared experience, working alongside people and supporting change. They will have the ability to respond to disabled adults receiving support funded by Whaikaha whose safety and wellbeing is most at risk. The initial priorities for People for Us are disabled people and tāngata whaikaha Māori living in residential services, who have limited connections to family and whānau and to community, including those who communicate in a variety of ways.

If allegations of abuse or neglect are disclosed or discovered, the peer worker will then ensure the disabled person or tāngata whaikaha Māori is supported to access the relevant pathway to resolve their concern e.g. SAFA response, the Disability Abuse Prevention and Response (DAPAR) Team, My Home My Choice project, independent advocates, complaint process, EGL connectors/kaitūhono, NASC or the Police.

# Why Should You Bid?

We are looking for community agencies who’s work aligns with the three Pou of Whaikaha and who are ambitious to be change agents, passionate about making a difference for and with disabled people, tāngata whaikaha Māori, families and whānau.

We want proposals 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 or what regional areas you propose to cover and welcome collaboration and partnerships to achieve this.

# Key Information

# Context

1. This ROI is an invitation to suitably qualified suppliers to submit a Proposal for the People for Us Service opportunity.
2. This ROI is an open market process.
3. This is the first stage of a two stage selection process.
4. Respondents who are successful at this stage will be invited to submit a more detailed proposal for evaluation.
5. 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 | 23-25 January 2024 |
| Deadline for supplier questions | 30 January 2024 |
| Deadline for Whaikaha to answer questions | 2 February 2024 |
| Deadline for Proposals | 9 February 2024 |
| Notify Respondents of Outcome | 23 February 2024 |

# 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:** Principal Commercial Specialist

**Email Address:** [community\_admin@whaikaha.govt.nz](mailto:community_admin@whaikaha.govt.nz)

# Developing and Submitting Your Proposal

1. This ROI sets out the step-by-step process and conditions that apply to this process.
2. Take time to read and understand the ROI.
3. Develop a strong understanding of our requirements.
4. In structuring your Proposal consider how it will be evaluated. Section 4 describes our Evaluation Methodology.
5. For helpful hints on tendering and access to a supplier resource centre go to: www.procurement.govt.nz / for 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 A).
8. You must also complete and sign the [declaration](#Suppliers_declaration) at the end of the Response Form.
9. The Proposal should consist of no more than 10 pages.
10. 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 email to community\_admin@whaikaha.govt.nz

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

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# Our ROI Process, Terms and Conditions

The ROI is subject to the ROI Process, Terms and Conditions described in Section [5](#S6_Terms).

# Later Changes to the ROI or ROI Process

1. If, after publishing the ROI, we need to change anything about the ROI or ROI process, or want to provide suppliers with additional information we will let all suppliers know via GETS, Whaikaha website news page and social media channels
2. If you downloaded the ROI from GETS you will automatically receive notifications of any changes through GETS.

# Requirements

# Context

The current quality mechanisms are not fit for purpose for a transforming system. There are limited mechanisms to reach into services to hear the voice and experience of disabled people and tāngata whaikaha Māori who may communicate in a variety of ways and whose safety and wellbeing is most at risk.

# Current State

Whaikaha has a responsibility to ensure the supports we commission and fund are of high quality and are keeping disabled people safe from abuse and neglect.

The key mechanisms to monitor quality that are covered in the contracts between Whaikaha and disability providers are to:

* receive and manage critical incident reports for all Whaikaha contracted services
* receive and manage notifications of deaths of disabled people in Whaikaha funded residential care
* audit, evaluate and investigate Whaikaha contracted providers
* manage complaints about the quality of Whaikaha contracted disability support.

The current quality mechanisms do not cover other safeguarding mechanisms for disabled people and tāngata whaikaha Māori, such as community voice mechanisms, independent advocacy, or Police processes.

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# Objectives & Scope

Whaikaha has agreed to commission community agency/agencies to develop and deliver People for Us nationally, with regional and local presence. People for Us is a mechanism for disabled adults accessing Whaikaha funded support who are at high risk of abuse or neglect to be able to communicate if they are safe, living their good life and experiencing high quality support from services.

The contracted organisation(s) will visit disabled people and tāngata whaikaha Māori in their homes, building trust based on a shared experience, working alongside people and supporting change. They will have the ability to respond to disabled adults receiving support funded by Whaikaha whose safety and wellbeing is most at risk. The initial priorities for peer monitoring are disabled people and tāngata whaikaha Māori living in residential services, who have limited connections to family and whānau and to community, including those who communicate in a variety of ways.

If allegations of abuse or neglect are disclosed or discovered, People for Us will then ensure the disabled person or tāngata whaikaha Māori is supported to access the relevant pathway to resolve their concern e.g., SAFA response, the Disability Abuse Prevention and Response (DAPAR) Team, My Home My Choice project, independent advocates, complaint process, EGL connectors/kaitūhono, NASC or the Police.

People for Us will align with and strengthen other quality mechanisms in Whaikaha. It will also respond to the initial recommendations of the Royal Commission of Inquiry into Abuse in State Care (due 2024) and the Waitangi Tribunal Inquiry into disability services and outcomes, Wai 2575 (final findings possibly due 2025).

The initial priorities for People for Us are disabled people and tāngata whaikaha Māori living in residential services, who have limited connections to family and whānau and to community, including those who communicate in a variety of ways.

Over time and with future service growth People for Us will ultimately be available to all adult disabled people and tāngata whaikaha Māori who access disability supports commissioned by Whaikaha, including those using personal budgets.

Disabled children are not included in the target population for People for Us as the responsibility for responding to the safety, abuse and harm of all children is led by other agencies. Disability supports commissioned by other agencies are also out of scope.

# Requirements / Deliverables / Outputs

|  |  |
| --- | --- |
| **Item** | **Required Outputs / KPIs / SLAs / Acceptable Criteria** |
| Planning phase. First 2 months | * Leadership and key personnel recruited and confirmed. * Recruitment plan for diverse peer monitors developed, including people with learning disabilities. * Plan for comprehensive support and development of peer monitors. * Communications and stakeholder engagement plan to introduce the service developed. * Partnership arrangements (if any) confirmed. * Necessary systems and infrastructure mapped and confirmed. * Connections with response pathways commenced. * Relationship lines with Whaikaha and the disability community confirmed and developed. |
| Establishment phase: Beginning. Second quarter | * All required infrastructure in place. * Data and information systems established. * Peer monitors recruited. * Training for peer monitors underway. * Reporting and escalation pathways to Whaikaha confirmed. * Response pathways mapped and confirmed. * Priority groups and places decided. * Extensive stakeholder engagement underway. * Reporting frequency, method and scope to Whaikaha and the disability community confirmed. * Developmental evaluation conversations with Whaikaha underway. |
| Establishment phase: Connecting. Third quarter. | * All required systems operational. * Support and wellbeing networks for peer monitors in place. * Initial engagement with disabled people and tāngata whaikaha Māori. * Regular reporting processes underway. * Plan for future volumes and locations completed. * Response and community pathways and supports mapped. * Developmental evaluation plan confirmed. |

# Timelines

Indicative timeline for the delivery of the services:

1. Contract(s) in place: 31 May 2024
2. Planning phase: 31 July 2024 - planning and recruitment of senior staff, development of communications and stakeholder plan, recruitment and staff support planning, infrastructure needs mapped, relationship lines developed.
3. Establishment phase, beginning: 31 October 2024 - infrastructure in place, data and information systems, established, recruitment and orientation of peer monitors, training plan commenced, response pathways mapped and confirmed, escalation lines to Whaikaha confirmed, priority groups and locations decided, stakeholder engagement underway, reporting line, mechanisms and frequency to the disability community and Whaikaha confirmed, developmental evaluation conversations commenced.
4. Establishment phase, connecting: 31 January 2025– all required systems operational, support and wellbeing framework for monitors in place, initial engagement with disabled people and tāngata whaikaha Māori, plan for future volumes and locations completed, community pathways and supports mapped, reporting themes and processes underway, developmental evaluation plan confirmed.

# Evaluation Methodology

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

# Evaluation Model

The Evaluation Model for this procurement combines of Weighted and Non-Weighted Criteria; this means the Supplier’s Proposal, which best meets our requirements, and an overall value assessment, will likely be selected.

# Evaluation Process

In line with the Evaluation Model above, each Evaluator will be given a copy of the proposals to evaluate each proposal against the approved Evaluation Criteria independently.

The Panel Chair will lead an initial moderation session; this session will discuss individual scores, and the strengths and weaknesses of each Proposal to determine a consensus score for each Evaluation Criterion.

# Evaluation Team

A cross-functional team will be involved in the evaluation of bids and recommended the Preferred Supplier.

# 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 | Does your organisation have a New Zealand based office? |
| 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.

| **Criterion** | **Weighting %** |
| --- | --- |
|  |  |
| Suppliers activities and services are governed, led and staffed by disabled people and/or tāngata whaikaha Māori and include family and/or whānau perspectives. | 40 |
| Suppliers who do not have a conflict of interest with this service development, eg. they do not provide residential, supported living, choice in community living or home and community supports. | 20 |
| Has experience or understanding of monitoring, evaluation and/or research. | 20 |
| Illustrates potential to deliver by providing a short description of capacity and capability, including for example:   * a high level approach to the service development and delivery * how the required outcomes will be achieved * personnel with the capacity and capability to lead the development of the work * proposed partnerships and collaborations. | 20 |
| **References** | **0** |
| Whaikaha may conduct reference checks on each Respondent as part of the evaluation process. Although they are not Weighted, they will be used to validate Proposals and will be considered in the overall decision making process. |
| **TOTAL WEIGHTINGS** | **100** |

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

# 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, Whaikaha 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.

# ROI Terms and Conditions

This ROI is subject to the following Terms and Conditions.

[ROI terms and conditions (procurement.govt.nz)](https://www.procurement.govt.nz/assets/procurement-property/documents/templates/terms-and-conditions-roi-government-model.pdf)