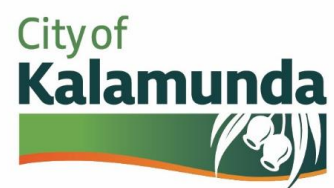
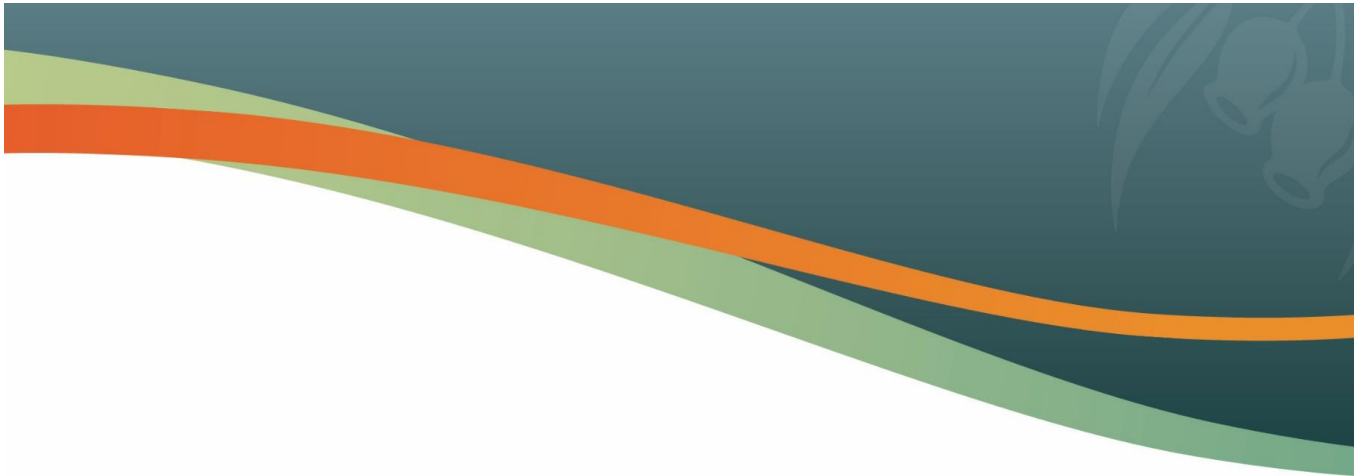




Expressions of Interest

Delivery of Podiatry Services at Jack Healey Centre and Woodlupine Community Centre





Expressions of Interest

Appointment of preferred supplier(s) for delivery of Podiatry Services at Jack Healey Centre and Woodlupine Community Centre

A site visit will be arranged with interested parties.

Opening Date

Thursday 1 June 2023

Closing Date

5:00pm Friday 7 July 2023

Introduction

The City of Kalamunda ("the City") is seeking Expressions of Interest (EOI) for the provision of low-cost podiatry services for seniors in the City of Kalamunda. The City welcomes all proposals and is open to various service delivery models, on the proviso that the EOI submission includes a clear dedication to seniors - the target demographic of this service.

The purpose of this document is to provide information to assist in the preparation and submission of EOI's that meet the City of Kalamunda's podiatry service requirements.

Background and purpose of expression of interest

The City of Kalamunda has supported the provision of a local subsidised seniors' podiatry service at the Jack Healey Centre (Kalamunda) and Woodlupine Community Centre (Forrestfield) since 1996. This service provides older adults (63 years and older) with access to basic podiatry treatment, who may otherwise be unable to access private podiatry due to cost barriers. Under the current arrangement qualified podiatrists operate the clinics at both centres between one and two days per week in dedicated treatment rooms. There are approximately 280 clients accessing podiatry services across the two centres, totalling 1,653 visits last financial year (2021/2022).

The target group for these clinics are low-income earners who hold a Seniors, Health Care or Aged Pension Card, reside in the City of Kalamunda locality, are an Australian Citizen and work less than 25 hours per week.

The City is taking the opportunity to review and enhance the delivery of podiatry services at its centres and continue to support seniors in need through this expression of interest process.

The City would like to hear from podiatrists who are interested in supporting a reduced-rate seniors podiatry service, either by taking on the service through presence in the current City facilities, or through adopting current clientele and establishing a senior's rate at their own location.

The City will consider all proposals of podiatry service provision.

Successful applicants will progress if they clearly outline either a focus on the target client (seniors) and associated subsidised services, or alternatively, demonstrate incorporation of these elements in a broader service model.

EOI submissions may incorporate additional capacity to service clients who do not meet eligibility requirements* through additional charges set by the podiatry service provider (and dependent on proposed service method, agreed to by the City).

**Current eligibility requirements are outlined further below.*

Agreement tenure

The City is proposing an agreement for a period of three (3) years, with a possible extension for a further three (3) year term at the discretion of the City.

Existing contractors are invited to apply under this process.

Financial Considerations

The City will need to be satisfied that the rooms (outlined under site details) are maximised to the best possible benefit for the City, ensuring there is minimal opportunity cost or loss of financial return to ratepayers.

As this EOI is an open call for propositions as to how the senior's podiatry service may operate, the application must include a financial outline to clarify the proposed operational model.

This outline should include:

- ❖ Whether the service will operate from:
 - a. both current City of Kalamunda facilities,
 - b. consolidation of service operations to be one of the current City of Kalamunda facilities, or,
 - c. a private podiatry service.
- ❖ Fees & Charges, including:
 - a. Proposed Seniors' rates,
 - b. Whether the operational model would involve the provider listed as a City of Kalamunda contractor, invoicing the Local Government for service provision,
 - c. Whether the operational model would rely on requesting a Hall Hire fee waiver if proposing to operate out of the current hire facilities,
 - d. Outline how other subsidy schemes like Medicare, My Aged Care plans, Home Care Plans and/or other supports available would be integrated or restricted from the service's proposed operational model.

Under the current agreement, clients are charged \$32.50 for a session which is approximately 30 minutes long. Due to a relative increase in contractor charges by the current provider, this client fee has been set to increase on 1 July 2023 to \$33.00 allowing the service to break-even.

Eligibility of clients

The current Seniors Podiatry Service outlines that clients can qualify for the subsidised service if they:

- hold a Seniors, Health Care or Aged Pension Card
- reside in the City of Kalamunda (by showing proof of address)

- are an Australian Citizen, and
- work less than 25 hours per week

Site details

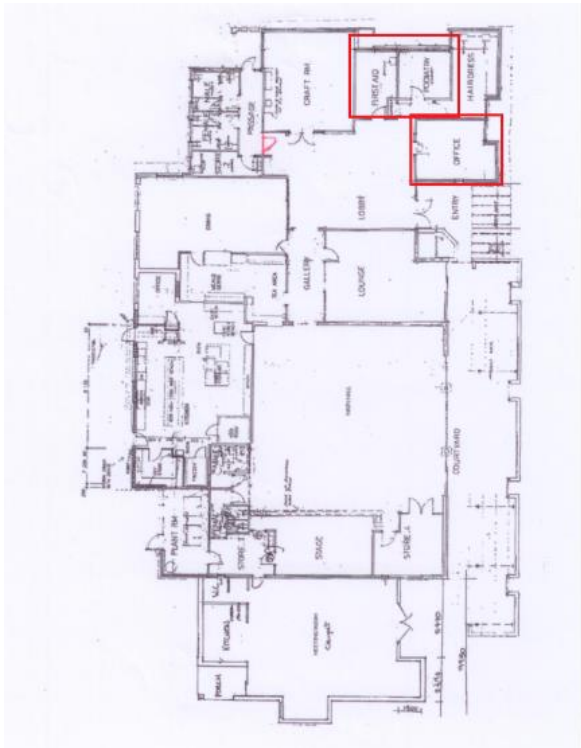
The service currently operates at two City of Kalamunda facilities;

Jack Healey Centre
21 Mead Street
Kalamunda, WA

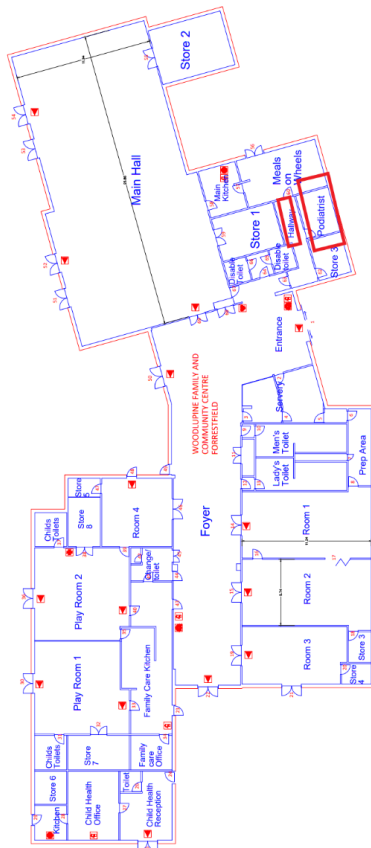
Woodlupine Family & Community Centre
88 Hale Road
Forrestfield, WA

A plan of both buildings is shown below. A site visit can be arranged with interested parties to properly appreciate the potential for podiatry services. Please contact Coordinator Community Services on (08) 9257 9999.

Jack Healey Centre:



Woodlupine Family & Community Centre:



Use / restrictions of premises

- Use of the premises is restricted to the nominated rooms. Contracted podiatry suppliers will not be able to use any other space/rooms unless prior arrangements have been made with the City.
- Car parking is available for patrons and service providers; however, the City cannot provide a reserved parking space.
- The City reserves the right to hire out the nominated rooms on the days not being used by the selected podiatrist.

Assessment and selection criteria

The City is seeking a detailed statement about the applicant's approach and capacity to deliver podiatry services. To be considered, you must complete all the questions outlined in the attached schedule (Schedule 1) and submit this information before the deadline. In reviewing the EOI provided, the City will consider the following factors in line with the selection criteria:

- a) Previous experience in providing quality podiatry services. This includes relevant podiatry qualifications and police clearance.
- b) Schedule of fees (to include capped flat rate for the target group and competitive fee for others).
- c) A viable proposal for the administration of the services, including management of bookings, staffing levels, collection of fees, banking and billing management.
- d) A positive approach to clients and customer service.
- e) Appropriate insurances and risk management governance.
- f) Detail what financial return you shall provide to the City during the service agreement, and over what period of time you anticipate the service agreement to extend. Ongoing financial viability and capacity should also be demonstrated.

Evaluation process

EOIs submitted will be evaluated using information provided in your response.

The following evaluation methodology will be used in respect to submissions:

- a) EOIs received are all checked for completeness and compliance and where such offers do not contain all information requested (e.g. attached qualifications) these may be excluded from further evaluation.
- b) EOIs are assessed against the Selection Criteria, costs are evaluated and other information relevant to service provision are considered.
- c) The most suitable Applicants arising from evaluation of all EOIs received may be short listed and may also be required to meet City executives to clarify submission.

A Contract may then be awarded to the Applicant whose offer as submitted (and clarified where applicable) is considered the most advantageous to the City.

The City reserves the right to assess the merit of each EOI by taking into account any matter, fact or circumstance which the City may deem appropriate, in its absolute discretion. The City reserves the right to accept or reject any EOI.

The City is not under any obligation to provide a respondent with a further opportunity to respond to the invitation for EOI.

The submission of an EOI does not give rise to any contract during the EOI process.

The City reserves the right to terminate the EOI process at any time.

All EOIs shall be treated as confidential between the City and the Applicant.

This call of EOI is the first stage in a three-stage process:

Stage one

The first stage involves the calling of non-binding EOI. The City will assess all proposals received, based on the criteria outlined in this document. Following this process, the City will determine which, if any, of the proposals are to be invited to progress to the next stage.

Stage two

The City may call for more detailed responses from those shortlisted during Stage One. This will be by invitation only. The City will assess and determine which, if any, proposal to accept. The *Local Government Act 1995* prescribes that the disposal of local government property (including by way of lease/service agreement) is required to be advertised for public comment. The City will undertake a statutory period of advertising (minimum period of 14 days) and must consider any submissions made with respect to this matter before it is able to enter into any legal agreement with the preferred party.

Stage three

The parties may enter into a service agreement based on the terms and conditions outlined in the EOI proposal.

General information

Persons interested in submitting an EOI are prohibited from soliciting support or influence from Councillors or Officers during this process.

The City's Code of Conduct applies. If the Applicant, whether personally or by an agent, canvasses any of the City of Kalamunda's Councillors or Officers with a view to influence the acceptance of any EOI made by it or any other bidder, then regardless of such canvassing having any influence on the acceptance of such EOI, the City may at its absolute discretion omit the Applicant from consideration.

Further information and contacts

Further information can be obtained by contacting the City's Coordinator of Community Services on (08) 9257 9999. All Expressions of Interest must be lodged with the City of Kalamunda by 5pm (AWST), 7 July 2023 by email, post or in person to the City of Kalamunda Administration Building, 2 Railway Road, Kalamunda. EOI should be addressed as follows:

EOI – Podiatry Services
Coordinator Community Services
City of Kalamunda
PO Box 42,
Kalamunda WA 6926

Email to: enquiries@kalamunda.wa.gov.au.

Schedule 1

Applicants are required to submit their application using the proforma set out below. Applicants may provide supporting documentation as attachments.

*Please note that all sections are mandatory and must be fully completed for your application to be considered.

Applicant Information

Name of organisation	
Address	
Contact person	
Position / Title	
Phone number	
Email address	
Website	
Australian Business Number (ABN)	
Trading Name	

How long has the business been in operation?	
Number of staff	
Name of practitioner (please ensure this is the practitioner who will deliver services at the Centre(s).	
When submitting the EOI Application, please attach copies of your <input type="checkbox"/> Podiatry Qualifications <input type="checkbox"/> Public Liability Insurance Certificate of Currency <input type="checkbox"/> Police Clearance	

About your Service

Provide a brief overview of your knowledge and experience in providing quality podiatry services

Selection Criteria

<p>Outline your proposed service model – where and how will you operate a podiatry service that offers a reduced rate for seniors to access?</p>
<p>Please outline your proposed schedule of fees for the podiatry service, specifically the capped rate fee for eligible City of Kalamunda residents; and, if proposed, a fee for additional clients (that are ineligible for reduced rate).</p> <p>Ongoing financial viability and capacity should also be demonstrated.</p>

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Describe how you will manage the administration of the podiatry service at the Jack Healey Centre and/or Woodlupine Community. Please provide an example of how you would manage clinic appointments.

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Describe your approach to customer service and how you handle the needs of older adults, people with disability, and clients from culturally and linguistically diverse backgrounds.

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Provide details of risk management strategies and practices that would be applicable in the context of supplying podiatry services at the City facilities listed previously.

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Please include any information in support of your application that has not been covered in the above questions and needs to be taken into consideration.

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In response to Request for EOI

I/We agree that I am/We have read, understand, and approve the Selection Criteria and Evaluation Process and that by submitting this EOI will be considered for the delivery of podiatry services in the City of Kalamunda.

Dated this _____ day of _____ 2023

Signature of authorised signatory of Respondent: _____

Name of authorised signatory (BLOCK LETTERS): _____

Position: _____

[END OF APPLICATION]