

# Champion Practice Manager Pilot - Request for Proposal Guideline

## Contents

- Contents ..... 1
- Overview..... 1
- About NT PHN..... 1
- About the Activity..... 2
- Assessment Criteria ..... 3
- Who can apply? ..... 3
- Information Briefing Session ..... 3
- The RFP Process..... 4
- RFP Timeline ..... 4
- RFP Documents..... 4

## Overview

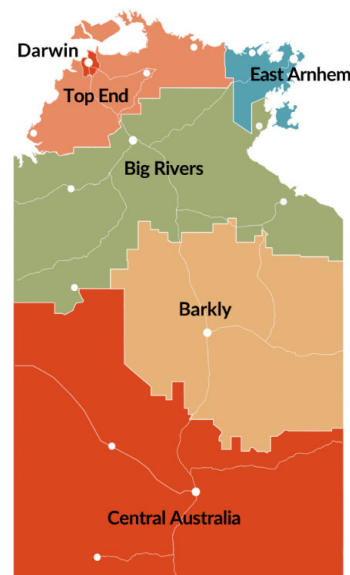
Northern Territory Primary Health Network (NT PHN) is undertaking a Request for Proposal (RFP) which is open to individuals and organisations that have practice management expertise and a good record in capacity building including mentoring, training and resource development. NT PHN is looking to engage a “Practice Manager Champion” to support NT PHN staff and key stakeholders across areas included, but not limited to, accreditation, billing and practice incentive programs.

## About NT PHN

Northern Territory Primary Health Network (NT PHN) is funded by the Australian Government to develop and coordinate an equitable and comprehensive primary health care system across the Northern Territory (NT). We seek to improve the health and wellbeing outcomes of communities across the Territory.

The vision of NT PHN is a culturally safe, inclusive, person-centred and integrated health care system that helps Territorians thrive. One of the ways this is achieved is through supporting integration and capacity-building in primary care, empowering providers through resources, training and support that enables them to be sustainable, plan and deliver high-quality care.

Unlike other Primary Health Networks, we have a rural workforce agency. The Rural Workforce Agency (RWA) NT attracts, recruits, and supports health professionals working across regional and remote communities in the NT. Support programs include orientation for new recruits, professional development, GP locum relief, grants and scholarships, workforce planning and advice, and practice management support.



## About the Activity

Via our Primary Care Support Team, NT PHN engages closely with mainstream general practice to support priorities across the following areas:

- Practice accreditation
- Medicare Benefits Schedule (MBS)
- Practice Incentive Program
- Quality Improvement
- Practice staff training priorities
- Practice Manager Networking
- Disaster Management Plans.

NT PHN is working to increase practice management skills and capabilities for our staff and our external stakeholders, with a focus on mainstream General Practice practice managers. NT PHN is looking to engage with this “*Practice Manager Champion*” to support NT PHN staff and key stakeholders across the above listed areas; included, but not limited to, accreditation, billing and practice incentive programs.

**Timeframe:** The “*Practice Manager Champion*” pilot will take place until 30 June 2025 with potential of continuation should the service provided achieve expected outcomes during the pilot period.

**Funding available:** up to \$35,000.00 (GST exclusive) is available for this activity. Applicants may consider an hourly rate of \$43.80/hour<sup>1</sup>.

The following are aspects the application approach might consider:

- For individuals; evidence of employment or recent experience as a Practice Manager or Practice Nurse with extensive administrative experience in a primary care organisation will be required. Membership with AAPM is desirable, but not essential.
- Organisations will be required to provide their ABN and supply the profile of staff supporting the activity, where evidence of extensive experience in practice management can be confirmed.
- Proposed methods for developing resources, mentoring others and undertaking education.
- Commitment to a specific turnaround time for ad hoc consultancy requests.
- Proposed mechanisms for communication and coordination with the Primary Care Support team to agree on deliverables that meet required timeframes and are fit for purpose for the NT context.
- Cost, quality and sustainability considerations, including a set hourly rate.
- The possibility to work from the NT PHN office to build connections with the Primary care Support Team.
- Possible travel to NT regional centres (e.g. Darwin, Alice Springs) for face-to-face education and mentoring.

---

<sup>1</sup> Highest pay point for Support Services employee—level 9, in the Health Professionals and Support Services Award.

## Assessment Criteria

Criteria	Weighting %	Characteristics sought in response
Merit to be a Practice Manager Champion	30%	<ul style="list-style-type: none"> <li>• Experience, education and/or transferrable skills relevant for the activity.</li> <li>• Previous experience developing resources, mentoring others and undertaking education to a broad range of health care providers.</li> </ul>
Ability to provide short turnaround times for requests	30%	<ul style="list-style-type: none"> <li>• Commitment to a specific turnaround time for ad hoc consultancy requests.</li> <li>• Coordinate appropriate timeframes for delivery of other types of support e.g. resources and education.</li> </ul>
Value for money	40%	<ul style="list-style-type: none"> <li>• Provides an advantageous combination of cost, quality and sustainability.</li> <li>• A realistic budget representing good value for money.</li> <li>• Outcomes are valuable from a cost perspective</li> </ul>

## Who can apply?

Eligibility requirements:

1. Individuals (sole traders) or organisations with practice management expertise who are currently registered with an Australian Business Number (ABN).
2. Submissions must include all the requested information in the RFP Application Form, including any requested attachments.
3. Applications received in response to this RFP will be bound by the NT PHN's Conditions of Tendering.

All responses will be treated in the strictest confidence.

## Pre-Qualification requirements

Contracted providers are required to have mandatory insurances with the preferred values or as per Legislative requirements:

Insurance	Value
Public Liability	\$20,000,000
Professional Indemnity	\$10,000,000*
Workers Compensation	As required by NT Legislation

\*Required if providing professional services, advice and or counselling (i.e. consultancies)

## Information Briefing Session

An information briefing session will be held on Thursday 18 July 2024. This is an opportunity to ask any questions you have about the activity priorities or application process.

**Date:** Thursday 18 July 2024  
**Time:** 11.00 am (Darwin, time)  
**Venue:** via Microsoft Teams (details will be provided on registration)

You can register for this briefing by emailed procurement team via [procurement@ntphn.org.au](mailto:procurement@ntphn.org.au).

Attendance at the information briefing session is optional and will not affect the outcome of your application.

## The RFP Process

Applicants are advised to carefully review this document, and all attachments before applying. Tender Application Responses received in response to the Tender will be bound by the NT PHN Conditions of Tendering as provided.

Completed RFP application forms should be emailed to [procurement@ntphn.org.au](mailto:procurement@ntphn.org.au). Enquiries will only be accepted via NT PHN's Procurement team via the email address above.

NT PHN's Procurement Team will review the RFP to confirm pre-qualification requirements as detailed above and within the RFP application form.

The RFP process will include:

1. Application assessment by an internal RFP assessment panel.
2. Shortlisted applications will be notified and offered an assessment interview. The interview will focus on clarification questions specific to the RFP response and assessment criteria.
3. Notification of outcomes as per indicative dates below.

RFP applicants are not guaranteed any contractual agreement with NT PHN.

RFP applicants are advised to carefully review this document, and all attachments before applying.

Applicants wishing to lodge a late RFP must contact NT PHN Procurement Team for approval to submit a late application.

**NT PHN will accept RFP applications via [procurement@ntphn.org.au](mailto:procurement@ntphn.org.au) until 5:00pm (ACST Darwin Time) on 26 July 2024**

## RFP Timeline

Activity	Date
RFP Opening	8 July 2024
RFP Closing	26 July 2024
Outcome of applications	Late August 2024*
Start Date	September – October 2024*

\*Indicative Date

## RFP Documents

The RFP documents comprise of the following:

- **Request for Proposal RFP Guidelines (this document):** Provides an overview and background information relevant to the RFP.
- **RFP Application Form:** Applicants must complete all relevant sections in the application form and submit it along with all requested supporting documents.