

RFQ - Request for Quotation for services related to the operation of the Emergency Locum Service

Responses to questions – updated 25 March 2021

Question	Response
Updated 11/3/21	
Are you able to provide a page estimate for responses?	Please refer to section 6 'Response Format' of the main RFQ document for guidance on the response page limit. Responses must not exceed 25 pages, not including CVs.
Are terms within the draft contract negotiable? If so how should departures or proposed amendments to be managed?	<p>The PPA will negotiate with the successful supplier in good faith. However, due to contractual obligations set out in the PPA's Head Contract with the Department of Health any changes may be restricted and/or require approval from the Department of Health.</p> <p>Please include in your response the:</p> <ul style="list-style-type: none"> • draft contract terms with which your organisation cannot comply and/or • proposed amendments to the draft contract terms your organisation would seek. <p>These details will not be included in the page limit.</p>
What was the average duration for placements made in 2019 / 2020?	The average duration for placements made in 2019-2020 was 3.5 days.
Is there an incumbent service provider in place? If so what are their obligations with regards to service transition?	<p>There is an incumbent service provider in place. The contract for the current Service Provider includes the following obligations regarding transition:</p> <ul style="list-style-type: none"> • The Contractor must for the purpose of Disengagement take all reasonable actions to ensure the Subcontracted Services or any part of the Subcontracted Services and all necessary information are transferred to Health or another entity nominated by Health during the Disengagement Period • make Contractor Personnel available for discussions with Health (or its nominee) as may be required.
If there is an incumbent service provider who owns data on historical ELS applications / service users and fulfilment and will this data be provided as part of the transition process?	All data related to the ELS is owned by the Department of Health. Historical data will be provided to the successful supplier.
Is the successful bidder expected to fulfil all requirements directly or can subcontracted suppliers also support with fulfilment?	Subcontracted suppliers may support with fulfilment of the requirements. Respondents must clearly state the supplier(s) they intend to subcontract services to and describe which aspects of the services would be subcontracted.
Are figures available for other past periods e.g. 17-18 and 18-19?	Data for past periods will not be provided during the tender process.
What was number of applications fulfilled on time?	All applications in the 2019-2020 financial year were fulfilled within 48 hours

<p>What was the value of missing days / time for applications fulfilled?</p>	<p>This metric is not recorded as part of current ELS reporting requirements.</p>
<p>Updated – 12/3/21</p>	
<p>In a previous question posed on the RFQ updates, it says that previous data from other financial years will not be provided. If the detailed information cannot be accessed, can you give a guide as to whether the 179 placements in 19/20 would be a good indication as to the number of placements that the PPA would expect in 21/22 for planning purposes for potential suppliers, given the end of FY 19/20 would have been impacted by Covid?</p>	<p>Data for past periods will not be provided <i>during the tender process</i>. However, this data will be made available to the successful supplier.</p> <p>The number of placements in 19/20 are indicative of demand for placements in 21/22.</p>
<p>In the document under KPI’s point 4.3, it states that locums must be placed within 48hrs of a Community Pharmacy lodging an ELS request. To be clear, is this from the time a call is received, fax received, web form submitted? By placed, do you mean when the locum commences their first shift at the Pharmacy? We note that in the document words such as filled, deployed, placed, supplied are used, thus the need to have a consistent term and definition that matches with the KPI of 48 hrs. Can you also please clarify?</p>	<p>Locums must be at the location within 48 hours of an eligible ELS request being submitted, regardless of the method of submission.</p>
<p>Of the 179 placements made in 19/20, how many were for the same pharmacy? That is using the ELS on more than one occasion in 19/20?</p>	<p>37 pharmacies recorded more than 1 ELS placement in 19/20.</p>
<p>Can an Emergency Locum having completed a maximum of 7 consecutive days at a Pharmacy stay on working at the Pharmacy if the original illness, injury or personal emergency persists? If so, do they need to have a break from the original placement or do they stay and the Pharmacy</p>	<p>In cases where an ELS placement is required beyond the 7-day duration an Exceptional Circumstance request must be submitted to the PPA by the Pharmacy. This request will be reviewed by the Department of Health. The PPA will liaise with the ELS Supplier to determine the most appropriate approach to extending the placement if approved by the Department of Health.</p>

<p>simply completes a second application?</p>	
<p>When assessing an emergency situation, does the supplier need to gain written proof i.e. doctors certificate, bereavement proof from the applicant prior to making the placement or when submitting paperwork when seeking reimbursement once the placement has been completed?</p>	<p>The supplier is not required to gain written proof of an emergency from the applicant prior to making the placement or when submitting paperwork when seeking reimbursement once the placement has been completed.</p>
<p>With regards to page 77 on Schedule 2, it states that the supplier has to list the number of times locum support was requested and not supplied, details of why not? Can you please provide how many requests for an emergency locum in 19/20 were not fulfilled, either because of ineligibility of the Pharmacy or the incumbent not being able to supply a locum when the Pharmacy applicant was eligible?</p>	<p>All ELS applications were fulfilled in the 19/20 Financial Year.</p>
<p>Of the \$108257 exc gst for travel costs, can you supply a \$ breakdown between mileage, airfares, trains and other modes of travel?</p>	<p>This data is not available.</p>
<p>Does the PPA have a view as to whether the ELS has been fully utilized by Pharmacy Owners in PhARIA areas 2-6 in 19/20?</p>	<p>Utilisation of the ELS program is dependent on the occurrence of emergency situations which make assessing utilisation difficult. Therefore, the PPA does not have a view on whether the ELS is fully utilised across PhARIA areas.</p>
<p>Updated 24/03/2021</p>	
<p>The current rate per hour of \$60 plus superannuation with a ABN number has been applicable since?</p>	<p>Historical data on ELS locum pay rates is not available.</p>
<p>Are there or have there been any circumstances under the current supply arrangement when the ELS Pharmacist has been paid more by a Pharmacy for an ELS placement than \$60 P/H plus superannuation?</p>	<p>Pay rate data is not reported to AHA and we are unable to provide further information.</p>
<p>Updated 25/03/21</p>	
<p>Under "Nominated Personnel" where the RFQ refers to previous work, is this a question</p>	<p>The nominated personnel section may be used to detail the nominated personnel who will be carrying out the duties of the</p>



<p>as to what work duties/responsibilities staff members are currently performing or duties/responsibilities from previous employers?</p>	<p>ELS and their experience, including current and/or past work history.</p>
<p>In the RFQ is there a section that is appropriate and necessary to submit the proposed roles of the suppliers nominated personal in carrying out the duties of the ELS?</p>	<p>Please use the nominated personnel section to detail proposed roles in carrying out the duties of the ELS.</p>
<p>On page 79 of the Subcontractor Agreement, it states the Subcontractor has to return 2 signed copies by the 1st of June, 21.</p> <p>Can the PPA advise by which date they will make their decision on the successful tenderer?</p>	<p>The PPA cannot advise the date in which the successful tenderer will be notified. However, we anticipate that there will be sufficient time to allow for contract negotiation and signing to be conducted prior to 1 June 2021.</p>