

RPWP RFT 2009-02

REQUEST FOR TENDER

DEVELOPMENT OF A MODEL FOR A MENTORING SYSTEM FOR RURAL AND REMOTE NEWLY QUALIFIED PHARMACISTS.

LODGEMENT OF TENDERS (Refer Part A, Section 3.1)

Tenders **must** be lodged by "Tender Closing Date" (2pm local Canberra time on 20th July 2009). Tenders **must** be in a sealed package, marked and delivered as follows:

For hand delivery:

RPWP RFT 2009-02
Closing date: 20 JULY 2009
Divisional Manager
Rural and Indigenous Programs
The Pharmacy Guild of Australia
Level 2, 15 National Circuit
Barton ACT

For postal delivery*:

RPWP RFT 2009-02
Closing date: 20 JULY 2009
Divisional Manager
Rural and Indigenous Programs
The Pharmacy Guild of Australia
PO Box 7036
Canberra BC 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 should allow sufficient transit time (Refer Part A, Section 3.1).

COPIES REQUIRED (Refer Part A, Section 3.2)

Tenderers **must** lodge one (1), unbound, A4, original of their Tender (marked "ORIGINAL") and accompanied by supporting documentation such as brochures, handbooks and the like. Additionally, two (2) copies of a Tender and two (2) copies of any supporting documents **must** also be provided. An electronic version of the Tender in a format readable by Microsoft Windows XP applications **must** also be provided (CD, USB drive etc).

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 of the Pharmacy Guild of Australia have no discretion in these matters.

CONTACT OFFICER

The contact for all enquiries relating to this RFT: Michelle Quester (02) 6270 1888 ('Contact Officer').

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PART A – CONDITIONS OF TENDER

1. GENERAL CONDITIONS

1.1 Invitation

- 1.1.1 Tenderers are invited to make an offer ("Tender") that meets the Statement of Requirement at Part B of this Request for Tender ("RFT").
- 1.1.2 Please read all parts of this RFT carefully. Any Tenders that are not submitted according to this RFT may be excluded from consideration.
- 1.1.3 This RFT is expressly not a contract between The Pharmacy Guild of Australia and the tenderer. Nothing in this RFT nor in any Tender is to be construed as to give rise to any contractual obligations, expressed or implied.
- 1.1.4 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.
- 1.1.5 The Pharmacy Guild of Australia may amend this RFT, including extending the Tender Closing Date, by giving written notice to registered parties. 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 Rural Pharmacy Workforce Program – Rural Commissioned Project funding opportunities on the Rural Pharmacy section of the Guild's website at www.ruralpharmacy.com.au
- 1.2.2 Documents relating to these funding opportunities are located on the Rural Pharmacy section of the Guild's website where potential tenderers can download the RFT, contract and other documentation electronically. Potential tenderers are encouraged to register via email to michelle.quester@guild.org.au.
- 1.2.3 Email registration ensures 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 Tenderers **should** register their contact details even if a copy of the RFT has already been obtained from other sources.
- 1.2.5 Only tenderers who have registered via above email address 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.
- 1.2.6 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 other information available from the Contact Officer.
- 1.2.7 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 named on the cover page of this RFT.
- 1.3.2 The Contact Officer will not be obliged to address any enquiries received by the Contact Officer 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 requests for clarification in writing (including by faxed notice or by e-mail).
- 1.3.5. The Pharmacy Guild of Australia may circulate questions and their answers to all other 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 requests for clarification or variations to the RFT 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 noting the inclusion or exclusion of Goods and Services Tax (GST).

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, or further considered, unless 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 and 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 to evaluation where it was received by the Tender Closing Date or where it was 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 9.00am 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 their tender in the required number and format as 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 in accordance with section 3.1 above and prior to the Tender Closing Date.

- 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 in the application, 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 fifty (50) pages (or less) in total.
- 3.6.2 Any tenders that are more than the length stated in 3.6.1 above may be excluded from consideration by The Pharmacy Guild of Australia.

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 Unacceptable to Offer Inducements

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

4.3 Ownership of Tender Documents

- 4.3.1 All Tender documents will become the property of The Pharmacy Guild of Australia on lodgement.
- 4.3.2 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.

4.4 Confidentiality

- 4.4.1 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.
- 4.4.2 The obligation of confidentiality in clause 4.4.1 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 Australian Government;
 - (c) is disclosed by the Australian Government, in response to a request by a House or a Committee of the Parliament of the Australian Government;
 - (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 4.4.1.
- 4.4.3 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.
- 4.4.4 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.
- 4.4.5 The Pharmacy Guild of Australia will consider any request made under Section 4.4 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.
- 4.4.6 The terms of any agreement as to confidentiality will form part of the contract to be awarded at completion of the RFT process.

4.5 Commercial, Technical and Financial Capacity

- 4.5.1 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.
- 4.5.2 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.
- 4.5.3 The Pharmacy Guild of Australia will consider the commercial, technical or financial capacity any tenderer or subcontractor proposed in their submissions, including the existence of any breach or default or alleged breach or default of any agreement, order or award binding upon them.

4.6 Security, Probity and Financial Checks

- 4.6.1 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. the Tender has been approved 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); 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 – 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 – 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.

Rural Commissioned Projects / Research Scheme is one of the programs identified for funding under the Rural Pharmacy Workforce Program in the Fourth Agreement. Following a recommendation from PPSAC, the Minister has assigned the management of the Rural Commissioned Projects to The Pharmacy Guild of Australia. The Rural Commissioned Projects / Research Scheme is a component of the Rural Pharmacy Workforce Program (RPWP). The RPWP is funded under the Fourth Community Pharmacy Agreement by the Department of Health and Ageing and is managed by the Pharmacy Guild of Australia.

The objective of the Rural Commissioned Projects is to promote the delivery of quality pharmacy services to rural and remote communities through projects and research which addresses areas of need identified by the Rural and Indigenous Steering Committee and PPSAC.

The Rural and Indigenous Steering Committee has been established to provide:

- advice on the development, implementation and ongoing management of the Fourth Community Pharmacy Agreement Rural and Indigenous Programs; and
- advice to The Pharmacy Guild of Australia, as manager of the Rural Pharmacy Workforce Program.

The Pharmacy Guild of Australia is seeking tenders to undertake a project to examine a rural and remote mentoring system for pharmacy interns and young pharmacists. It will involve a literature review and development of a framework for a mentoring system.

2. Conditions of Participation (PART A SECTION 5.4)

Tenderers must have the following levels of insurance and indemnity coverage in place for this project assignment (refer attached contract clauses referring to insurance and indemnity) at time of submitting a Tender:

- Workers Compensation to an amount required by law; and
- Public Liability insurance for an amount not less than \$10,000,000 (ten million dollars); and
- Professional Indemnity Insurance for an amount of not less than \$10,000,000 (ten million dollars).

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

The Pharmacy Guild of Australia (the Guild) 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 requirement including information listed in Part A, section 5.3.

4. BACKGROUND

A mentor supports and motivates pharmacy graduates and young pharmacists and shares professional and life experiences, as well as guides and develops career potential of their mentee. Mentoring has been proposed as a strategy to bridge the gap between university and the workforce and enthuse young pharmacists and graduates about their profession. In the workplace, though, there are often different understandings about what mentoring is and how it might play out in practice. Supportive relationships are the key to establishing supportive work settings, work places where people want to stay.

Mentoring can help to expose potential pharmacists to the realities of practice, particularly in rural and remote areas and can allow them to prepare to deal with professional and social responsibilities that are required of them. An effective mentoring program can lead to improved workplace retention, better communication and progressive, self directed staff. Mentoring can also provide reciprocal benefits as it can be rewarding for both the mentor and mentee.

Other health professions (such as nursing and occupational therapy) have structured mentoring programs which have proven benefits to their profession. In the nursing programs, mentoring lies outside of the preceptor relationship.

In the current pharmacy landscape, the role of mentor is often performed by the preceptor as part of the pharmacy intern year; however this mentoring role is largely unstructured. The relationship between preceptor and student can determine the longevity of a young pharmacist's career.

5. OBJECTIVES

The overall objectives of this project are to examine a rural and remote mentoring system that would give pharmacy interns and young pharmacists extra support while they work in rural and remote areas, as well as provide information and resources to assist mentors.

In order to facilitate this, the project must:

- Undertake a literature review of Australian literature and documentation relating to successful approaches to mentoring in a rural and remote health setting (including Indigenous health);
- This project must examine existing models currently used in relation to rural health settings with the view of developing a framework for a mentoring system for pharmacy specific practice that could, in the future, be tested and applied to the mentoring of pharmacy interns and pharmacists commencing rural and/or remote practice for an appropriate period of initial practice. This model should include but not be limited to; and
 - exploring the use of new media (teleconferencing, videoconferencing, etc) in order to maintain flexibility;
 - a consolidation of relevant resources that can be accessed by the mentor and mentee;
 - the utilisation of existing networks (for example the Pharmacist Academics at University Departments of Rural - information can be found at <http://www.quild.org.au/rural/content.asp?id=218>);

- joint mentoring arrangements across Hospital and Community Pharmacy;
- methods to ensure properly matched mentoring partnerships;
- tools for identifying professional and personal development; and
- identification of funding models for ongoing sustainability including projected costs associated with the resources required to facilitate the mentor program (program coordinator, training costs etc).

6. REQUIREMENTS (PART A SECTION 5.5)

A Tenderer 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 word “**must**”.

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

- expertise in study design and statistical analysis;
- experience working with communication issues in a health/consumer context;
- excellent consultation and liaison skills; and
- experience in working with health professionals and related organisations.

The Guild recognises 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 across Australia 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 September and continue for a period of approximately 7 months.

TASK	APPROXIMATE DATES
Issue Request for Tender (RFT)	20 JUNE 2009
RFT closes	20 JULY 2009
Commence project	SEPTEMBER 2009

Draft Final Report to Guild	FEBRUARY 2010
Final Report to Guild	MARCH 2010

8. REPORTING REQUIREMENTS

A project plan should be provided outlining the methodology and the 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 March 2010.

An interim financial report will be required for the acquittal of 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 if so requested by The Pharmacy Guild of Australia;
- maintain regular contact with Contact Officer during the contract period;
- organise workshops/focus groups to consult with stakeholders, subject to methodology, in order to meet the requirement of the analysis and review;
- discuss the draft feedback report, 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.

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:

- allied health professionals;
- pharmacists and pre-registration pharmacists;
- Educators
- Indigenous health organisations.

As this investigation is wide ranging and complex, additional stakeholders for this project may include:

- Society of Hospital Pharmacists (SHPA)
- Pharmaceutical Society of Australia (PSA)
- The Pharmacy Guild of Australia (Guild)
- Australian Government Department of Health and Ageing (DoHA)
- National Aboriginal Community Controlled Health Organisation (NACCHO)
- Committee of Heads of Pharmacy Schools Australia and New Zealand (CHPSANZ)

- Australian Institute of Health and Welfare (AIHW)
- Australian Pharmacy Council (APC)
- Australian Association of Consultant Pharmacy (AACP)
- State and Territory Pharmacy Registration Boards
- Association of Professional Engineers, Scientists and Managers of Australia (APESMA)
- National Australian Pharmacy Students Association (NAPSA)

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 4.4)

Tenderers **must** indicate any element of their Tender which 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 of record keeping specified in the Rural Commissioned Projects / Research subcontract.

14. ELECTRONIC COMMERCE

All payments will be made by electronic funds transfer ("EFT").

15. REFERENCES AND FURTHER READING

1. "Young pharmacists as mentors to pharmacy students: partnerships for the future of rural pharmacy", Moles et al 2005, <http://www.guild.org.au/rural/content.asp?id=207>

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, to ascertain a tenderer's capacity to perform a contract from a commercial, financial or technical perspective. In doing so, tenderers will be given 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 any conditions of participation, complies with any 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 section 2
Minimum Content and Format Requirements	Part A section 5.3 Part B section 3
Essential Requirements	Part A section 5.5 Part B section 8

- (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);
- (e) Other 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 outlined below. 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 are 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 provide 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 following Tender evaluation criteria 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 (250 words max in lay terms and suitable for publicity) • Executive Summary (3 pages max) • Methodology (how the task will be accomplished) • Project Plan (milestones, deliverables and timelines) • Quality or performance criteria which are 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 (1 page per person).
(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 timeframes 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 (Program Administrators) 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 • Break down on staffing costs • Travel costs (itinerary, duration etc). • Any additional costs to be incurred by the Guild in support of the proposed contract.

PART D – DRAFT CONDITIONS OF CONTRACT

The draft contract terms and conditions are intended to form the basis of any contract between a successful tenderer and The Pharmacy Guild of Australia. The draft contract is available on the Guild's website www.ruralpharmacy.com.au .

Tenderers please note, the tenderer is taken to agree to accept these Draft Conditions of Contract unless the tenderer specifies otherwise, giving reasons (see Part A, Section 5.2).

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 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 Section 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. • Any 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	List of any partial compliance or non-compliance with any clauses of the RFT (including draft conditions of contract) stating 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 which would become part of any subsequent contract, which are regarded as confidential, including reasons (refer Part A section 4.4 and Part B, item 14 [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 sufficient indexing of the Tender document. • Detailed description of the methodology proposed. • Project Plan (including proposed milestones and completion dates). • Quality or performance criteria which are 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 curriculum vitae of all specified personnel proposed for this project and details of their allocation to project tasks. • A description of any current commitments the 	

Subject	To be Provided	Reference Page in Tender
	<p>specified personnel are likely to have that may conflict with their availability at the time 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, and > 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, and > charges, related to each milestone or deliverable of the project assignment; • Travel Costs (itinerary, duration etc); and • Any additional costs to be incurred by The Pharmacy Guild of Australia in support of any resulting contract. 	