
Request for Proposal

and

Project Brief

NASC Service Enhancements Reviews and Reassessments

Prepared By:	Mark Brown
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Status:	Final Draft

Request for Proposal

NASCA seeks proposals from a contractor able to undertake the following project work for and with NASC and the MOH.

Format of Proposal Response Required

1. Brief CV and account of your experience and expertise relevant to this project, including names and contact details of two referees regarding previous relevant work. (Max 2 pages)
2. Outline of your proposed approach to the project requirements including a breakdown of your allocation of time (hours) and timeframe for each component or step. (Max 1 page)
3. Proposed pricing – contract rate, estimated time, and estimated expenses, and total in the format indicated on page 5 below.
4. Confirmation that you have the capacity to complete the project within the timeframe indicated, or specify alternative timeframe you are able to meet.
5. Indicate the names and experience of any additional personnel you intend to involve in undertaking the project.
6. Indicate any association you have with members of the Project Reference Group, or with any DSS NASC Manager. This declaration is for transparency, and will generally be regarded as positive and relevant experience, if declared up front.
7. Provide the above as a single pdf file by email with the subject line “Response to Request for Proposal Review and Reassessment Project” addressed to chairperson@nznasca.co.nz
8. Closing date **12.00 noon Tuesday 01 April 2014**

Evaluation of Proposals

9. Evaluation and decision-making will be by the Project Reference Group - page 5 below.
10. Evaluation criteria include:
 - Experience and expertise relevant to the project objectives
 - Efficiency and effectiveness of the proposed approach
 - Timeframe for completion
 - Price

Purpose

The MoH and NASCA wish to make enhancements to aspects of the services provided by NASCs particularly in the areas of:

- Definitions, processes and requirements for reviews and reassessments

Background and Rationale

The MoH is engaged in implementation of a New Model for Disability Support Services broadly aimed to give disabled people more choice and control over their access to support services. The shape of the future framework is as yet undecided but it is considered likely that:

- NASC functions will continue to be required and it is pertinent to further develop the processes and approach of NASC in line with current values and approaches to disability support services
- This enhancement will take place on several fronts and in varying timeframes – for example
 - In March 2014 the MoH are initiating, with NASCA input, a review of the NASC Service Specification
 - Work is ongoing on the New Model for supporting people with Disabilities, and the MoH are establishing a demonstration of LAC through NASC in April 2014
- In due course there may well be some fundamental changes to the structure and approach to NASC mandate and processes

Within this context both the MoH and NASCA see merit in adopting a continuous quality improvement type approach and making enhancements to NASC process for the short to medium term which are likely to be consistent with the direction being taken longer term by the current New Model framework.

This project is medium to high priority as it will deliver benefits in terms of improved efficiency in use of the NASC resource, and will enhance the experience of NASC for clients.

Project Definition

Objectives

- To review and provide updated definitions, processes and requirements for ‘Reviews’ and ‘Reassessments’.
- Propose changes to the NASC service specification, reporting requirements and process timelines so that review and reassessment processes better meet the needs of all clients (low to high need levels), and make efficient use of NASC resources.
- The intent of this review is to move from the current prescriptive approach to requiring reviews and reassessments at set intervals to an approach based on assessment of need and risk.

Scope

- This piece of work is a sub-set of and will feed into the wider MoH review of the whole NASC service specification.
- Propose, for NASCA and MoH sign off, changes to specific aspects of the service specification and other NASC policies and procedures as required in relation to reviews and reassessments.
- Identification and documentation of an appropriate ‘80/20 type’ risk assessment approach to determining frequency of review and reassessment requirements.
- Within scope is any instance where the NASC service specification, or NASC operational policy is impacted by the definition and approach to reviews and reassessments. The review is likely to therefore inform and influence other processes such as Inter-NASC Transfer policies.

- Out of scope is training or implementation.

Approach

This project is anticipated to be completed over a period of 6 weeks, and will be led by NASCA in close collaboration with the MoH.

NASCA wishes to engage a contractor to lead and undertake this work. A reference group consisting of the DSS NASC Managers on the NASCA Executive will provide guidance and oversight of the project.

The project methodology will require the contractor seeking input and consulting with the wider group of NASC Managers or their delegates. The contractor will also need to bring to bear their own expertise and experience to develop solutions which are efficient and enhance services for NASC clients.

Consultation will be primarily via phone call, web or teleconferencing or in conjunction with other meetings already taking place. Provision may be made in proposed costs for one face to face workshop with up to 6 participants (travel expenses, venue and catering costs).

Deliverables

1. Proposed revised sections of the NASC service specification and NASC Manual and operational policy for Reviews and Reassessment.
2. Proposed revision of any other sections on reporting, timeframes and operational policy required to effect the revised Review and Reassessment processes.
3. Documented description of an appropriate risk management approach to frequency of review and reassessment procedures.
4. All proposed revisions and documentation to have been moderated and consulted with the DSS NASC Managers and with the MoH to the point where the proposed approach is agreed.

Proposed Timeframe and Milestones

Milestones/Key Tasks	Who and Est Completion Date
1. Closing date for proposals from Contractors	By 5.00 pm Wednesday 02 April 2014
2. Contractor selected and agreed detailed project scope, plans and deliverables, and contract	By 11 April
3. Contractor undertakes project work	April - May
4. Reference Group reviews projects at set milestones	2 weekly
5. Project complete by	Friday 30 May
Estimated time the overall project will take	6 weeks

Project Structure

Contractor Competencies

Project	Competencies
Review & Reassessment	<ul style="list-style-type: none"> • Knowledge of NASC processes and philosophy • Collaborative – seeking and making best use of NASC and MOH resources • Understanding of risk analysis disciplines • Strategic thinking – outside the square • Clear written style consistent with service specification and operational document requirements

Governance

- Project Owner/Sponsor – Phil Wysocki, MoH
- Project manager – NASCA Executive nominee – Mark Brown
- Reference Group - NASCA DSS Executive: Mark Brown, Sonia Hawea, Don Sorrenson, Karen Bailey. Contractor reports to reference group 2 weekly (twice during the project and a final report).

Resource Requirements

Project Stream	Expenses		\$
Review & Reassessment	<i>Contract Fees</i>		
	Contractor – hourly rate = \$xx/hour		
	Estimated project hours = xx hours	x,xxx	x,xxx
	<i>Expenses</i>		
	Contractor – itemise a summary of any expenses anticipated including one central workshop of 6 participants	x,xxx	
		x,xxx	
		x,xxx	
			<u>x,xxx</u>
Total			\$xx,xxx