



## **Expression of Interest Guidelines**

**Collaborative Commissioning SENSW  
Chronic Obstructive Pulmonary Disease (COPD) - Pulmonary  
Rehabilitation**

**Due: 5pm AEST, 13 December 2024**

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## 1. Introduction

COORDINARE - South Eastern NSW Primary Health Network (SENSW PHN) invites proposals from allied health providers to participate in a chronic obstructive pulmonary disease (COPD) – Pulmonary Rehabilitation program. The project aim is to provide a clear and holistic care pathway for COPD patients. This approach will ultimately provide consumers with improved health outcomes, a concise care pathway, and greater care options within the community. Through the enhancements the project will make to COPD care, a reduction in hospital presentations and admissions is also expected. These expected outcomes are based on international literature and local data analysis. NSW Health is the primary funder of the program and has requested that the pathway does not incur any cost to the patient.

## 2. Who Can Apply?

The successful provider should be familiar with the SENSW health system including an understanding of current services available and current challenges in the region. Providers should be available to deliver on the outputs stated in this EOI across a three-year period.

COORDINARE is looking for proposals from allied health providers, experienced in delivering rehabilitation services, with an interest in learning how to deliver pulmonary rehabilitation. We are also looking to partner with providers that can help us address the needs outlined in [COORDINARE's Population Health Profile](#). This includes:

- focussing on low socio-economic regions.
- targeting areas with a high percentage of COPD patients.

**Proposals of varying size and scale are being sought through this process. Consortium bids will not be considered.**

### Funding Amounts

Funding of \$470 per COPD patient, referred to pulmonary rehabilitation by either a commissioned general practice or a hospital, who is enrolled and completes the full program. Costs associated with the Lung Foundation Pulmonary Rehabilitation training will also be covered by the COORDINARE. Payments will be made quarterly in April, July, October and January of the following year, for activity \ during January to March, April to June, July to September, and October to December respectively.

- The funding will be \$470 per patient who is enrolled and completes the pulmonary rehabilitation program. The program is to consist of:
- \$130 - Initial Consult, Assessment and assistance with completion of the St George's Respiratory Questionnaire for COPD patients (SGRQ-C).
- \$80 – Preparation of Pulmonary Rehab program for patient.
- \$80 – Assistance with completion of the St George's Respiratory Questionnaire for COPD patients (SGRQ-C) at end of Pulmonary Rehab.
- \$180 – Patient's attendance at group exercise program (1 hour session twice a week for 6 to 8 weeks)

<i>Payment per Patient</i>	<i>Amount</i>
Initial Consult <ul style="list-style-type: none"><li>• Assessment</li></ul>	\$130.00

<ul style="list-style-type: none"> <li>Assistance with completion of St George's Respiratory Questionnaire for COPD patient</li> </ul>	
Preparation of individualised Pulmonary Rehab program.	\$80.00
Patient's attendance at group exercise program (on average \$15 per session)	\$180.00
Final Consult <ul style="list-style-type: none"> <li>Assistance with completion of St George's Respiratory Questionnaire for COPD patient</li> </ul>	\$80.00
<b>TOTAL PER PATIENT</b>	<b>\$470.00</b>

**Funding amounts will be adjusted for patients that fail to complete the program in line with the sessions provided.**

Costs associated with undertaking the Lung Foundation Pulmonary Rehabilitation training will also be covered. It is expected that around 50 COPD patients will be referred to each of the pulmonary rehabilitation providers annually.

This of course will be affected by:

- the size of the COPD cohort in the provider's region,
- the number of patients who sign up for the program,
- the level of complexity across the local COPD cohort.

**NOTE:** Payments are made quarterly in April, July, October and January of the following year, for action taken during January to March, April to June, July to September, and October to December respectively.

### **Completing the EOI application template (Attachment 1)**

Complete all sections of the EOI Application template (Attachment 1) and include all relevant documentation. All submissions will be reviewed by a selection panel.

**EOI applications close 5:00pm (AEST) on 13 December 2024. Late submissions after cut-off date and time will not be considered.**

## **3. Background**

COORDINARE – South Eastern NSW PHN is one of 31 Primary Health Networks (PHNs) established throughout Australia with the key objectives of improving the efficiency and effectiveness of health services for patients, particularly those at risk of poor health outcomes, and improving coordination of care to ensure patients receive the right care in the right place at the right time.

COORDINARE works directly with general practitioners, other primary health care providers, secondary care providers and hospitals to bring about improved outcomes for patients. Our focus is on local health needs as well as national health priorities and funded programs, particularly in the areas of chronic disease (and

potentially preventable hospitalisations), mental health, drug and alcohol, Aboriginal health, after-hours services and healthy ageing.

Commissioning is central to COORDINARE's ability to achieve these objectives and address local and national priorities. As a commissioning organisation, COORDINARE is involved in a continual cycle of developing and implementing health services and related initiatives based on a planning, procurement, review and evaluation cycle involving providers, communities and consumers. More information about SE NSW PHN can be found on our [website](#).

### ***Issue Background***

Collaborative Commissioning is a NSW Health initiative that supports joint planning and funding opportunities that will facilitate long-term reform and policy change. Local data analysis and consultation has identified chronic obstructive pulmonary disease (COPD) as a priority population.. Consultation with stakeholders took place in Nov-Dec 2022 using COPD X guidelines as a foundation to explore local service provision within SENSW and barriers to access for patients. A final report provided 31 recommendations for consideration of the SENSW collaborative commissioning governance groups.

A number of the recommendations require activities to be delivered within the primary care setting and will require the commissioning of General Practices. . The first tranche of targeted GP practices that will be enrolled in the program are in the following areas:

- Goulburn / Yass
- Illawarra
- Milton Ulladulla

Respondents to this EOI should address how a Pulmonary Rehab program will be delivered **in at least one of the regions above.**

This project will cover off on all three strategic objectives and key priorities in [COORDINARE's Strategic Direction](#), including:

1. **Accessible care** – by improving access to services such as mental health, alcohol and other drugs, chronic conditions, after hours and urgent care, especially for priority groups.
2. **Systemized care** – by strengthening linkages between primary care and the broader health system. We support general practice and commission coordination and navigation services that guide individuals through their health care journey.
3. **An activated community** – by fostering health across the lifespan, addressing the social determinants of health, increasing prevention activities, and improving community resilience and social connectedness.

### **Funding Purpose and Objectives**

#### **Funding Purpose**

Through stakeholder collaboration a care pathway has been developed to ensure a holistic approach to health care support and management for consumers with COPD. The health care pathway will span the health care continuum and start with early diagnosis in primary care. See [care pathway](#). This EOI will focus on the contracting of Pulmonary Rehabilitation services for COPD patients referred by either a local hospital or the general practitioner. This will include:

- Undertaking Pulmonary Rehabilitation training, delivered by The Lung Foundation.
- Setting up the service local to the commissioned GP practices.
- Delivery of a 6–8–week exercise and education program, with patients attending 2 sessions a week.

- The respondent should outline how the program will be delivered (open or closed), noting that each provider will be required to enroll approx. 50 patients/annum.
- Designing an exercise and education program suited to the individual needs of each COPD patient. There will be various patients within the scheduled pulmonary rehabilitation program, but all will have individualized programs based on their individual abilities.
- Measuring a patient's pre and post St George's Respiratory Questionnaire for COPD patients (SGRQ-C).
- Measuring a patient's pre and post results:
  - Exercise capacity test to measure:
    - oxygen level,
    - blood pressure, and
    - heart rate while exercising
- Six-minute Walk test or field walking test (e.g., incremental shuttle walk):
  - to measure the patient's exercise capacity.
- Accepting referrals and tracking the patient's workflow through Pulmonary Rehab in the Inca Care Plan platform. The Inca Care Plan platform, along with training, will be provided at no cost to the provider.
- Ensuring patients are enrolled and commence on a Pulmonary Rehabilitation program within 12 weeks of referral.
- Completion of the pulmonary rehab program by the patient entails attendance of a full 12 to 16 sessions

The project will be funded to run for 3 years. Implementation will take place across two phases, with the first tranche engaging around 8 general practices, then a further 8 during the second tranche approximately 12 months later.

It is intended that pulmonary rehabilitation will improve a patient's breathing and wellbeing. It will also reduce the frequency of Chronic Obstructive Pulmonary Disease (COPD) exacerbations (flare-ups) and help the patient stay well and out of hospital. An improvement in exercise tolerance is one of the main benefits of completing a pulmonary rehabilitation program. This will make normal daily activities for COPD patients' such as showering, hanging out the washing, walking or gardening easier.

This project will seek to meet all four of COORDINARE's aims: improved health outcomes; better consumer experience; enhanced provider satisfaction; and increased value for money.

This document concerns the commissioning of pulmonary rehabilitation services delivered by a range of allied health providers such as exercise physiotherapists, occupational therapists, and respiratory therapists.

## 4. Scope and Specifications

### Location

All funded activities must occur within the **South Eastern NSW catchment**.

### Scope and Specifications

Activities in scope include:

- Accepting referrals and tracking Patients with Chronic Obstructive Pulmonary Disease (COPD).
- Delivery of Pulmonary Rehabilitation

### Activities Out of Scope

Any set up costs associated with holding the required pulmonary rehabilitation program.

## Performance Indicators-Outputs and Outcomes

Providers will be required to implement a suite of appropriate performance indicators that enable the tracking of program activity and outcomes.

## 5. Eligibility

### Eligible and ineligible organisations

Organisations eligible to receive funding under this initiative must be an organisation or individual with established legal status (e.g. under Corporations Law, Health Services Act, Trustee Act), and may include:

- Organisations operating within the South Eastern NSW region
- Organisations with a strong presence in their community and who work directly with vulnerable populations and those with COPD.

Organisations not eligible for direct funding under this initiative include:

- State government services, such as Local Health Districts, NSW Ambulance etc.

## 6. Timeline

An indicative timeline is outlined below. COORDINARE reserves the right to modify these timeframes. Registered providers will be notified of key changes via our website at [link](#).

Activity	Date
EOI opportunity released	15 November 2024
RVSP for Industry Briefing*	4pm 22 November 2024
Industry Briefing & Q&As via Teams	6pm 28 November 2024
Deadline for questions from potential respondents via Commissioning mailbox	4pm 05 December 2024
Closing date and time for applications	13 December 2024
Shortlisting of successful EOI submissions	17 January 2025
Clarification / negotiation with shortlisted providers	31 January 2025
Funding awarded	February 2025
Contracts commence	February 2025

\* Please send a request to attend Industry Briefing & Q&As session to Business Team via [commissioning@coordinare.org.au](mailto:commissioning@coordinare.org.au).

Please note that COORDINARE will be officially closed for business from 24 December 2024 to 02 January 2025.

## 7. Developing and submitting your proposal

Responses to this EOI Opportunity should be submitted via [commissioning@coordinare.org.au](mailto:commissioning@coordinare.org.au) **before 5:00PM (AEST) ON 13 DECEMBER 2024**.

Applications should be aligned to the scope and specifications and address all of the assessment criteria outlined in this document.

Please ensure you read each assessment criterion carefully and answer each component and section of the proposal template by considering all information provided.

Documents can be attached which are directly relevant to your response. Please avoid attaching large documents as only the first 5 pages will be read by the Evaluation Panel. If the documents are large please specify the relevant page number(s)/section(s) to your response.

File formats accepted: word, excel, pdf and jpg files are all acceptable formats.

## 8. Respondent Questions

All questions about the EOI Opportunity process or content can be submitted to the Business Team via [commissioning@coordinare.org.au](mailto:commissioning@coordinare.org.au). Please note that any questions, answers and points of clarification will be shared with all other providers participating in the EOI Opportunity. Any identifying information about the organisation submitting the question will be removed.

## 9. Assessment Criteria

Please note, responses will be considered in the context of the size and resources of the organisation or applicant. Please indicate 'N/A' if any of the responses required are not relevant to your organisation or service.

Criteria	Weighting
<p>1. Explain your experience in delivering rehabilitation services and your interest in this program.</p> <p>a. Outline your experience in delivering rehabilitation services, include the nature of the injury / illness for which the services were delivered.</p> <p>b. Outline why you are applying to deliver this service, what is your interest in pulmonary rehabilitation.</p>	35%
<p>2. Demonstrate your willingness to undertake the necessary pulmonary rehabilitation training, if required. If not required, please explain why.</p>	15%
<p>3. Describe your ability to meet the minimum requirement of holding two one hourly group pulmonary rehabilitation sessions each week.</p>	30%
<p>4. Outline times when you have had to assist patients with the completion of a Health-Related Quality of Life survey or similar survey tools, and how this was achieved.</p>	10%
<p>5. Aboriginal cultural safety</p> <p>Provide a brief outline of what steps you are taking to ensure your service is safe and appropriate for Aboriginal and Torres Strait Islander people.</p>	10%



## Compliance Documents (Mandatory)

1. <b>Provide copies of your current accreditation certificate(s) from your professional body (if applicable).</b>	<b>Compliance</b>
2. <b>Provide copies of required insurances</b> <ul style="list-style-type: none"><li>• Public liability insurance \$20 million per claim and in the aggregate of all claims</li><li>• Professional indemnity insurance \$10 million per claim and in the aggregate of all claims</li><li>• Copy of your workers compensation insurance policy for NSW.</li><li>• Cyber Security insurance - not less than \$1 million in the aggregate of all claims (Optional)</li></ul>	<b>Compliance</b>
3. <b>Provide past 2 years audited financial statements or profit and loss statements.</b>	<b>Compliance</b>
4. <b>Include at a minimum two (2) professional referees</b> Organizations that have previously received funding from COORDINARE are not required to provide a referee.	<b>Compliance</b>
5. <b>Aboriginal and Torres Strait Islander Impact Statement, Aboriginal and Torres Strait Islander Health Strategy or a Reconciliation Action Plan (Optional)</b>	<b>Compliance</b>

COORDINARE reserves the right to work with shortlisted bidders, to clarify and finetune submissions, and in some cases request revised proposals, prior to a contract being awarded.

Please refer to section 13. *Evaluation of submissions* for more information on COORDINARE's approach to evaluating proposals.

## 10. Contract Arrangements

Successful respondents will be required to enter into a Service Agreement with COORDINARE. The final agreement, however, will be subject to negotiation with shortlisted respondents. Funding recipients will be required to use Inca software. This software program will provide most of the progress reports related to the agreed milestones. COORDINARE will provide access to this software platform.

The successful respondent will be required to enter a Service Agreement with COORDINARE for the period of three-years for operation of the service, dependent on the proviso that the provider continues to meet the contractual requirements.

Although the final agreement and schedule will be subject to negotiation with the preferred respondent, it is assumed that the respondent is committed to and has the capacity to provide and deliver the full scope of activities they propose in their submission and in accordance with their proposed budget.

The successful respondent will carry out each activity in accordance with the agreement, which will include meeting milestones and other timeframes specified in the schedule and any agreed transition plan. Activities will be carried out diligently, efficiently, effectively and in good faith to a high standard to achieve the aims of the activity and to meet COORDINARE's objectives.

## 11. Evaluation of Submission

Successful Respondents will be selected through a competitive process. An evaluation panel will consider each submission against the mandatory requirements as well as the selection criteria outlined in section 11. Assessment Criteria. If additional information to that requested in this document is required by COORDINARE when proposals are being considered, written information and/or interviews may be requested to obtain such information at no cost to COORDINARE.

## 12. Interpretation

### Definition of key terms

Term	Meaning
COORDINARE	the South Eastern New South Wales Primary Health Network and the organisation responsible for the EOI and the EOI process
Closing Time	the time specified by which EOI responses must be received
Response(s) to EOI	a document/s lodged by a Respondent in response to this EOI containing a response to provide Goods or Services sought through this EOI process
Respondent	A business that submits a response to this EOI
EOI Process	the process commenced by the issuing of this EOI and concluding upon formal announcement by COORDINARE of the selection of a preferred respondent or upon the earlier termination of the EOI process
Expression of Interest (EOI)	this document and any other documents designated by COORDINARE

### Acronyms used in this document.

Acronym	Full form
ABN	Australian Business Number
COPD	Chronic Obstructive Pulmonary Disease
ED	Emergency Department
EOI	Expression of Interest
GP	General Practitioner
PHN	Primary Health Network
NSW	New South Wales
MBS	Medicare Benefits Schedule
SE NSW	South Eastern NSW

## 13. Conditions of this Expression of Interest

General	Respondents should familiarise themselves with this document and the separate online Submission Form and ensure that their proposals comply with the requirements set out in these documents. Respondents are deemed to have examined statutory requirements and satisfied themselves that they are not participating in any anti-competitive, collusive, deceptive or misleading practices in structuring and submitting the proposal.
Acceptance	Non complying submissions may be rejected. COORDINARE may not accept the lowest priced proposal and may not accept any proposal.
Explanations	Verbal explanations or instructions given prior to acceptance of a proposal shall not bind COORDINARE.
Assessment	COORDINARE reserves the right to engage a third party to carry out assessments of a Respondent's financial, technical, planning and other resource capability.

Legal entity	COORDINARE will only enter into a contract with an organisation or individual with established legal status (e.g. under Corporations Law, Health Services Act, Trustee Act), or a natural person at least 18 years of age with mental capacity to understand the agreement.
ABN/Taxation requirements	COORDINARE will only deal with Respondents who have an Australian Business Number (ABN).
Expenses	All expenses and costs incurred by a Respondent in connection with this RFP including (without limitation) preparing and lodging a submission, providing COORDINARE with further information, attending interviews and participating in any subsequent negotiations, are the sole responsibility of the Respondent.
Additional information	If additional information to that requested in this document is required by COORDINARE when proposals are being considered, written information and/or interviews may be requested to obtain such information at no cost to COORDINARE. COORDINARE may also provide additional information or clarification.
Process	COORDINARE reserves the right to withdraw from, or alter, the RFP/EOI process described in this document for whatever reason, prior to the signing of any agreement/contract with any party.
Negotiation	COORDINARE reserves the right to negotiate with short-listed Respondents after the RFP closing time and allow any Respondent to alter its submission. Contract negotiations are strictly confidential and not to be disclosed to third parties.
Part applications	COORDINARE reserves the right to accept applications in relation to some and not all of the scope of activity described, or contract with one, more than one or no Respondent on the basis of the proposals received.
Conflicts of interest	Respondents must declare to COORDINARE any matter or issue which is or may be perceived to be or may lead to a conflict of interest regarding their submission or participation in the RFP process, or in the event their proposal is successful.
Ownership	All submissions become the property of COORDINARE once lodged. COORDINARE may copy, or otherwise deal with all or any part of a submission for the purpose of conducting evaluation of submissions.
Notification of Probity Breach	Should any supplier feel that it has been unfairly excluded from responding or unfairly disadvantaged by the process, the supplier is invited to write to the Business Team at <a href="mailto:commissioning@coordinare.org.au">commissioning@coordinare.org.au</a>
Lobbying	Any attempt by any Respondent to exert influence on the outcome of the assessment process by lobbying COORDINARE staff, directly or indirectly, will be grounds for disqualification of the proposal from further consideration.
No contract	Nothing in this RFP/EOI should be construed to give rise to any contractual obligations or rights, express or implied, by the issue of this RFP/EOI or the lodgement of a submission in response to it. No contract will be created unless and until a formal written contract is executed between COORDINARE and a Respondent. Respondents will not be considered approved until a final service agreement is in place.