

YOUTH JUSTICE REMAND CARE HOMES

AUCKLAND, WAIKATO & BAY OF PLENTY

REQUEST FOR PROPOSALS (RFP)

Contact email: procurement@ot.govt.nz

Deadline for proposals: 12 noon Thursday 31 January 2019





WE PUT TAMARIKI FIRST

We will challenge when things aren't right for the child.

WE BELIEVE AROHA IS VITAL

It keeps us focused on what is right.

WE RESPECT THE MANA OF PEOPLE

We listen, we don't assume, and we create solutions with others.

WE ARE TIKA AND PONO

We do what we say we'll do.

WE VALUE WHAKAPAPA

Tamariki are part of a whānau and a community.

WE RECOGNISE THAT ORANGA IS A JOURNEY

We understand the long-term impact of our actions today.





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Additional Tender Documents

In addition to this RFP, the following additional tender documents are available on GETS:

Appendix Number	Document
1	RFP Response Form
2	Budget Template
3	RFP Process, Terms and Conditions
4	Proposed Draft Outcome Agreement
5	Service Specifications



Section 1: Key Information

About this tender

Oranga Tamariki—Ministry for Children (Oranga Tamariki) are running an open and competitive procurement approach in order to establish a number of community-based Youth Justice (YJ) Remand Care Homes in select locations across Aotearoa.

This Request for Proposals (RFP) is an invitation from Oranga Tamariki for suitably qualified providers to submit a proposal to run a YJ Remand Care Home in one of the locations listed below. Evaluation of proposals will be completed via a two stage evaluation process. Proposals will be accepted from new and established providers for delivery of this service.

This RFP is in relation to establishing homes for the following areas;

- Auckland
- Hamilton
- Huntly
- Tauranga

Contract Term

We anticipate that the Outcome Agreement will commence 1 July 2019, with an initial contract term of two years, with options to extend at the discretion of Oranga Tamariki.

RFP Process, Terms and Conditions

This RFP is subject to the RFP Process, Terms and Conditions (available on GETS as Appendix 3).

Note: for the purposes of this RFP document 'Provider' means 'a person, collective, consortium, organisation, provider, business or other entity that submits a Proposal in response to the RFP. The term provider includes its officers, employees, contractors, consultants, agents and representatives'.



Section 1: Key Information



Updates

If we need to change anything about the procurement process, or want to provide additional information we will let you know via the [Government Electronic Tendering System](#) (GETS).

Questions and Answers

You can ask questions about any part of this RFP.

If answers are deemed to be advantageous and/or sufficiently important to other invited providers, we may publish the response on GETS, so all providers will receive the response at the same time. In doing so, we will ensure not to disclose any confidential or commercially sensitive information from the provider who asked the question.



All enquiries must be directed to our Point of Contact: procurement@ot.govt.nz

Your deadline for questions is: 12 noon, Wednesday 16 January 2019
We will post Q&As on GETS on: Friday 21 December 2018; and Wednesday 23 January 2019



Section 1: Key Information



Provider eligibility

To determine your eligibility please read through the Provider Declaration outlined in the RFP Response Form (attached on GETS as Appendix 1). Eligible proposals are required to:

- Have the RFP declaration signed by the named person
- Meet the general pre-conditions (outlined below)
- Be submitted by the deadline.

The general pre-conditions that providers must meet (yes/no) in order to be eligible to apply for funding are:

- 1** The provider must be a legal entity.
- 2** The provider must currently hold Social Services Accreditation (SSA) Approval level 1 or obtain it within three months of signing the Outcome Agreement.



Deadline for Proposals

The deadline for proposals is **12 noon, Thursday 31 January 2019.**

Please ensure to submit your proposal electronically. Delivery by hardcopy is not available.



Section 1: Key Information

Proposed Timeline: all dates and times are dates and times in Aotearoa.

Key dates	Description
23 November 2018	RFP published to GETS
21 December 2018	First Q&As published on GETS
16 January 2019 (12 noon)	Deadline for all questions in relation to this tender
23 January 2019 (5pm)	Second Q&As published on GETS
31 January 2019 (12 noon)	Deadline for Proposals
11– 14 February 2019*	Evaluation of written proposals (step one) - <i>Please ensure the key contact is available by phone on this date</i>
15 February 2019	Written proposal outcomes announced
21 – 27 February 2019	Shortlisted provider presentations (step two) - <i>Please ensure those presenting are available on these dates</i>
From 7 March 2019	Final outcomes announced
1 July 2019	Contract commencement date

*An addendum will be posted on GETS notifying providers of updated evaluation dates for step one once known.



Section 2: Our Requirements

Background

Rangatahi in YJ residences are considered to be one of the most disadvantaged and vulnerable cohorts, with research indicating that 542 rangatahi were admitted (with 202 re-admitted) to a secure YJ residence in Aotearoa each year from 2011 to 2016. In addition, Māori are significantly over-represented in the YJ cohort, making up to 62% of those admitted to YJ residential care.*

In order to provide these rangatahi with the greatest chance of successful outcomes, community based options such as YJ remand care homes aim to provide a secure and supportive environment where rangatahi can be supported to get their lives back on track and improve their prospects for the future.



Working with Oranga Tamariki

The remand care home work program is an evolving area of YJ, and there is the potential for expansion and/or reduction of services, collaborations/consortiums and service models in the future. Oranga Tamariki is looking to develop strategic partnerships with providers to enable flexibility to deliver the changing services that are needed. Through this tender we are seeking providers that have the capability and capacity to run a remand care home, with the long-term objective of working closely with Oranga Tamariki in response to the changing YJ landscape.

*Data from Ministry of Social Development (2016). Youth Justice Secure Residences: A report on the international evidence to guide best practice and service delivery. Retrieved from <http://www.msd.govt.nz/documents/about-msd-and-our-work/publications-resources/research/youth-justice/youth-justice-report-secure-residences-11-fa.pdf>



Section 2: Our Requirements

Volumes per target location

This RFP is in relation to the following locations and anticipated homes:

Location	Number of homes	Placements / unit volume	Anticipated gender breakdown
Auckland	3	15 (5 placements per home)	Male Homes
<u>Waikato</u> Hamilton Huntly	2	10 (5 placements per home)	Male Homes
<u>Bay of Plenty</u> Tauranga	1	3 placement home	Male Home



Section 2: Our Requirements

We are looking for proposals from providers who have the capability, capacity and experience to establish and run a remand care home in any of the four specified locations.

Each remand care home will provide a valuable resource for rangatahi between the ages of 12 and 18 remanded into care subject to a custody order [238\(1\)\(d\) of the Oranga Tamariki Act 1989](#) (the Act) under the chief executive of Oranga Tamariki, an iwi social service or a cultural service.

Legislative background

Oranga Tamariki is responsible for implementing a number of significant changes to the sector that supports and provides services to tamariki /rangatahi at risk of abuse or harm. These are driven by [new legislative settings](#) relating to:

- improving outcomes for tamariki/rangatahi Māori;
 - Oranga Tamariki is committed to supporting greater involvement by iwi and Māori organisations in the services for and support of tamariki Māori, consistent with the new legislative provisions in the Act.
- the recently adopted national Care Standards;
 - The new [Oranga Tamariki \(National Care Standards and Related Matters\) Regulations 2018 \(Care Standards\)](#) is a key legislative mechanism for the transformation of the care system and will come into effect on 1 July 2019.
- raising the age for eligibility for youth justice;
 - Under the Act, the definition of “young person” will be extended to include 17 year olds from 1 July 2019. This will mean that rangatahi aged 17 years and under charged with offences (except those charged with specified serious offences) will come within the jurisdiction of the Oranga Tamariki Act.
- transitions from care arrangements.



Section 2: Our Requirements

Service Specifications

A statement of requirements is contained in our [service specifications](#) - 'Shared Care with Detention Provision' (available on GETS as Appendix 5) which form part of the Outcome Agreement. Remand care homes are to be delivered in accordance with the service specifications which is a living document and may be varied at the discretion of Oranga Tamariki.

The Service Specifications will be rewritten to reflect the new [Care Standards](#) from 1 July 2019 and will represent a significant shift in the current specification requirements.

Detention in the custody of the Chief Executive of the Purchasing Agency (Oranga Tamariki)

There are a number of requirements that apply to detention within the context of section 238(1)(d) of the Act.

At a high level, detention within the context of section 238(1)(d) means that a rangatahi is:

- confined or restrained in a manner that means they understand they are not free to leave; and
- in the care of someone in a position to exercise close supervision over them; and
- in a placement that will minimise the risk they will abscond, commit further offences or interfere with evidence or witnesses.

Please take the time to read and understand the [service specifications](#) and in particular, develop a strong understanding of the requirements in relation to detention.



Section 2: Our Requirements

Oranga Tamariki is looking to contract with providers that have the necessary experience and expertise to run a remand care home, including the ability to:

- provide rangatahi with a safe and stable environment free from abuse and supported to make pro-social decisions (alongside adult role models)
- prevent rangatahi from absconding and reoffending (as far as practical)
- ensure rangatahi are able to engage regularly in recreational, sporting, cultural and spiritual activities
- support rangatahi to build a sense of cultural awareness based on Whanaungatanga, Whakapapa and Mana Tamaiti:
 - Understanding of the Treaty of Waitangi
 - Local iwi, wahi tapu sites, myths and legends
 - Increased understanding of Whānau, Hapu and Iwi
 - Kaumatua and Kuia roles
 - Tapu and Noa
- ensure rangatahi are able to maintain contact with whānau and have regular opportunities to maintain family relationships
- support rangatahi to continue their education, training and learning
- offer regular opportunities for rangatahi to enhance and develop their interpersonal, cognitive and communication skills
- ensure rangatahi have their health and education needs assessed and are connected to services in their communities
- work closely with Oranga Tamariki to ensure that *'all tamariki and rangatahi are in loving whānau and communities where oranga tamariki can be realised.'*



Section 2: Our Requirements

The successful provider/s will work with rangatahi, their families/whānau and significant others in a way that is tailored to the individual needs and circumstances of the rangatahi to promote the best possible outcomes.

It is envisaged that culturally responsive evidence-based practices for rangatahi will be implemented by successful providers, with rangatahi assisted to further develop their cultural identity and their links to Māori, Pacific and other cultural groups. Successful providers will run the homes with a programme which recognises the needs of all people, and have services provided in a way that is consistent with the social, cultural and spiritual values of the rangatahi utilising the service.

*I orea te tuatara ka patu ki waho
A problem is solved by continuing to find solutions*

Property

It will be an advantage for providers to have immediate access to a suitable property (ie, five or six bed home) available for the remand care home. Where providers do not have property available, they must have the capacity and capability to source property for the delivery of the remand care home from 1 July 2019 for the anticipated contract term, with a possible extension. Where possible, Oranga Tamariki will assist providers to secure appropriate property.

Oranga Tamariki will also work with the successful providers regarding a property readiness check and any changes to the property that may be required to create an appropriate environment for the rangatahi.

Property maintenance details and processes will be subject to further discussion during contract negotiations with the successful providers.



Section 2: Our Requirements

Service Model

Rangatahi on remand are detained in the custody of the Chief Executive of Oranga Tamariki. In order to comply with legislative obligations and provide the necessary level of supervision, Oranga Tamariki is looking for applications that propose to deliver a **caregiver with support staff model** or a **fully staffed model**.

Innovative proposals for other service models of care are also invited from providers where an alternative approach for running the home may be identified. All service models will need to meet the service requirements, detention requirements (see page 13) and provide the necessary level of supervision. This includes having responsible adults present 24 hours a day, seven days a week. This can be met by having staff working rostered shifts, including duty night staff. Live in caregivers may also be a consideration with support staff present (caregiver model).

Anticipated outcomes

The community placements provided through the remand care homes will protect the rights of rangatahi and provide a period of safe detention prior to the Youth Court determining a resolution for their offending. At a high level, the expected outcomes include:

- rangatahi being placed in an environment that best meets their personal characteristics and needs
- rangatahi spending minimal periods in police cells
- rangatahi strengthening connections to whānau and community
- an increase in the number of community based options available for rangatahi that offend; and
- where rangatahi are placed in a YJ Residential Centre, it will be for the shortest time necessary in the circumstances.



Section 2: Our Requirements

Target locations

Proposals that cover delivery to multiple targeted locations will be accepted. Where providers chose to submit a proposal for multiple remand care homes within one location, or across multiple locations, capability and capacity to set up the homes within the required timeframes would need to be clearly evidenced. Proposals for service delivery outside of the targeted locations specified will not be accepted.

Provider collaborations

Oranga Tamariki also welcomes partnerships between smaller community providers and are open to receiving proposals from provider collaborations, particularly where partnerships strengthen providers' local connections and cultural competency. This will help to ensure that collectively, providers possess the range of skills and capabilities required to deliver the service effectively and achieve the right outcomes for our rangatahi.

Where applying as a provider collaboration, please ensure a key point of contact for the collaboration is listed and is available for the duration of the tender process.



We value whakapapa – rangatahi are part of a whānau and a community.



Section 3: Our evaluation approach

This section outlines the intended evaluation process so that the most appropriate providers are selected to run each of the YJ Remand Care Homes.

Our evaluation approach follows two steps:

- **Step 1** - submission of written proposals (for all eligible providers)
- **Step 2** – provider presentations (for shortlisted providers).



Due diligence

We will complete due diligence on all shortlisted providers at Step 2. This may include:

- verification of legal entity status
- identification of any outstanding Social Sector Accreditation remedial actions and/or areas of concern, if currently approved
- provider performance verification
- reference checks (for non-funded providers)
- review of audited accounts if required.

Oranga Tamariki reserves the right to complete further due diligence where required.



Section 3: Our evaluation approach

Step 1: Written proposals

- The local evaluation panels for step one will convene in mid-February (11 – 14 of February 2019). Should the evaluation panel require clarification, **they will phone the point of contact** named on the proposal.
- Local evaluation panels will assess and score written proposals out of 100%.
- The evaluation criteria and weightings and rating scale are outlined on pages 20 – 26.
- Analysis of budgets will be considered alongside written proposals.
- Scores will be converted to a total percentage achieved against the combined criterion weightings.
- The evaluation panel will use their discretion to determine the score demarcation and number of providers to shortlist based on the evaluation panel results and local requirements.
- At the completion of Step 1, all providers will be notified of their written proposal outcomes.
- Providers who are not successful in progressing to Step 2 will be given feedback on their written proposal.



Section 3: Our evaluation approach

Written proposals evaluation criteria and weighting

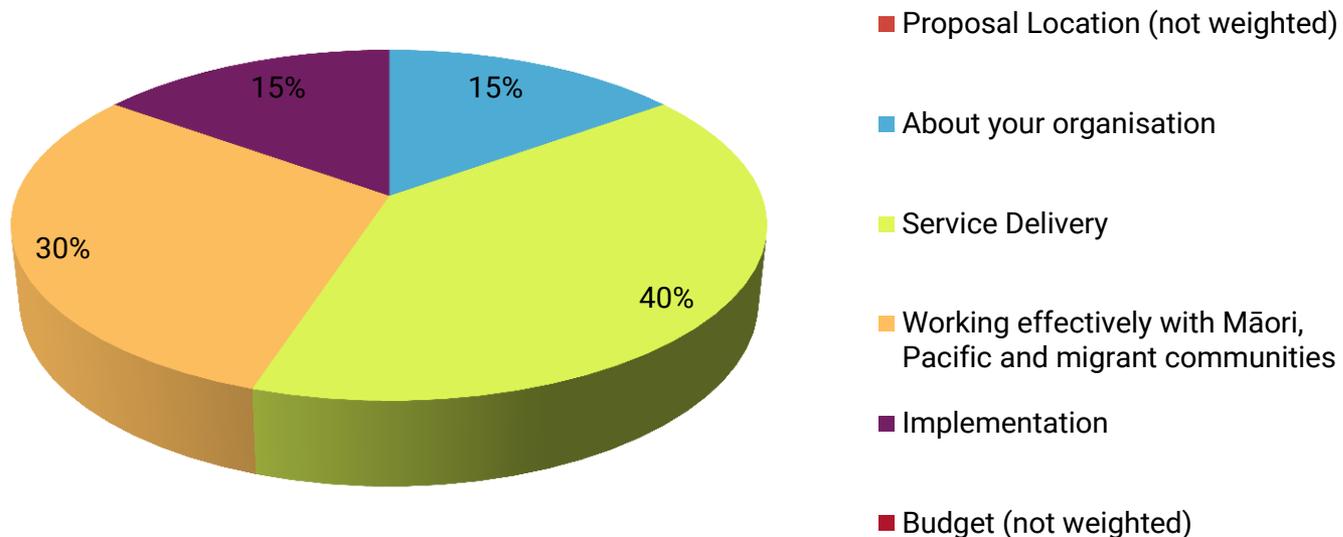
The evaluation model that will be used is weighted attribute (weighted score).

The evaluation panel will assess and score each provider’s presentation in accordance with specific evaluation criteria sections. The make-up of the evaluation panel will be members with professional and cultural expertise appropriate to the kaupapa of this tender.

Price will not be a weighted criterion, however we wish to obtain the best value-for-money over the whole-of-life of the Outcome Agreement. This means achieving the right combination of fit for purpose for the community, quality and on-time delivery for the best price as deemed by the evaluation panel.

As part of your proposal, you will be expected to submit your budget alongside your response form.

The section weightings for the evaluation criteria are:





Section 3: Our evaluation approach

Step 2 : Provider Presentations process

- Providers shortlisted in Step 1 will be invited to present and discuss their proposal kanohi ki te kanohi with the local evaluation panel in late February (estimated dates 21 – 26 February 2019 - please ensure availability during this time).
- The intention of the presentations is to seek clarification on each of the shortlisted providers' written proposals and further explore the providers' connection and acceptance within their communities. The presentation provides an opportunity to have an open discussion in respect to how the provider will work with whānau, iwi, other service providers and local communities to meet the requirements of the remand care homes and improve outcomes for rangatahi.
- The discussion outcome will be scored in accordance with a confidence rating (see page 26). The final recommendation following the presentations will take into consideration the written proposal, oral presentation, budget and overall value for money.
- Shortlisted providers will be asked to supply any supporting material (eg, presentation slides) by Wednesday 20 February 2019. This is to ensure that any technological requirements for supporting material can be organised in advance of the presentation. Presentation slides and other supporting material must not exceed 10 pages.
- Oranga Tamariki will confirm any travel and/or translator requirements when providers are invited to progress to step 2. There is no restriction on the number of attendees permitted for providers however Oranga Tamariki will cover the fair and reasonable costs associated with the travel for up to two provider representatives. Providers will be permitted to phone in other representatives throughout their presentation if needed.



Evaluation criteria

Each provider must address all of the following evaluation criteria questions in their presentation:

Criterion 1	Weighting
<p><u>Proposal location</u></p> <p>Please indicate which location (and the number of homes) your proposal is in response to:</p> <ul style="list-style-type: none"> • Auckland • Hamilton • Huntly • Tauranga 	<p>Not Weighted</p>
Criterion 2	Weighting
<p><u>About your organisation</u></p> <p>Describe your organisation and its work, including:</p> <ul style="list-style-type: none"> • your vision and kaupapa • previous experience of accommodating rangatahi • previous experience of engaging with whānau, hapū, Iwi and other organisations/institutions. 	<p>15%</p>



Evaluation criteria continued...

Criterion 3	Weighting
<p><u>Service Delivery</u></p> <p>Describe how you will provide the service, including:</p> <ul style="list-style-type: none"> • what the service will look like (at a high level, including service model) • how the service will be staffed/how kaimahi will be supported • the experience and skill sets of kaimahi delivering services to rangatahi, their whānau and community • how you will meet the needs in regards to duty of care of rangatahi in the YJ system, in addition to keeping them secure and safe • strategies for keeping rangatahi motivated and engaged through the service • the routine and structured activities that you would provide during afternoons, evenings and weekends • engagement and connectedness with the local community • utilising current infrastructure and assets. 	<p>35%</p>



Evaluation criteria continued...

Criterion 4	Weighting
<p><u>Working effectively with Māori, Pacific and migrant communities</u></p> <p>Demonstrate that you have the capacity and capability to provide responsive services to tangata whenua by describing your:</p> <ul style="list-style-type: none"> • quality service delivery to rangatahi Māori • active protection, partnership and participation of the Principles of Te Tiriti o Waitangi • Māori models of engagement • whānau inclusive principles such as mana tamaiti, whakapapa and whanaungatanga • provide an example or case study which demonstrates your engagement with tangata whenua using Māori culture, tikanga and language. <p>Where applicable, demonstrate your organisation’s experience working with rangatahi from a range of ethnicities and backgrounds including Pacific, migrant and other ethnic groups.</p> <ul style="list-style-type: none"> • provide an example or case study to support your response. <p>Note for Auckland proposals: where proposals for a remand care home are developed to be responsive to a cultural group other than Māori (ie, Pacific), providers are required to apply the above criteria with the appropriate cultural lens.</p>	<p>35%</p>



Evaluation criteria continued...

Criterion 5	Weighting
<p><u>Implementation</u></p> <p>Please outline your intended approach delivering the service, which covers:</p> <ul style="list-style-type: none"> • timeframe for key milestones - what are the actions required by the organisation to ensure the service is ready to commence by 1 July 2019, inclusive of attaining property/housing and community stakeholder engagement. • how you will engage with rangatahi, their families/whānau and social worker • how you will engage with Iwi and hapū. • Where your proposal is for multiple homes/locations, ensure this is reflected in the implementation plan. 	15%
Criterion 6	Weighting
<p><u>Budget</u></p> <p>Please outline your forecasted pricing (including implementation costs) using the budget template available on GETS as Appendix 2. Where your proposal is for multiple homes/locations, ensure this is reflected in the budget costing.</p> <p>Note: the pricing may be subject to further discussion and negotiation with the preferred provider(s).</p>	Not Weighted



Budget

- Your budget should show a breakdown of all costs, fees, expenses and charges associated with the full delivery of the YJ Remand Care Home(s) over the term of the Outcome Agreement.
- Where the forecast, or part of the forecast, is based on fee rates, all rates are to be specified, either hourly or daily or both as required.
- Analysis of your budget prior to meeting with the panel will help inform discussions during provider presentations in addition to contract negotiations with the preferred provider/s.
- In preparing your proposal, you are required to consider all risks, contingencies and other circumstances relating to the delivery of the proposal and include adequate provision in the proposal and costings to manage such risks and contingencies.
- Providers must document all assumptions and qualifications made about the delivery of the proposal, including in the price submitted for consideration. Any assumption that Oranga Tamariki will incur any cost related to the delivery of the proposal is to be stated, and the cost estimated if possible.





Rating scale – Step One

The following rating scale will be used by the evaluation panel when assessing providers against each section of the weighted evaluation criteria for step one.

Rating	Definition	Score
Excellent – significantly exceeds the criterion	Exceeds the requirement. Exceptional demonstration by the provider of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the services. Response identifies factors that will offer potential added value, with supporting evidence or examples.	9-10
Good – exceeds the criterion in some aspects	Satisfies the requirement with minor additional benefits. Above average demonstration by the provider of the relevant ability, understanding, experience, skills, resource and quality measures required to provide services. Response identifies factors that will offer potential added value, with supporting evidence or examples.	7-8
Acceptable – meets the criterion in full, but at a minimal level	Satisfies the requirement. Demonstration by the provider of the relevant ability, understanding, experience, skills, resource and quality measures required to provide the services, with supporting evidence or examples.	5-6
Minor reservations – marginally deficient	Satisfies the requirement with minor reservations. Some minor reservations of the provider’s relevant ability, understanding, experience, skills, resource and quality measures required to provide the services, with little or no supporting evidence or examples.	3-4
Serious reservations – significant issues that need to be addressed	Satisfies the requirement with major reservations. Considerable reservations of the provider’s relevant ability, understanding, experience, skills, resource and quality measures required to provide the services, with little or no supporting evidence or examples.	1-2
Unacceptable – significant issues not capable of being resolved	Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the Provider has the ability, understanding, experience, skills, resource and quality measures required to provide the services, with little or no supporting evidence or examples.	0



Rating scale – Step Two

The following confidence scale will be used by the evaluation panel when assessing providers in step two.

Rating	Definition
Greatest confidence	Panel has the greatest confidence in the provider’s proposal and capability following the presentation to competently run the remand care home(s). The provider demonstrated a highly collaborative approach and strong community connectedness in the presentation.
Increased confidence	Panel has increased confidence in the provider’s proposal and capability following the presentation to run the remand care home(s). The provider demonstrated a collaborative approach in the presentation and some community connectedness in the presentation.
Neutral – no change in confidence	Panel has no greater/lesser confidence in the provider’s proposal and capability as a result of the presentation to run the remand care home(s).
Decreased confidence	Discussion points not adequately addressed/resolved. Provider did not adequately demonstrate a collaborative approach or community connectedness in the presentation. Panel has decreased confidence in the provider’s proposal and capability to run the remand care home(s).



Section 4: Outcome Agreement

Proposed Outcome Agreement

The successful provider will be offered an Outcome Agreement from Oranga Tamariki based on standard terms and conditions (and Additional Terms to the Framework Terms and Conditions, as outlined in the Proposed Outcome Agreement). These will be discussed and agreed to during contract negotiations. The proposed Outcome Agreement is attached to the RFP as Appendix 4.

This document is still in draft and will be updated for service delivery by 1 July 2019.

When submitting your proposal you must let us know if you wish to question and/or negotiate any of the terms or conditions in the proposed Outcome Agreement, or wish to negotiate new terms and/or conditions.

The proposed Outcome Agreement term is for two years, with one right-of-renewal period of an additional one year, at the discretion of Oranga Tamariki (2+1).

Reporting measures and payment frequencies will be developed and agreed between both parties during contract negotiations.

Variations to an Outcome Agreement will be in writing and signed by both parties. Variations involving an increase in price must only be made within the limit of the financial authority.

We recognise that oranga is a journey – we understand the long-term impact of our actions today.



Summary

- This is an invitation for you to respond to Stage 1 of the evaluation – the written response panel for the delivery of a YJ Remand Care Home in Auckland, Hamilton, Huntly and/or Tauranga.
- Ensure any questions you have about the RFP are submitted to procurement@ot.govt.nz by **Wednesday 16 January 2019**.
- We will respond to all questions through two Q&A documents posted Friday 21 December 2018; and Wednesday 23 January 2019.
- Complete all relevant sections of the RFP Response Form, including the Checklist for Providers. Attach all relevant documents.
- Discuss the proposal with the appropriate people in your organisation eg, your Board and seek peer review and quality assurance checks.
- Complete, sign and submit your completed RFP Response Form and attachments by the deadline date, **12 noon 31 January 2019**.
- All enquires and submissions should be emailed to procurement@ot.govt.nz
- Following the submission of your written response we will be in contact with you to arrange let you know the status of your proposal, and if you are successful, to arrange a suitable time for you to present to the panel. We will also confirm travel arrangements and any translator requirements you may need.

Late Proposals

Late proposals will not be accepted except under exceptional circumstances outside of the provider's control, such as:

- Sudden and serious illness or similar of the person responsible for submitting the application
- State of national or regional emergency declared.



We want every child in New Zealand to thrive in a safe, stable and loving home that connects them to their family, whānau and whakapapa.

