

# **Notification of Information (NOI)**

## **Tender Release:**

### **Service Navigation Support for CALD, Refugee and Homeless Community Members in South Western Sydney**

#### **Introduction**

This notification has been issued to inform the market that South Western Sydney Primary Health Network (SWSPHN) will soon commence the procurement process for the commissioning of an eligible organisation to deliver Service Navigation Support for Culturally and Linguistically Diverse (CALD), Refugee and Homeless Community Members in South Western Sydney (SWS).

#### **Background**

This project was developed in response to the preliminary outcomes of the Multicultural and Homelessness access program grants by the Department of Health and Aged Care (DoHAC). Extensive literature reviews, consultations with community and service providers were facilitated to better understand the access barriers and service gaps these groups are experiencing in SWS.

Literature reviews, need assessments and ongoing consultations within the CALD, refugee and homelessness portfolios have highlighted the need for enhanced service navigation to support better health outcomes.

There are numerous challenges faced by CALD, refugee and people who are homeless. People from CALD/refugee backgrounds encounter barriers such as lack of culturally appropriate services, poor health literacy and accessibility due to communication barriers and difficulties in navigating different services. Similarly, people who are homeless struggle with stigmatisation, mental health issues, drug and alcohol issues and financial restraints to access appropriate healthcare services.

#### **Overview of Procurement**

SWSPHN is seeking to commission a supplier to deliver Service Navigation Support for CALD, refugee and homeless community members in SWS. The supplier will need to assist the CALD, refugee and homeless community members when accessing primary healthcare services in SWS. The supplier will work in accordance with the SWSPHN's service navigation support model. Consortia applications are welcome.

## Tender Release

A Request for Proposal (RFP) will be released week of 1 July 2024

### *Indicative Timeline for this Procurement:*

<b>RFP Release Date</b>	3 July 2024
<b>Information Session</b>	10 July 2024
<b>Last queries date</b>	1 August 2024
<b>RFP Closure Date</b>	7 August 2024
<b>Evaluation Period</b>	29 August – 5 September 2024
<b>Recommendation to SWSPHN Board</b>	September 2024
<b>Successful Applicant Notified</b>	October 2024
<b>Contract Negotiations and Finalising</b>	October/November 2024
<b>Contract Commencement</b>	October/November 2024
<b>Unsuccessful Applicants Notified</b>	November/December 2024

### *Tender Portal*

This Request for Proposal will be released on SWSPHN's Tender Portal – Tenderlink

[www.tenderlink.com/swsphn](http://www.tenderlink.com/swsphn)

Interested parties are encouraged to register for SWSPHN's Tender Portal to ensure they:

- Receive email notifications when new procurement opportunities are published in relevant categories
- Can access the online forum to address any questions about the program and procurement process
- Can download and view procurement documentation electronically and;
- Will be able to submit applications through the e-tender box facility.

### *Enquiries*

Enquiries regarding this notification can be directed to:

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