

# Building Financial Capability

## Intensive Support Services Tender

### Provider Questions and Answers 26/05/2017

Question	Proposed Answer
1. Can you please advise the process for an organisation that has an existing contract with MSD to provide financial mentoring? If this organisation is successful in applying for Intensive Support Service, what will happen to the existing contract?	Intensive Support Services is a new service. Any existing contractual and funding arrangements between a provider and the Ministry will remain unchanged.
2. We are not a service provider but can do referrals, can we still apply?	We are only looking to contract with providers who have the capability and infrastructure to <i>deliver</i> Building Financial Capability (BFC) Intensive Support Services.
3. We understood that because our service was not successful in the 2016 funding tender we would not be eligible to tender for the Intensive Support Service funding. We are currently having discussions with a funded provider who appreciate our predicament and are willing to help where they can. The two services have much to offer one another and will liaise with one another where it is in the interests of clients. As they were a successful provider in the 2016 tender they are eligible to apply for intensive support funding and we are investigating an application under their umbrella. Would such an application be acceptable or would it constitute a sub-contract under the RFP document and therefore not acceptable?	<p>You do not need to be a core BFC provider or currently funded by the Ministry to tender for the Intensive Support Services funding.</p> <p>This is an open procurement and anyone (as long as they meet the pre-conditions on page 10 of the Request For Proposals) may apply.</p> <p>The Ministry does not permit sub-contracting for BFC Intensive Support Services however you are welcome to apply as a consortium, collaboration or collective (e.g. a group of organisations who choose to work together for a common purpose).</p>
4. Can you please let me know if the minimum funding amount of \$20,000 per provider is per annum? Or for the two year contract?	The minimum funding amount is \$20,000 per provider per annum.
5. Annually we pay for an audit of our TMM. What levels of audit will you be expecting and is this to come out of the sessions?	Intensive Support Services can include Total Money Management (TMM) but it is not limited to just this service. We are not setting any TMM audit requirements at this stage and will not be paying for the cost of audit through our session funding. We will explore this further during the service co-design process over the next 18 months.
6. Would MSD consider introducing pre paid food cards?	No, we are looking to fund sessions of BFC Intensive Support Services with clients.
7. As TMM clients need longer term support how will this be measured in terms of sessions and	There is no limit on the number of sessions per client; however we will be looking for evidence of

long term outcomes for the clients?	demonstrable progress in achieving client-led results.
8. How will the contract be managed to ensure that all providers have a consistent method of service delivery and standards?	BFC Intensive Support Services should be oriented towards achieving client-led results through substantial strengths-based support. We are not looking to standardise service delivery methods at this stage. Different methods will work for different providers. This may be explored further as part of the service co-design process over the next 18 months.
9. Will you be expecting stated levels of qualifications for people delivering ISS and will there be any reward for up skilling?	Currently the expectation is that people delivering BFC Intensive Support Services are either qualified or experienced in delivering financial capability services to provide an effective service for high need/hard to reach clients. We will explore this further in the co-design process over the next 18 months.
10. What funding will be made available for governance and service delivery staff training and do we need to report on this?	Governance and staff training should be counted as part of the non-contact session time.  You can find more information about purchasing and pricing of Intensive Support Services here: <a href="http://www.msd.govt.nz/documents/what-we-can-do/providers/building-financial-capability/service-design/building-financial-capability-intensive-support-services-purchasing-and-pricing.pdf">http://www.msd.govt.nz/documents/what-we-can-do/providers/building-financial-capability/service-design/building-financial-capability-intensive-support-services-purchasing-and-pricing.pdf</a>
11. Will MSD consider contracting with a service who may meet all their requirements in one area, but propose to offer ISS in another region?	Yes, providers are able to apply to deliver in new areas where they don't currently deliver services.
12. How will services be able to measure how well agreed goals are being met for clients? Will actual Criteria be provided against which we can measure success	Client results will be measured using the BFC Client Outcomes Measurement Tool, which aligns to the BFC Results Measurement Framework and with the results measures in providers Outcome Agreements.  Result Measures are explained in more detail in the BFC Service Guidelines. The tool, framework and guidelines can be found here: <a href="http://www.msd.govt.nz/what-we-can-do/providers/building-financial-capability/training/resources-for-providers.html">http://www.msd.govt.nz/what-we-can-do/providers/building-financial-capability/training/resources-for-providers.html</a>
13. Are the ISS Guidelines the same as the BFC Service Guidelines?	Yes, the BFC Service Guidelines also apply for this new Intensive Support Service. These Service Guidelines will be continuously updated as we learn, with the next update expected in July 2017, prior to the start of the Intensive Support Service Outcome Agreements on 1 August.
14. Would you look at funding part of a proposal (i.e. fund less sessions than proposed by a respondent) if you won't fund the whole proposal?	Yes, we may offer part funding.
15. I read that the proposal must remain open for 6 months, and termination of the outcome	Yes, you can withdraw your proposal at any point prior

agreement with 90 days' notice by either party. Can a respondent withdraw their proposal at any point prior to signing the outcome agreement?	to signing the Outcome Agreement.
16. What are the service measures proposed for the Outcome Agreement	<p>See the BFC Service Guidelines and the BFC Results Measurement Framework for details on the service measures.</p> <p><a href="http://www.msd.govt.nz/what-we-can-do/providers/building-financial-capability/training/resources-for-providers.html">http://www.msd.govt.nz/what-we-can-do/providers/building-financial-capability/training/resources-for-providers.html</a></p>
17. Are the Framework Terms and Conditions referenced in the Outcome Agreement the Framework Terms Conditions 2nd edition final 2016?	<p>Yes.</p> <p>The Framework Terms and Conditions can be found in full at <a href="http://www.procurement.govt.nz">www.procurement.govt.nz</a></p>
18. On reading the tender I see MSD will pay \$108.37 for an hour consultation and 2 hours non-contact for 1 person. This seems too short a time to support the person and to be viable to employ the appropriate person.	<p>It is acknowledged that BFC Intensive Support Services clients may require more support than other clients. Pricing by sessions allows providers the flexibility to use their contracted sessions as needed. This means that clients requiring more support can receive more sessions as needed.</p> <p>A session is defined as substantial strengths-based support for a client that includes a meeting with them. This is represented as an indicative three-hour time period, which includes both contact and non-contact time. Non-contact time might include research, training, administration and/or liaison with colleagues and other agencies.</p> <p>You can find more information about purchasing and pricing of Intensive Support Services here: <a href="http://www.msd.govt.nz/documents/what-we-can-do/providers/building-financial-capability/service-design/building-financial-capability-intensive-support-services-purchasing-and-pricing.pdf">http://www.msd.govt.nz/documents/what-we-can-do/providers/building-financial-capability/service-design/building-financial-capability-intensive-support-services-purchasing-and-pricing.pdf</a></p>
19. Can you please advise if it is a requirement for providers to offer Total Money Management under this service?	No, it is not a requirement to offer Total Money Management.
20. Many clients (if not all) will require of a blend of services using the Strength Based Financial Plan of Action and Intensive Support Services- will the contracted session counts be interchangeable?	<p>BFC Intensive Support Services is a separate service aimed at the most vulnerable clients. The contracted sessions for this new service are not to be used interchangeably with the core BFC sessions.</p> <p>The BFC Financial Plan of Action can be used with Intensive Support clients if appropriate.</p>