Request for Quote

Pharmacy Oral Examination: Examiner Training Development

5 December 2014

Purpose

The purpose of this document is to provide information to assist bidders in the preparation and submission of quotes for development of training for examiners of the Pharmacy oral examination (practice).

Background

Australian Health Practitioner Regulation Agency

The Australian Health Practitioner Regulation Agency (AHPRA) was established in July 2010 to improve the quality and safety of Australia’s health services through a modernised national regulatory scheme for health professionals.

AHPRA has an office in each State and Territory responsible for the majority of operational matters and a National Office in Melbourne. AHPRA reports to a Ministerial Council and is governed by an Agency Management Committee appointed by the Ministerial Council. AHPRA supports the operations of the national boards for each profession covered by the scheme, and the State and Territory boards and committees established by the national boards.

The services provided by AHPRA to the National Boards employ best practice approaches to regulation and cover registration functions, the management of a national public register of health practitioners, the receipt of complaints on behalf of the Boards and, subject to decisions by States and Territories, responsibility to the Boards for the highest standards of professional investigations and disciplinary prosecutions.

The health professions currently regulated by the national scheme are :

* Aboriginal and Torres Strait Islander Health Practice
* Chinese Medicine
* Chiropractic
* Dental
* Medical
* Medical Radiation Practice
* Nursing and Midwifery
* Occupational Therapy
* Optometry
* Osteopathy
* Pharmacy
* Physiotherapy
* Podiatry
* Psychology

Procurement Scope

Specification

*Introduction*

To be eligible for general registration as a pharmacist in Australia, in accordance with section 52 (1)(b) of the Health Practitioner Regulation National Law, an individual must successfully complete any examination or assessment required by an approved registration standard. The [*Examinations for general registration standard*](http://www.pharmacyboard.gov.au/Registration-Standards.aspx) published by the Pharmacy Board of Australia (the Board) states that an individual must successfully complete a written and/or an oral examination in order to demonstrate their competence to practise.

The oral examination (practice) is the final assessment of an intern pharmacist’s competence to practise as a pharmacist in Australia and requires candidates to demonstrate that they can apply their knowledge and skills competently to situations which may be encountered in practice.

The Board entrusts the integrity of the oral examination (practice) to examiners to ensure candidates are reliably assessed on their ability to demonstrate they can work safely, professionally and ethically unsupervised. AHPRA Pharmacy Professional Officers deliver regular training for examiners nationwide to ensure consistency in delivery and assessment of candidates:

* prior to participating as an examiner, approved examiners must have attended training specified by the Board and observed at an oral examination
* approved examiners are required to attend examiner training annually

*Objective*

## The Board has agreed funding for the development of examiner training, to deliver:

* training methods and tools to address the varying needs of new and experienced examiner groups.
* a cohort of trained examiners to deliver a valid and reliable examination which assesses the competence of intern pharmacists.

*Scope*

## The scope of this procurement includes:

Phase 1: Review and analysis

Analysis of current examination processes impacted by examiner training. This includes:

* Review: marking templates, completed examiner documentation, relevant background information
* Observation: examiner training/briefing, examination delivery, interviews with unsuccessful candidates
* Consultation: key informant interviews with stakeholders
* Evaluation: training needs analysis of new/experienced examiners

Phase 2: Development

Development of a proposal for examiner training to include:

* Development of tailored training to meet the needs of new and experienced examiner cohorts
* Development of tools in support of training delivery (eg: PowerPoint presentation, handbook, evaluation questionnaire, web modules etc)
* A proposal to deliver revised training and materials (Phase 3) for approval by the Board’s Registration and Examinations Committee

Phase 3: Implementation and evaluation

* Delivery of training to professional officers who deliver training to examiners
* Evaluation of revised training delivery (materials and methods) by participants
* Submission of final report

The scope of this procurement excludes:

* Oral examination (practice) assessment methodologies
* Examination content/structure

*Key Deliverables*

The project will be staged over ten months (Jan – Oct 2015) to correspond with examination business as usual (BAU) training and delivery milestones:

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|  |
| --- |
| Project deliverables  |
| *Timing* | *Deliverable* |
| Phase 1 | * Identification of examiner training issues to be addressed through training and/or information tools
 |
| Phase 2 | * Development of a proposal for examiner training in Phase 3, to include:
	+ structure of training for new and experienced examiners, outlining how proposed training addresses issues identified in Phase 1
	+ proposed costs and resources to develop training materials
	+ model for delivering training (e.g. train the trainer)
 |
| Phase 3 | * Delivery of (e.g. train the trainer) workshop for national network of Pharmacy Professional Officers
* Suite of training materials (eg PowerPoint presentation, handbook, web modules etc)
	+ Post implementation evaluation of training delivery (train the trainer and examiner training) and information tools
 |
| Reporting requirements  |
| *Timing* | *Deliverable* |
| Monthly | * Written report of progress towards delivery of outputs, submitted by email to National Examinations Coordinator
 |
| Final Report | * Written report at conclusion of Phase 3, submitted by email to National Examinations Coordinator
 |

Evaluation of Quotes

Timetable

Key timelines for this proposal are indicated below. These dates are advised as a guide only to projected timelines. The Australian Health Practitioner Regulation Agency (AHPRA) will make every effort to maintain this schedule, but reserves the right to vary dates.

|  |  |
| --- | --- |
| Date RFQ released | Friday 5 December 2014 |
| Closing date for requests for further information | Friday 19 December 2014  |
| Closing date for submission of quotes | Friday 9 January 2015 |
| Shortlisting/assessments completed by | Monday 19 January 2015 |
| Contract commencement | Tuesday 27 January 2015  |
| Contract completion | Friday 30 October 2015 |

Evaluation Criteria

The successful bidder will require a background relevant to the assignment and a demonstrated capacity to successfully provide the required goods or services. All bidders will be evaluated against the evaluation criteria specified below.

|  |
| --- |
| Criteria relating to the bidder |
| Criterion 1 | Qualified and experienced in assessment methodology, preferably in relation to the competency assessment of pharmacists or other health practitioners or in assessment of pharmacy students. Good understanding of principles of adult learning and assessment. |
| Criterion 2 | Evidence of understanding of the project requirements  |
| Criteria relating to project deliverables |
| Criterion 3 | Availability to meet the specified timelines. |
| Criterion 4 | Ability to deliver the specified outcomes and outputs. |
| Criterion 5 | Evidence of an effective methodology. |
| Criterion 6 | Ability to meet prescribed budget. |

Evaluation and Scoring

Quotes will be evaluated against the criteria listed above, using the following scale:

|  |  |
| --- | --- |
| Evaluation | Score |
| Exceeds all aspects of the evaluation criterion | 4 |
| Exceeds some aspects of evaluation criterion (and meets all other aspects of the evaluation criterion) | 3 |
| Meets the selection criterion | 2 |
| Fails some aspects of the selection criterion | 1 |
| Fails all aspects of the selection criterion. | 0 |

An initial evaluation may be used to shortlist proposals. Following shortlisting, one or more bidders may be interviewed to provide clarification or further information. Shortlisted bidders may be invited, as part of the evaluation process, to submit a Best and Final Offer in relation to all or certain aspects of their respective quotes.

All bidders will be advised of the final outcome of the selection process.

The successful bidder will be engaged under the AHPRA standard contract for services and consultancy – see attached.

Pricing

Quotes inclusive of GST are sought on a fixed price basis (eg. lump sum, hourly rate including expenses, milestone payments).

For services, as part of the quote a breakdown of the proposed resource allocation should be included indicating what resources are to be provided, time commitment, hourly rate (if applicable) and individual resource cost as well as total project cost.

All prices are to be fixed for at least 90 days from the date of submission of quotes.

Terms and Conditions

The RFQ process will be managed in accordance with the terms and conditions set out below.

1. *General.* Bidders should familiarise themselves with this document and ensure that their quotes conform with the requirements set out in it. Bidders are deemed to have examined statutory requirements and satisfied themselves that they are not participating in any anti-competitive, collusive, deceptive or misleading practices in structuring and submitting the quote.
2. *Acceptance*. Non complying quotes may be rejected. AHPRA may not accept the lowest priced quote and may not accept any quote.
3. *Explanations.* AHPRA shall not be bound by verbal explanations or instructions given prior to acceptance of a proposal.
4. *Financial Assessments.* AHPRA reserves the right to engage a third party to carry out assessments of bidders’ financial, technical, planning and other resource capability.
5. *Legal Entity.* Bidders must provide proof of their legal status. A legal agreement/contract can only be entered into by AHPRA with an organisation or individual with legal status established under :
	* Associations Incorporation Act
	* Co-operatives Act
	* Corporations Law
	* Health Services Act
	* an individual Act of Parliament
	* Natural Person (person at least 18 years of age, with mental capacity to understand the agreement, not under any order or bankrupt)
	* Trustee Act
6. *Taxation Requirements.* AHPRA prefers to deal with suppliers who have an Australian Business Number (ABN), unless there is clear evidence that the relevant supply is not assessable for income tax purposes (i.e. hobby or recreational interest).
7. *Additional Information.* If additional information to that contained in this document is required by AHPRA when bids are being considered, written information and/or interviews may be requested to obtain such information at no cost to AHPRA. AHPRA may also provide additional information or clarification.
8. *Process.* AHPRA reserves the right to withdraw from the request for quote process described in this document for whatever reason, prior to the signing of any agreement/contract with any party for the delivery of goods or services described in this document, and/or to alter the process.
9. *Negotiation.* AHPRA reserves the right to negotiate with shortlisted bidders after the request for quote closing time and to allow any bidder to alter its quote.
10. *Part Quotes.* AHPRA reserves the right to accept quotes in relation to some and not all of the scope of activity described, or appoint one, more than one or no organisation on the basis of the quotes received.
11. *Conflicts of Interest.* Bidders must declare to AHPRA any matter or issue which is, may be perceived to be or may lead to a conflict of interest regarding their proposal or participation in the supply of the goods or services described. Bidders must describe a strategy so that any conflict of interest will be avoided.
12. *Confidentiality.* All bids and any accompanying documents become the property of AHPRA. Ownership of all information, reports or data provided by AHPRA to bidders resides in AHPRA. The bidder shall not, without the written approval of the CEO of AHPRA, use the information or reports other than in the development of the quote or the delivery of the goods or services. Such information, in whatever form provided by AHPRA or converted by the bidder, must be destroyed in a secure fashion following advice of the outcome of the request for quote process or at completion of the provision of the goods or services.
13. *Notification of Probity Breach Required.* Should any bidder consider that the request for quote process has failed to accord it fair right to be considered as a successful bidder or that it has been prejudiced by any breach of these Terms and Conditions or other relevant principle affecting the bids or their evaluation, the bidder must provide immediate notice of the alleged failure or breach to the Contact Person. Notification must set out the issues in dispute, the impact on the bidder’s interests, any relevant background information and the outcome desired.
14. *Lobbying.* Any attempt by any bidder to exert influence on the outcome of the assessment process by lobbying, directly or indirectly, AHPRA staff, Board members, Agency Management Committee members or Members of Parliament, will be grounds for disqualification of the bid from further consideration.
15. *Dumping of Goods.* Quotes from suppliers who are offering goods subject to an Australian Customs Dumping Notice will be disqualified from further consideration. AHPRA reserves the right to suspend an agreement where the supplier is providing goods subject to an Australian Customs Dumping Notice.
16. *P*ricing. All quotes must be represented in Australian dollars. Price variations over the period of the contract must be advised. Bidders must state the factor and reasons for any variation.

Queries

Queries can be directed to:

|  |  |
| --- | --- |
| **Contact Name** | Robyn Boyes, National Examinations Coordinator |
| **Email Address** | robyn.boyes@ahpra.gov.au  |
| **Phone Number** | (03) 8708 9310 |

All requests for clarification or for additional information must be lodged by the nominated date (refer to the process timetable above) to allow sufficient time for response and information to be provided to all parties quoting. AHPRA reserves the right to not respond to such requests, irrespective of when such requests are received.

Submission of Quotes

All quotes must be made by completing and signing the attached Response Schedule, which is to be submitted as follows:

|  |  |
| --- | --- |
| **Email Address** | tenders@ahpra.gov.au  |
| **Quotes must be received at the above Email Address by** | 5pm, Friday 9 January 2015 |

Response Schedule

Background Information

Bidder Details

|  |  |
| --- | --- |
| Full Legal Name of the Bidder |  |
| Trading Name |  |
| Entity Status (eg: Partnership, Company etc) |  |
| ACN number |  |
| Registration for GST | (Yes or No) |
| Australian Business Number (ABN) |  |
| Place of Incorporation |  |
| Postal Address |  |
| Principal office |  |
| Contact Person |  |
| Position/Title |  |
| Telephone No |  |
| Mobile No |  |
| Facsimile No |  |
| E-mail address |  |

Qualifications and Experience of Key Project Staff

|  |  |
| --- | --- |
| Name |  |
| Title/Office Held |  |
| Employee or Consultant |  |
| Qualifications |  |
| Length of Relationship with Company |  |
| Previous Experience |  |
| Role/functions to be performed |  |

Financial Capability

|  |
| --- |
| Bidders are required to demonstrate that they have the financial capacity to provide, over the term of the contract, all the requirements specified in this RFQ. Accordingly, please provide the following information.If the answer to any of the following questions is yes, provide an explanation. |
| (a) Are there any significant events, matters or circumstances which have arisen since the end of the last financial year which may significantly affect the operations of the Bidder? |  |
| (b) Are there any mergers/acquisitions either recent (within the past 12 months) or which are imminent? |  |
| (c) Are there any proceedings, either actual or threatened, against the Bidder, its parent or associated entities or any director of the Bidder, its parent or associated entities or have there been any such proceedings within the past five years? If so, what (if any) remedial action has been taken in respect of such proceedings? |  |
| (d) Are there any bankruptcy actions against a director of the Bidder, its parent or associated entities, or has there been within the past five years? |  |
| (e) Are there any de-registration actions against the Bidder, its parent or associated entities on foot, or have there been any within the past five years? |  |
| (f) Are there any insolvency proceedings, actual or threatened (including voluntary administration, application to wind up, or other like action) against the Bidder, its parent or associated entities on foot, or have there been any within the past five years? |  |
| (g) Is the Bidder, its parent or associated entities currently in default of any agreement, contract, order or award that would or would be likely to adversely affect the financial capacity of the Bidder to provide the Goods and/or Services contemplated by this RFT? |  |
| (h) Are there any other factors which could adversely impact on the financial ability of the Bidder to successfully perform the obligations contemplated by this RFQ? |  |
| (i) Is the Bidder solvent and able to meet its debts as and when they fall due in the normal course of business? |  |
| In addition to the information required above, bidders are required to undertake to provide to AHPRA upon request all such information as AHPRA reasonably requires to satisfy itself that the Bidder is financially viable and has the financial capability to provide the goods and/or services for which they are bidding and to otherwise meet their obligations under the proposed contract. |
| Provide your signature as your undertaking to comply with this request. |  |
| Will you provide valid tax invoices? | (Yes or No) |

Insurance (please provide details as relevant to your quote)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Proof of insurance cover: | **Provider** | **Policy Number** | **Expiry Date** | **Limit of Liability** |
| * Public liability
 |  |  |  |  |
| * Professional indemnity
 |  |  |  |  |
| * Others as relevant
 |  |  |  |  |
| * Relevant exclusions:
 | (Provide separately summary of any *relevant* exclusions to the above, and their potential impact on this contract) |

Referees (please provide at least two)

|  |  |  |
| --- | --- | --- |
|  | Referee 1 | Referee 2 |
| Company Name |  |  |
| Postal Address |  |  |
| Contact Person |  |  |
| Position/Title |  |  |
| Telephone Number |  |  |
| Email Address |  |  |
| Nature of work performed |  |  |
| Length of professional relationship |  |  |

Proposal

Overview

Describe how you intend to meet the requirements of the project, including details of how the project will be implemented, managed and monitored. The extent to which a practical and workable approach is developed is a key consideration.

Please structure this information against each of the evaluation criteria for this project, as follows:

|  |  |
| --- | --- |
| **Evaluation Criteria** | **Bidder’s Response to each Criterion** |
| Qualified and experienced in assessment methodology, preferably in relation to the competency assessment of pharmacists or other health practitioners or in assessment of pharmacy students. Good understanding of principles of adult learning and assessment. |  |
| 1. Evidence of understanding of the project requirements
 |  |
| 1. Availability to meet the specified timelines.
 |  |
| 1. Ability to deliver the specified outcomes and outputs.
 |  |
| 1. Evidence of an effective methodology.
 |  |
| 1. Ability to meet prescribed budget.
 |  |

Summary of costs

An indicative budget range of $70 000 - $100 000, inclusive of expenses, has been set for this project.

Please allow for travel to at least one interstate jurisdiction in Phases 1 and 3.

Train the trainer workshop may be delivered by videoconference from AHPRA offices in Melbourne.

|  |  |  |  |
| --- | --- | --- | --- |
| Deliverables | Phase 1 ($) | Phase 2($) | Phase 3($) |
| Phase 1: *(please detail)* |  |  |  |
| Phase 2: *(please detail)* |  |  |  |
| Phase 3: *(please detail)* |  |  |  |
| Other costs, eg venue, travel, catering, other expenses *(please detail)* |  |  |  |
| Total Price (A$ and GST inclusive): |  |  |  |

Acceptance of Terms and Conditions

IMPORTANT: An authorised officer of the Bidder must signify acceptance of the Terms and Conditions of this quote.

If the response is submitted by post, the authorised officer’s signature as indicated in this part, and submission of a quote in response to the request for quote, signifies acceptance of all Terms and Conditions.

If the quote is submitted by e-mail, you must type the words "I ACCEPT" in the signature space to signify your acceptance of all Terms and Conditions.

Acceptance of Conditions and Endorsement

|  |  |
| --- | --- |
| Signature of Authorised Officer | (sign here or type your acceptance) |
| Name of Authorised Officer |  |
| Title/Office Held |  |
| Date |  |

Attachment 1:

AHPRA standard contract