



Australian Government
Department of Health and Ageing



The Pharmacy
Guild of Australia

Fourth Community Pharmacy Agreement
Research and Development Program

RFT 2007/08-09

Request for Tender

Documenting clinical interventions in community pharmacy

Tenders must be lodged by 4pm (local Canberra time) Friday 6 June 2008.

LATE TENDERS WILL NOT BE ACCEPTED



For hand delivery:

RFT 2007/08-09
Closing date: Friday 6 June 2008
Manager, R & D Program
The Pharmacy Guild of Australia
Level 2, 15 National Circuit
Barton ACT

For postal delivery:

RFT 2007/08-09
Closing date: Friday 6 June 2008
Manager, R & D Program
The Pharmacy Guild of Australia
PO Box 7036
Canberra Business Centre ACT 2610

RFT RFT2007/08-09

REQUEST FOR TENDER DOCUMENTING CLINICAL INTERVENTIONS IN COMMUNITY PHARMACY

LODGEMENT OF TENDERS (Refer Part A, section 3.1)

Tenders **must** be lodged by 4pm local Canberra time on Friday 6 June 2008 ("Tender Closing Date"). Tenders **must** be in a sealed package, marked and delivered as follows:

For hand delivery:

RFT 2007/08-09
Closing date: Friday 6 June, 2008
R & D Program
The Pharmacy Guild of Australia
Level 2, 15 National Circuit
Barton ACT

For postal delivery*:

RFT 2007/08-09
Closing date: Friday 6 June 2008
R & D Program
The Pharmacy Guild of Australia
PO Box 7036
Canberra Business Centre ACT 2610

NOTE: The Tender Box is accessible for deliveries between the hours of 8:30am and 5:00pm Monday to Friday (public holidays excepted). *Tenderers selecting the postal delivery option **must** allow sufficient transit time (Refer Part A, section 3.1).

COPIES REQUIRED (Refer Part A, section 3.2)

Tenderers **must** lodge one (1) A4, unbound, original copy of their Tender (marked "ORIGINAL"). Additionally, seven (7) A4, double-sided, stapled copies of the Tender and two (2) copies of any supporting documents **must** be provided. An electronic copy of the Tender in a format readable by Microsoft Windows XP applications **must** also be provided

FAX AND EMAIL TENDERS (Refer Part A, section 3.1)

Faxed and emailed Tenders will not be accepted.

LATE TENDERS (Refer Part A, section 3.1 and 5.1)

Late Tenders **will not be accepted** for consideration except where a Tender is late because it has been mishandled by The Pharmacy Guild of Australia. Officers have no discretion in these matters.

CONTACT OFFICER

The contact for all enquiries relating to this RFT is Sophie Hibburd (02) 6270 1888 ('Contact Officer').

TABLE OF CONTENTS

	Page
Part A – Conditions of Tender	
1. GENERAL CONDITIONS	
1.1 Invitation	A1
1.2 The Pharmacy Guild of Australia's website	A1
1.3 Enquiries by Tenderers	A1
1.4 Language, Measurement And Currency	A2
1.5 Affirmative Action	A2
1.6 Inconsistency	A2
2. TENDER PREPARATION	
2.1 Tenderers to Meet Costs	A2
2.2 Tenderers to Inform Themselves	A2
3. TENDER LODGEMENT	
3.1 Lodgement Of Tenders	A3
3.2 Copies Of Tenders	A3
3.3 Tender Validity Period	A3
3.4 Alterations, Erasures, Additional Information or Illegibility	A3
3.5 Unintentional Errors of Form	A4
3.6 Length of Tenders	A4
4. TENDER RESPONSE (SUBMISSION)	
4.1 Improper Assistance and Collusive Tendering	A4
4.2 Conflict of Interest	A4
4.3 Inducements	A4
4.4 Ownership of Tender Documents	A4
4.5 Confidentiality	A5
4.6 Commercial, Technical and Financial Capacity	A5
4.7 Security, Probity and Financial Checks	A5
5. EVALUATION PROCESS	
5.1 Acceptance of Tenders	A6
5.2 Compliance	A6
5.3 Minimum Content and Format Requirements	A6
5.4 Conditions of Participation	A6
5.5 Essential Requirements	A6
5.6 Preferred Tenderer	A6

TABLE OF CONTENTS

	Page
Part B – Statement of Requirement	
1. INTRODUCTION	B1
2. CONDITIONS OF PARTICIPATION	B1
3. MINIMUM CONTENT AND FORMAT REQUIREMENTS	B1
4. BACKGROUND	B2
5. OBJECTIVES	B
6. ESSENTIAL REQUIREMENTS	B
7. TIMEFRAMES	B
8. REPORTING REQUIREMENTS	B
9. COMMUNICATION ISSUES	B
10. CULTURAL, COMMUNITY OR ORGANISATIONAL ISSUES	B
11. CONFLICT OF INTEREST	B
12. CONFIDENTIALITY ISSUES	B
13. RECORDS AND RECORD KEEPING	B
14. ELECTRONIC COMMERCE	B
15. REFERENCES AND FURTHER READING	B
Part C – Evaluation Process and Response Format	
1. EVALUATION METHOD	C1
2. TENDER EVALUATION CRITERIA	C1
Part D – Conditions of Contract	D1
Annexes:	
A. TENDERER'S SUBMISSION CHECKLIST	A-1

PART A – CONDITIONS OF TENDER

1. GENERAL CONDITIONS

1.1 Invitation

- 1.1.1 Under the Fourth Community Pharmacy Agreement (Fourth Agreement) funding of up to \$11 million has been allocated for commissioned projects funded under the Research and Development Program over the life of the Agreement. The Minister for Health and Ageing has awarded the management of the Research and Development (R&D) Program to The Pharmacy Guild of Australia (the Guild).
- 1.1.2 Tenderers are invited to make an offer ("Tender") that meets the Statement of Requirement at Part B of this Request for Tender ("RFT").
- 1.1.3 Please read all parts of this RFT carefully. Tenders that are not submitted according to this RFT may be excluded from consideration.
- 1.1.4 This RFT is expressly not a contract between The Pharmacy Guild of Australia and the tenderer. Nothing in this RFT nor in any Tender should be construed as to give rise to any contractual obligations, expressed or implied.
- 1.1.5 The Pharmacy Guild of Australia may stop the RFT process, or re-tender, at any time if it considers that it is in the public interest to do so.
- 1.1.6 The Pharmacy Guild of Australia may amend this RFT, including extending the Tender Closing Date, by giving written notice. Any extension notice or other variation or amendment will be given the same distribution as the original RFT.

1.2 The Pharmacy Guild of Australia's website

- 1.2.1 The Pharmacy Guild of Australia advertises Fourth Community Pharmacy Agreement Research and Development Program funding opportunities on the Research and Development section of the Guild's website at www.guild.org.au/research.
- 1.2.2 Documents relating to these funding opportunities are located on the Research and Development section of the Guild's website: www.guild.org.au/research/content.asp?id=67 . Potential tenderers can download the RFT, contract and other documentation electronically. .
- 1.2.3 Potential tenderers are encouraged to register for email alerts. This will ensure that potential tenderers are notified if an addendum to the RFT is issued by The Pharmacy Guild of Australia. There is no registration fee.
- 1.2.4 Only tenderers who have registered via the Guild's website will be directly advised of any alteration, correction or notice in relation to this RFT. However, all alterations, corrections and notices will be available on the Guild's website and from the Contact Officer detailed on the cover page of this RFT.
- 1.2.5 The Pharmacy Guild of Australia accepts no responsibility if a tenderer fails to become aware of any alteration, correction or notice which would have been apparent from a visit to the Guild's website or from information available from the Contact Officer.
- 1.2.6 Tenderers **should** direct all communications relating to this RFT to the Contact Officer.

1.3 Enquiries by Tenderers

- 1.3.1 All enquiries by potential tenderers **must** be addressed to the nominated Contact Officer.
- 1.3.2 The Contact Officer will not be obliged to address any enquiries received within seven (7) calendar days prior to the Tender Closing Date.
- 1.3.3 Official responses to enquiries by potential tenderers will only be issued by the nominated Contact Officer.

- 1.3.4 Tenderers may seek clarification of the meaning of this RFT from the Contact Officer. The Pharmacy Guild of Australia will respond to enquiries in writing (including by faxed notice or by e-mail).
- 1.3.5 The Pharmacy Guild of Australia may circulate the enquiries stated in clause 1.3.4 and their answers to all tenderers without disclosing the source of the questions, or revealing any confidential Tender information.
- 1.3.6 The Pharmacy Guild of Australia shall ensure that any responses to enquiries are issued within fourteen (14) calendar days from date of receipt. For enquiries received between fourteen (14) and seven (7) calendar days prior to the Tender Closing Date, responses will be provided no later than five (5) calendar days prior to the Tender Closing Date.

1.4 Language, Measurement and Currency

- 1.4.1 The Tender, including all attachments and supporting material, **must** be written in English. Unless otherwise specified in the Statement of Requirement, measurement **must** be expressed in Australian legal units of measure. Any prices quoted in the Tender **must** be in Australian dollars.

1.5 Affirmative Action

- 1.5.1 It is an Australian Government policy requirement that The Pharmacy Guild of Australia does not acquire goods or services from a supplier who does not comply with the *Equal Opportunity for Women in the Workplace Act 1999* (EOWW Act).
- 1.5.2 A Tender from a tenderer who, at the Tender Closing Date, is named under the EOWW Act as having failed to comply with the EOWW Act, will not be considered. The Tender will only be further considered if, within 14 days after the Tender Closing Date, the tenderer produces to The Pharmacy Guild of Australia written confirmation from the Equal Opportunity for Women in the Workplace Agency that it currently complies with the EOWW Act.

1.6 Inconsistency

- 1.6.1 Where there is any inconsistency between Part A and Part B of this RFT, the provisions of Part A will prevail.

2. TENDER PREPARATION

2.1 Tenderers to Meet Costs

- 2.1.1 Tenderers are to meet all costs of responding to this RFT, including preparation, submission, postage, courier, lodgement and negotiation costs.

2.2 Tenderers to Inform Themselves

- 2.2.1 Tenderers are considered to have:
- (a) examined the RFT, any documents referred to in the RFT and any other information made available in writing by The Pharmacy Guild of Australia to tenderers for the purpose of tendering;
 - (b) examined all further information which is obtainable by the making of reasonable enquiries relevant to the risks, contingencies and other circumstances having an effect on their Tenders;
 - (c) made all investigations, interpretations and conclusions in relation to The Pharmacy Guild of Australia as necessary or desirable in preparing their Tender; and
 - (d) satisfied themselves as to the correctness and sufficiency of their Tenders including tendered prices.

- 2.2.2 Tenderers acknowledge that except where expressly provided for in this RFT, the tenderer does not rely on:
- (a) any statement, letter, document or arrangement whether oral or in writing or other conduct, or
 - (b) any warranty or representation made by or on behalf of The Pharmacy Guild of Australia,
- as adding to or amending this RFT.

3. TENDER LODGEMENT

3.1 Lodgement of Tenders

- 3.1.1 Tenders **must** be lodged in the Tender Box by the Tender Closing Date shown on the cover page of this RFT.
- 3.1.2 Subject to clause 3.1.3, Tenders lodged after the Tender Closing Date shall be deemed to be late and will not be admitted for consideration.
- 3.1.3 The Pharmacy Guild of Australia will only admit a Tender for evaluation where it is received by the Tender Closing Date or where it is received late solely due to mishandling by The Pharmacy Guild of Australia.
- 3.1.4 Tenders may be deposited by hand in the Tender Box or sent as a postal article for placement in the Tender Box. If sent as a postal article, the tenderer **must** allow sufficient transit time for the Tender to reach the Tender Box by the Tender Closing Date, including transit from the specified PO Box to the Tender Box.
- 3.1.5 Tenderers should note that the Tender Box will only be accessible for deliveries between the hours of 8:30am and 5:00pm Monday to Friday (public holidays excepted)
- 3.1.6 The representative of the tenderer who approves the Tender (by signature) **must** have the authority to bind the company/organisation.

3.2 Copies of Tenders

- 3.2.1 The tenderer must lodge the required number of copies and format of Tender specified on the Cover Page.
- 3.2.2 An electronic copy of the Tender is required and must be submitted in a format readable by Microsoft Office XP applications.
- 3.2.3 Where there is a discrepancy between the “original” hardcopy version and electronic copy of the Tender, the “original” hardcopy must take precedence.

3.3 Tender Validity Period

- 3.3.1 Tenders shall remain open for acceptance by The Pharmacy Guild of Australia for 90 days from the Tender Closing Date specified on the cover page of this RFT.

3.4 Alterations, Erasures, Additional Information or Illegibility

- 3.4.1 Before lodgement of Tenders, the tenderer **must** initial any alterations or erasures made to a Tender.
- 3.4.2 If the tenderer becomes aware of any discrepancy, error or omission in the Tender after lodgement and wishes to lodge a correction or additional material, that correction or additional material **must** be in writing and lodged prior to the Tender Closing Date and in accordance with section 3.1.
- 3.4.3 Any corrections or additional information provided by a tenderer after Tender Closing Time will be regarded as late and will not be considered for evaluation.
- 3.4.4 Any Tenders in which prices are not clearly and legibly stated may be excluded from consideration.

3.5 Unintentional Errors of Form

- 3.5.1 If The Pharmacy Guild of Australia considers that there are unintentional errors of form in a Tender, The Pharmacy Guild of Australia may request the tenderer to correct or clarify the error, but will not permit any material alteration or addition to the Tender.
- 3.5.2 Where The Pharmacy Guild of Australia considers that such corrections would introduce unfairness into the evaluation process, the corrections will not be admitted for evaluation.

3.6 Length of Tenders

- 3.6.1 Tenders **must** be a maximum of fifty (50) pages in total.
- 3.6.2 Any Tenders that are more than the length stated in clause 3.6.1 may be excluded from consideration.

4. TENDER RESPONSE (SUBMISSION)

4.1 Improper Assistance and Collusive Tendering

- 4.1.1 The Pharmacy Guild of Australia will exclude from further consideration Tenders which have been compiled:
- (a) with improper assistance of employees or ex-employees of The Pharmacy Guild of Australia, or any consultants or advisers to The Pharmacy Guild of Australia;
 - (b) with knowledge of The Pharmacy Guild of Australia's requirements obtained prior to release to tenderers;
 - (c) using information unlawfully obtained from The Pharmacy Guild of Australia; or
 - (d) in collusion with other tenderers.

4.2 Conflict of Interest

- 4.2.1 Tenderers are required to inform any proposed consultants, subcontractors or collaborators of their inclusion in the Tender, prior to submission.
- 4.2.2 Actual, potential or perceived Conflict of Interest must be detailed in the Tender.

4.3 Inducements

- 4.3.1 Tenderers and their officers, agents and advisers must not offer inducements at any time in connection with the preparation of their Tender.

4.4 Ownership of Tender Documents

- 4.4.1 All Tender documents will become the property of The Pharmacy Guild of Australia on lodgement.
- 4.4.2 Intellectual property rights in the Tender do not pass to The Pharmacy Guild of Australia with the lodgement of the Tender. However, in submitting a Tender the tenderer grants The Pharmacy Guild of Australia a licence to retain, use, disclose and copy the information contained in any Tender document for the purposes of:
- (a) evaluating or clarifying the Tender;
 - (b) evaluating any subsequent Tender;
 - (c) negotiating any resultant contract;
 - (d) managing a contract with the successful tenderer, if any;
 - (e) referring any material that suggests collusion by tenderers to the Australian Competition and Consumer Commission ("ACCC") and the use by the ACCC of the material to conduct any review or investigation it deems necessary;

- (f) responding to any challenge to the RFT process, audit and complying with governmental and parliamentary reporting requirements or request for information, including but not limited to requests from parliament or parliamentary committees; and
- (g) any other purpose related to the RFT process or above purposes.

4.5 Confidentiality

- 4.5.1 The Pharmacy Guild of Australia undertakes to keep confidential any confidential information provided to The Pharmacy Guild of Australia by tenderers prior to the award of any contract and, in respect of unsuccessful tenderers, after the award of any contract.
- 4.5.2 The obligation of confidentiality in clause 4.5.1 does not apply if the confidential information:
 - (a) is disclosed by The Pharmacy Guild of Australia to its advisors or employees solely in order to consider the Tender;
 - (b) is disclosed by The Pharmacy Guild of Australia to the Commonwealth;
 - (c) is disclosed by the Commonwealth, in response to a request by a House or a Committee of the Parliament of the Commonwealth;
 - (d) is authorised or required by law to be disclosed; or
 - (e) is in the public domain otherwise than due to a breach of clause 4.5.1.
- 4.5.3 If the tenderer is successful in being awarded a contract, The Pharmacy Guild of Australia will agree to keep confidential any specific information provided under, or in connection with, the contract where it is appropriate to do so.
- 4.5.4 To enable The Pharmacy Guild of Australia to consider whether it agrees to keep specific information confidential, tenderers must include in their Tender any request that information is to be treated as confidential following the award of a contract to it, if any, specifying the information and giving reasons why it is necessary to keep the information confidential.
- 4.5.5 The Pharmacy Guild of Australia will consider any request made under section 4.5 and will inform the tenderer whether or not The Pharmacy Guild of Australia, in its sole discretion, agrees to the request and the terms under which it agrees.
- 4.5.6 The terms of any agreement as to confidentiality will form part of the contract to be awarded at completion of the RFT process.

4.6 Commercial, Technical and Financial Capacity

- 4.6.1 Tenderers who fail to disclose any litigation, arbitration, mediation, conciliation or proceeding whatsoever, including any investigations ('Proceedings'), that are taking place, pending or threatened, against them will not be considered.
- 4.6.2 Tenderers who are subject to Proceedings which The Pharmacy Guild of Australia considers could have an adverse effect on the tenderer's ability to perform any of its obligations if contracted, will not be considered.
- 4.6.3 The Pharmacy Guild of Australia will consider the commercial, technical or financial capacity of any tenderer or subcontractor proposed in their submissions; this includes the existence of any breach or default, or alleged breach or default, of any agreement, order or award binding upon them.

4.7 Security, Probity and Financial Checks

- 4.7.1 The Pharmacy Guild of Australia reserves the right to perform such security, probity and/or financial investigations and procedures as The Pharmacy Guild of Australia, in its absolute discretion, may determine are necessary in relation to each tenderer, its partners, associates, sub-contractors or related entities including consortium

members and their officers or employees. Each tenderer agrees to provide, at its cost, all reasonable assistance to The Pharmacy Guild of Australia in this regard.

5. EVALUATION PROCESS

5.1 Acceptance of Tenders

- 5.1.1 Tenders which are deemed late in accordance with section 3.1 will not be admitted for evaluation, and will normally be returned to the tenderer with an explanation within five (5) working days of receipt of the late Tender.
- 5.1.2 The Pharmacy Guild of Australia is not bound to accept the lowest priced Tender or any other Tender.
- 5.1.3 Unsuccessful tenderers will be notified once a contract has been executed between the successful tenderer and The Pharmacy Guild of Australia.
- 5.1.4 The Pharmacy Guild of Australia may negotiate with any tenderer or tenderers, or seek clarification of the contents of a Tender from any tenderer.

5.2 Compliance

- 5.2.1 The tenderer will be taken to agree and comply with all parts of the RFT unless the tenderer provides detail of the extent of, and reasons for, any non-compliance.
- 5.2.2 Tenders that do not meet the minimum content and format requirements or satisfy a condition of participation or an essential requirement will be automatically excluded from consideration (refer sections 5.3 to 5.5).
- 5.2.3 A non-compliant Tender may be excluded from consideration as being incomplete or clearly not competitive. However, The Pharmacy Guild of Australia may seek clarification from the tenderer in accordance with section 3.4.

5.3 Minimum Content and Format Requirements

- 5.3.1 Subject to sections 3.2 and 3.6, The Pharmacy Guild of Australia may exclude a Tender from further consideration if The Pharmacy Guild of Australia considers that the Tender does not comply with the following requirements:
 - a. the packaging and identification of Tenders (refer Cover Page);
 - b. the number of copies of the Tender (refer Cover Page);
 - c. approval of Tender by signature of an officer authorised to bind the company/organisation (refer Part A, clause 3.1.7);
 - d. the language and units of measurement/currency to be used (refer Part A, section 1.4);
 - e. minimum content and format requirements (Refer Part B, item 3 – Minimum Content and Format Requirements); and
 - f. the provision of the information detailed in the tenderer's Submission Checklist at Annex A to this RFT.

5.4 Conditions of Participation

- 5.4.1 The Pharmacy Guild of Australia will exclude a Tender from further consideration if The Pharmacy Guild of Australia considers that the tenderer does not comply with the conditions for participation listed in Part B, item 2 – Conditions of Participation.

5.5 Essential Requirements

- 5.5.1 The Pharmacy Guild of Australia will exclude a Tender from further consideration if the Pharmacy Guild of Australia considers that the Tender does not comply with an essential requirement identified in the Statement of Requirement (Part B, item 6 – Essential Requirements) this includes complying with word limits.

5.6 Preferred Tenderer

5.6.1 The Pharmacy Guild of Australia may identify a tenderer as a preferred tenderer, but such a selection:

- (a) does not effect or limit The Pharmacy Guild of Australia's rights or the tenderer's obligations under the RFT;
- (b) is not a representation that a contract will be entered into between The Pharmacy Guild of Australia and those tenderers; and
- (c) does not preclude the possibility that any other tenderer has also been selected as a preferred tenderer.

PART B – STATEMENT OF REQUIREMENT

1. INTRODUCTION

Under the Fourth Community Pharmacy Agreement (Fourth Agreement) the Professional Programs and Services Advisory Committee (PPSAC) has been established to provide advice to the Minister for Health and Ageing on the funding of, and management responsibilities for, programs and projects under the Professional Programs and Services funded by the Fourth Agreement.

Pharmacy research and development is one of the priorities identified in the Fourth Agreement between the Commonwealth and The Pharmacy Guild of Australia. Funding of up to \$19 million has been allocated for the Research and Development Program over the life of the Agreement. Following a recommendation from PPSAC, the Minister has assigned the management of the Research and Development Program to The Pharmacy Guild of Australia.

The objective of the Research and Development Program is to identify priority research areas in community pharmacy service provision and then to fund projects with the greatest potential to deliver services with positive health outcomes for consumers and economic impacts for the health system in general.

The Research and Development Steering Committee has been established to provide:

- advice and recommendations to the PPSAC on the development, implementation and ongoing management of the Fourth Community Pharmacy Agreement Research and Development Grants Program; and
- advice to The Pharmacy Guild of Australia, as manager of the Research and Development Program.

The Pharmacy Guild of Australia is seeking tenders to undertake a large scale implementation trial to refine and extend the outcomes of the previously funded projects (PROMISe) that developed and piloted an innovative electronic documentation and communication system designed to record the identification and resolution of medication related issues by pharmacists

2. CONDITIONS OF PARTICIPATION (PART A, SECTION 5.4)

The Pharmacy Guild of Australia will exclude a Tender from further consideration where it considers that the tenderer does not comply with the following conditions:

- Capacity to comply with the draft contract conditions from a commercial, financial or technical perspective. (Part A, section 4.7)
- Tenderers must have the following levels of insurance and indemnity coverage in place for this project assignment (refer attached contract clauses relating to insurance and indemnity) at time of submitting a Tender:
 - Workers Compensation to an amount required by law;
 - Public Liability insurance for an amount no less than \$10,000,000 (ten million dollars); and
 - Professional Indemnity Insurance for an amount no less than \$10,000,000 (ten million dollars).

3. MINIMUM CONTENT AND FORMAT REQUIREMENTS (*PART A, SECTION 5.3*)

The Pharmacy Guild of Australia will exclude a Tender from further consideration where the format and content requirements have not been met. Subject to Part A, section 3.4, Tenders are required to satisfy the format and content requirements including information listed in Part A, section 5.3.

It is a requirement that all projects funded under the Fourth Community Pharmacy Agreement R&D Program address four essential themes. This requirement is intended to ensure a consistent approach between the projects. By incorporating this framework the basis upon which R&D project proposal will be assessed and prioritised is outlined, so the program objectives are made clearer and more achievable. Each project must encompass and achieve the themes of:

- Quality Use of Medicines;
- Collaboration;
- Consumer focus; and
- Application.

It is accepted that the level of emphasis on each of the themes will vary depending on the project focus, however all must be addressed. Further details are provided in the themes and categories document accessible at www.guild.org.au/research

4. BACKGROUND

The area of documentation of pharmacists' clinical interventions and the subsequent evaluation of the recorded clinical interventions was investigated in the Third Community Pharmacy Agreement R&D Program.

An initial project titled "*Community Pharmacy Medication Incident and Reporting Management System (CPMIRMS)*" developed a documentation and electronic communication system for recording medication incidents and pharmacists' professional interventions that integrates with two pharmacy dispensing systems. The final report of this project is available at www.guild.org.au/research

A second project titled "*Evaluation of Clinical Interventions within Community Pharmacy*" involved the refinement of the system and the implementation into a sample of 52 pharmacies. The objectives of this study were to:

- Determine the frequency of community pharmacists resolving or preventing drug related problems
- Evaluate the nature of the identified problems and factors that influence the severity and frequency
- Estimate the potential value of the interventions in both economic and health terms
- Explore barriers and facilitators to the performance and documentation of clinical interventions, including pharmacist and pharmacy characteristics, remuneration, observation and prompting mechanisms.

The results of the second project showed that the rate of intervention is approximately 0.55 per 100 prescriptions. The conclusion being that the current value of Australian community

pharmacists' interventions in both health and financial terms is high. However there is considerable scope of increasing the potential impact.

5. OBJECTIVES

The overall aim of this project is to establish the viability of, and requirements for, national implementation of an electronic documentation system for the recording of medication issues identified in community pharmacy.

To facilitate this, the project must:

- be of a sufficient size to ensure the appropriate analysis of financial impact, pharmacy site, and geographic location characteristics;
- review existing evidence and current practices to inform the refinement, trial, validation and evaluation of a national cost-effective electronic documentation system for the recording of medication issues identified in community pharmacies;
 - identify and review recording systems currently in use in community pharmacies,
 - identify and qualify from the perspective of key stakeholders, including but not limited to consumers, pharmacists and relevant organisations, the barriers and facilitators to:
 - high level uptake and continued use of the electronic documentation system;
 - appropriate identification of medication related problems
 - implementation of a cost-effective electronic documentation system for the recording of medication issues; and
 - benchmark the system against current international practice
- refine the DOCUMENT classification system;
- refine/develop, trial, and evaluate a system in a nationally representative sample. Appropriate incentive payments for participants in the trial are to be determined and factored into the methodology. Consideration must be given, but not limited to:
 - facilitation of high level uptake and continued use of the electronic system; and
 - validation of the applicability of the tool and results of the previous project;
 - evaluation of a range of factors relevant to the service to determine:
 - generalisability across prescription and non-prescription therapeutic medicines;
 - capacity to link to:
 - existing and future patient safety and drug monitoring recording systems; and
 - pharmacy dispensing software systems;
 - pharmacy requirements for the provision of the service;
 - cost of providing the service (from the perspective of pharmacy and potential funders);
 - consumer satisfaction with the service;
 - appropriate remuneration for the participation of pharmacies;

- impact on consumer's social and health outcomes;
 - issues relating to payment mechanism for pharmacists; and
 - acceptance and continued use of the service by community pharmacists;
- establish the optimum service format for the delivery of the service from the perspective of pharmacists, potential funders and consumers. This is expected to include but is not limited to:
 - an economic evaluation;
 - an assessment of the financial impact on potential funders to evaluate overall community benefit;
 - a business case for community pharmacy involvement in the service;
 - Generic software specifications to enable software vendors to incorporate the DOCUMENT classification system;
 - Identification of policy changes that may be required to ensure national consistency of the service; and
 - recommendations for a national approach with a view to achieving consistency across care settings. This may include recommendations that are specific to the various care settings.

6. REQUIREMENTS (PART A SECTION 5.5)

A Tender will be excluded from further consideration if The Pharmacy Guild of Australia considers that the Tender does not comply with an essential requirement identified in the Statement of Requirement indicated by the use of the word “**must**”.

Skills required for the successful consultant/s must include but are not limited to:

- expertise in study design and power calculation;
- expertise in clinical and pharmaco-economic analysis in the health setting;
- business analysis skills expertise, particularly in workflow;
- experience working with communication issues in a health/consumer context;
- excellent consultations and liaison skills;
- experience in working with health professionals and related organisations; and

The Guild recognises that the complexities of this project and notes that the necessary skills and expertise are unlikely to reside in one organisation. To this end, consortia of appropriate organisations are actively encouraged and preference will be given to applicants who can demonstrate a collaborative approach to ensure diversity in appropriate skills and expertise.

The Guild requires that the consultant/s must undertake the project that fully addresses the Objectives specified in part B, section 5. In addressing the objectives the consultant/s must:

- Conduct workshops/attend meetings with key stakeholders;
- Provide evidence of widespread consultation with a diverse but appropriate range of stakeholders; and
- Take into consideration previous work undertaken in this area.

In preparing the tender the consultant/s must provide the methodology on how they intend to address the objectives. The consultants must detail the information/data required and any

information/data required from the Guild. Where meetings are proposed, details of the type of information to be elicited must be included.

The Guild requires that the consultant/s must undertake the project that fully addresses the Objectives specified in Part B, item 5 – Objectives. In addressing the objectives the consultant/s must:

- Conduct workshops/attend meetings with key stakeholders;
- Provide evidence of widespread consultation with a diverse but appropriate range of stakeholders; and
- Take into consideration previous work undertaken in this area.

In preparing the Tender, the consultant/s must provide the methodology explaining how they intend to address the objectives. The consultants must detail the information/data required and any information/data required from the Guild. Where meetings are proposed, details of the type of information/data to be elicited must be included.

7. TIMEFRAMES

It is expected that this project will begin in July 2008 and continue for a period of approximately 20 Months

TASK	APPROXIMATE DATES
ISSUE REQUEST FOR TENDER (RFT)	26 APRIL 2008
RFT CLOSURES	6 JUNE 2008
COMMENCE PROJECT	NO LATER THAN JULY 2008
DRAFT FINAL REPORT TO GUILD	NO LATER THAN FEBRUARY 2010
FINAL REPORT TO GUILD	NO LATER THAN MAY 2010
AUDITED STATEMENT TO GUILD	NO LATER THAN MAY 2010

8. REPORTING REQUIREMENTS

A project plan should be provided outlining the methodology and timeframes for the project.

Periodic interim reports will be required. A draft final report will be required no later than February 2010 and a final report, incorporating any amendments suggested through an independent review process, no later than May 2010.

Six-monthly financial reports will be required for the acquittal of the funds and an externally audited financial statement will be required at the completion of the project.

9. COMMUNICATION ISSUES

In addition to the required reporting, the consultant will be required to:

- before commencing, meet with representatives from the Advisory Panel (in person) for a briefing session regarding the requirements of the project;
- maintain regular contact with the Contact Officer during the contract period;
- organise workshops/focus groups to consult with stakeholders, subject to the methodology, in order to meet the requirements of the analysis and review;
- discuss the draft report feedback, from the independent review and the Advisory Panel, with representatives from The Pharmacy Guild of Australia and/or the Advisory Panel to finalise the report; and
- make a presentation to The Pharmacy Guild of Australia and the relevant stakeholders following the completion of the project (subject to request).

10. CULTURAL, COMMUNITY OR ORGANISATIONAL ISSUES

Tenderers must be aware of, and consult with, a wide variety of stakeholders interested in pharmacy. These may include:

- health professionals;
- carers; and
- pharmacists.

Pharmacy professional organisations are the key stakeholders. However, as this investigation is wide ranging and complex, it is proposed that an Advisory Panel be convened to oversee the project, comprising representatives of the:

- PPSAC R&D Steering Committee
- The Pharmacy Guild of Australia (Guild)
- Pharmaceutical Society of Australia (PSA)
- Australian Government Department of Health and Ageing (DoHA)
- Therapeutics Goods Administration (TGA)
- Health Economist
- Systems analyst
- Consumer representative
- Community pharmacist

Additional stakeholders for this project include:

- Quality and Safety Commission
- Pharmacy Software vendors
- SHPA
- Community Pharmacists
- Medicines Australia
- Consumers – patients & carers

11. CONFLICT OF INTEREST (PART A, SECTION 4.2)

Tenderers **must** declare any actual, potential or perceived Conflict of Interest, including any actual, potential or perceived Conflict of Interest arising from proposed consultants, subcontractors or collaborators.

12. CONFIDENTIALITY ISSUES (PART A, SECTION 4.5)

Tenderers **must** indicate any element of their Tender that may become part of any subsequent contract, which they regard as confidential and provide reasons for requiring confidentiality.

13. RECORDS AND RECORD KEEPING

Tenderers should be familiar with the requirements specified in the research services subcontract.

14. ELECTRONIC COMMERCE

All payments will be made by Electronic Funds Transfer (“EFT”). Tenderers are required to advise their acceptance of the use of EFT.

15. REFERENCES & FURTHER READING

Community Pharmacy Medication Incident and Reporting Management System (CPMIRMS) (PROMISe) accessible from www.guild.org.au/research/project_display.asp?id=269

Evaluation of Clinical Interventions within Community Pharmacy (PROMISe II) accessible from www.guild.org.au/research/project_display.asp?id=270

PART C – EVALUATION PROCESS AND RESPONSE FORMAT

1. EVALUATION METHOD

1.2. In assessing Tenders, The Pharmacy Guild of Australia reserves the right to draw on information about the tenderer in the public domain or acquired in the Guild's course of business. This information will be used to ascertain a tenderer's capacity to perform a contract from a commercial, financial or technical perspective. The Guild will give tenderers an opportunity to comment on any discoveries which may be detrimental to their submission.

1.3 The Pharmacy Guild of Australia proposes to use the following evaluation process:

- (a) Compliance - an initial assessment of whether the tenderer meets the conditions of participation, complies with the minimum content and format requirements, and satisfies the essential requirements (as identified in the following table);

CONFORMANCE ITEMS	REFERENCE POINTS
Conditions of Participation	Part A, section 5.4 Part B, item 2
Minimum Content and Format Requirements	Part A, section 5.3 Part B, item 3
Essential Requirements	Part A, section 5.5 Part B, item 6

- (b) Assessment – a detailed assessment of Tenders against the evaluation criteria to assess value for money;
- (c) Short-listing of tenderers (if required);
- (d) Formal presentations by short-listed tenderers to the Advisory Panel (if required); and
- (e) Meetings with the Advisory Panel to review the project methodology, deliverables and timeframes of the Tender.

2. TENDER EVALUATION CRITERIA AND INFORMATION REQUIRED FROM TENDERERS

2.1. Tenderers **should** ensure their Tenders clearly address the Tender Evaluation Criteria (Part A, section 5). Tenderers **must** respond to, but need not be limited to; the information identified in the Tenderer's Submission Checklist (Annex A).

2.2. If additional evaluation criteria is to be applied, The Pharmacy Guild of Australia will notify tenderers and give them sufficient opportunity to respond.

2.3. Please note that any Tender that does not include all required information or which contains false or misleading information will be excluded from consideration.

2.4. In evaluating Tenders the Pharmacy Guild of Australia will take into account the Tender Evaluation Criteria on page C2 in its consideration of value for money:.

EVALUATION CRITERIA	INVOLVES ASSESSMENT OF
Achieving the Requirement:	
(a) The extent to which the Tender meets the Statement of Requirement.	<ul style="list-style-type: none"> • Abstract (in lay terms and suitable for publicity. 250 words max) • Executive Summary (3 pages max) • Address the themes (250 words max on each) • Methodology (how the task will be accomplished) • Project Plan (milestones, deliverables and timelines) • Quality or performance criteria which is appropriate to indicate success and/or progress of project tasks
(b) Understanding of cultural, community and organisational sensitivities relevant to the project assignment described in the RFT.	Your organisation's understanding of cultural, community and organisational issues relevant to the project assignment, any potential for conflict of interest and how these issues can be managed.
Tenderer's Capacity and Infrastructure:	
(a) Appropriate experience and skills of specified personnel and support personnel.	Brief curriculum vitae of all specified personnel.
(b) Availability of specified personnel at the time required.	Current commitments of the specified personnel.
(c) Backup available to specified personnel, including guidance available from senior consultants.	Identification of backup personnel and senior consultants available for guidance.
(d) Previous performance on comparable projects, indicating the tenderer's dependability and quality of work. This includes demonstrations of ability to comply with time frames and budgets.	References relating to recently undertaken, comparable projects, including: <ul style="list-style-type: none"> - Project summaries; - Client organisations; - Client contact details; and - Examples of previous work produced.
Whole of Project Costs:	
The estimated total cost to The Pharmacy Guild of Australia of completing the project.	<ul style="list-style-type: none"> • Itemised budget information and proposed payment schedules detailing all fees, prices and charges related to each milestone or deliverable of the project. • Travel costs (itinerary, duration etc). • Any additional costs to be incurred by the Guild in support of the proposed contract.

PART D – CONDITIONS OF CONTRACT

The contract terms and conditions will form the basis of any contract between a successful tenderer and The Pharmacy Guild of Australia. The contract is available on the Guild's website: www.guild.org.au/research/content.asp?id=1400.

Annex A

TENDERER'S SUBMISSION CHECKLIST*(To be included in submissions)*

This Annex is intended to remind tenderers of the requirements which must be met in order for their Tender to be evaluated. Failure to meet the Conditions of Participation and Minimum Content and Format Requirements will result in exclusion of the Tender from evaluation

Subject		Checked
Submission Presentation	Has the submission been signed?	
	Have the correct number of copies in the correct format been marked and packaged?	
	Has the delivery address been checked?	

Subject	To be Provided	Reference Page in Tender
Conditions of participation	Details of any litigation, arbitration, mediation, conciliation or proceeding whatsoever including any investigations ('Proceedings'), that are taking place, pending or threatened, against the tenderer and proposed sub-contractors.	
	Evidence of public liability and professional indemnity insurance, identifying the limit per incident and in aggregate, and the current expiry dates.	
	Evidence of meeting other conditions identified in Part B, item 2.	
Tenderer's information:	<ul style="list-style-type: none"> • Tenderer's name and corporate status, including company or business registration number if applicable. • Australian Business Number for GST purposes. • If registered with the Australian Securities and Investments Commission, any Australian Company Number or Australian Registered Body Number. • If registered under State or Territory legislation, any registered business name or association name. • Date and place of incorporation. • If a partnership, the name of the partnership and the names/addresses of the partners. • Registered office (if applicable). • Principal place of business. • Your business Internet address (if any). • Details for the tenderer's representative during the RFT process, including: <ul style="list-style-type: none"> > Name and title > Postal and physical address 	

Subject	To be Provided	Reference Page in Tender
	<ul style="list-style-type: none"> > Telephone and facsimile numbers, and > E-mail address. 	
Sources of Assistance	A list of any individuals and organisations who have informed the preparation of the Tender (refer Part A, section 4.1).	
Conflict of interest	A statement declaring any conflict of interest or potential conflict of interest that would exist if the tenderer was successful in being awarded a contract.	
RFT compliance	A list of any partial compliance or non-compliance with any clauses of the RFT (including draft conditions of contract) including reasons for non-compliance (refer Part A clause 5.2.1).	
Sub-Contractors	A list of any individuals and organisations (not part of the tenderer's organisation) who will be engaged to conduct any work resulting from this Tender, and evidence of their commitment to this Tender.	
Confidentiality Provisions	An indication of any provisions in the draft contract and any elements of the Tender that would become part of any subsequent contract, which are regarded as confidential. Include reasons (refer Part A, section 4.5 and Part B, item 12 – Confidentiality Issues).	
Details of Tendered Offer/Proposal	<ul style="list-style-type: none"> • An abstract suitable for publicity (250 words max) • An executive summary of the Tender in less than three (3) pages. • Table of contents providing suitable indexing of the Tender document. • Detailed description of the methodology proposed. • Project Plan (including proposed milestones and completion dates). • Quality or performance criteria which is appropriate to indicate success and/or progress of the project tasks. 	
Understanding of cultural, community and organisational sensitivities relevant to the project assignment described in the RFT.	A statement indicating your organisation's understanding of the cultural, community and organisational issues relevant to the project assignment.	
Capacity and Capability	<ul style="list-style-type: none"> • Brief curricula vitae of all specified personnel proposed for this project and details of their allocation to project tasks. • A description of any of the specified personnel's current commitments that may conflict with their 	

Subject	To be Provided	Reference Page in Tender
	<p>availability at the time they are required.</p> <ul style="list-style-type: none"> • Identification of any backup personnel and senior consultants available for guidance. • References relating to recently undertaken, comparable projects, including: <ul style="list-style-type: none"> > Name and title > Project summaries > Client organisations > Client contact details > Examples of relevant previous work 	
Whole of Project Costs	<p>Itemised pricing information:</p> <ul style="list-style-type: none"> • Proposed payment schedules detailing all: <ul style="list-style-type: none"> > fees > prices > charges <p>related to each milestone or deliverable of the project assignment;</p> • Travel Costs (itinerary, duration etc); and • Any additional costs to be incurred by The Pharmacy Guild of Australia in support of any resulting contract. 	