

| Date received | Question received | Response sent | Status | Date sent/posted | via GETS or Mailbox |
|---------------|---|---|--------|------------------|---------------------|
| 12-Jun | I would appreciate any information you might be able to share with me about the detail behind the procurement details and requirements of what the process seeks to procure for the process of Whānau Ora commissioning. It would be particularly appreciated if you could share details of the timeframe for expressions of interest; who will be involved in the selection process; what the RFP might require. | <p>Tēna koe,</p> <p>Thank for your email [REDACTED]</p> <p>Te Puni Kōkiri is commencing a competitive tender for the provision of Whānau Ora Commissioning Agency Services.</p> <p>Accordingly we wish to advise that an Advance Notice for this opportunity has been published on the Government Electronic Tender Service (GETS) and is available for downloading at https://www.gets.govt.nz/TPK/ExternalTenderDetails.htm?id=30170434.</p> <p>By subscribing to this notice on GETS, you will automatically be notified when the procurement documents are released. Further communications related to this procurement notice will also be managed via GETS.</p> <p>If you are not currently registered with GETS, you can do so at www.gets.govt.nz. The service is available at no cost and is simple to access.</p> | Sent | 13/09/2024 | Mailbox |
| 17-Sept | Will there be an information hui for providers to advise how this procurement will impact on our services funded through Whanau Ora? On another note, will Paiheretia be renewed next year? | <p>Kia ora [REDACTED]</p> <p>Thank you for your email. We appreciate that the advice that a procurement is coming can be unsettling, particularly as by nature the Advance Notice is a high level signal, rather than providing detailed information.</p> <p>The Registration of Interest, which is planned to be published in early October, will contain more detail that we hope will answer your questions. It will confirm any hui and/or briefings, and the channel for any clarifications.</p> <p>As stated in the Advance Notice, updates on the procurement, including answers to submitted questions, will be issued via the Government Electronic Tender Service at www.gets.govt.nz following the publishing of a Registration of Interest.</p> <p>Until the Registration of Interest gets published, any further questions regarding the procurement should be sent to RFP-WhanauOra@tpk.govt.nz.</p> <p>For clarity, keeping communications channels to the official GETS web page, and this email address ensures that everyone gets the same information, and gets a fair and equal opportunity to respond. Communications to and from these two channels also helps ensure you are getting the most up to date and most definitive answers that Te Puni Kōkiri can provide.</p> <p>In respect of the Paiheretia initiative, Te Puni Kōkiri Contract Managers will respond directly to your query.</p> | Sent | 20/09/2024 | Mailbox |
| 19-Sept | the scope of the procurement for the Whaanau Ora Commissioning Agency services; any key outcomes that Te Puni Kōkiri is seeking through the delivery of these services; the procurement process (so we can prepare ourselves); Any other information you think would be beneficial to assist in putting our best foot forward. | <p>Response from [REDACTED]</p> <p>Please find attached information on the upcoming procurement process for general Whānau Ora Commissioning. The procurement aims to select commissioning services for four regions. It is intended that there will be two regions in Te Ika-a-Māui North Island and one in Te Waipounamu South Island. A fourth 'region' will meet the needs of Pasifika across Aotearoa New Zealand. Across four regions, Whānau Ora providers can be better positioned and supported to meet the needs of whānau, now and into the future.</p> <p>An advance notice was published on the Government Electronic Tenders Service (GETS) website. You can find the advance notice on the GETS website here: https://www.gets.govt.nz/TPK/ExternalTenderDetails.htm?id=30170434 (I have also attached a copy).</p> <p>At this point, we expect that the procurement process will run in two stages. The first stage will invite interest from which a shortlist of suitably capable respondents will be invited to respond, at the second stage, to a closed request for proposals. The outcomes agreements for the commissioning agencies selected through the procurement process will start on 1 Hōngongoi July 2025.</p> <p>If you have any questions, please do not hesitate to contact me.</p> | Sent | 19/09/2024 | Via Dave Samuels |

| | | | | | |
|---------|---|---|------|------------|----------------|
| 19-Sept | <p>Kia ora [b] [b] [b]</p> <p>I have a few questions I'm hoping you can answer:</p> <p>If Stage One ROI opens on 11 October, when is it likely to close?</p> <p>Who is on the ROI panel doing the shortlisting?</p> <p>When will Stage Two RFP likely open / close?</p> <p>Who is on the RFP panel making the decisions on successful applicants?</p> <p>The regions – what is the region within Te Waipounamu likely to look like?</p> <p>The advance notice refers to 'changes being sought'. What are they specifically?</p> <p>What is the current Outcomes Framework being used? Will this change?</p> <p>Are the Design Principles new or are they also already being used elsewhere?</p> | <p>Kia ora [b] [b] [b]</p> <p>Thank you for your email. We appreciate your questions and acknowledge that, by its nature, the Advance Notice is a high level signal only, rather than providing detailed information.</p> <p>The Registration of Interest, which is planned to be published in for early October, will contain more detail that we hope will answer the majority of your questions. It will confirm any hui and/or briefings, and the channel for any clarifications.</p> <p>As stated in the Advance Notice, updates on the procurement, including answers to submitted questions, will be issued via the Government Electronic Tender Service at www.gets.govt.nz following the publishing of a Registration of Interest.</p> <p>Until the Registration of Interest gets published, any further questions regarding the procurement should be sent to RFP-WhanauOra@tpk.govt.nz.</p> <p>For clarity, keeping communications channels to the official GETS web page, and this email address ensures that everyone gets the same information, and gets a fair and equal opportunity to respond. Communications to and from these two channels also helps ensure you are getting the most up to date and most definitive answers that Te Puni Kōkiri can provide.</p> | Sent | 20/09/2024 | Via Grace Smit |
| 24-Sept | <p>I have read the five paragraphs of your email only to find none of my questions are answered and it wasn't a great use of my time.</p> | <p>Kia ora [b] [b] [b]</p> <p>My apologies that our response did not specifically address your pātai. We should have said at the outset that it is difficult to provide any further specificity to that provided in the Advance Notice issued on 13th September. The work is continuing in Te Puni Kōkiri to have design agreed and approved to go into the next stage of the procurement process, the Registration of Interest (ROI) and the stage following that, the Request for Proposals (RFP) offered to shortlisted respondents. As advised in the Advance Notice, all further specific communications on the procurement will be available to all at the same time, publicly, on GETS. Currently, there is not a confirmed public date for the ROI opening, I am not sure where the 11 October date you mention in question 1 came from. The information for the next stage of the procurement is going through appropriate reviews and approvals and will be made available to all, as soon as it is available.</p> <p>Below, the team has provided a steer as to which stage information is likely to be available at each Procurement stage.</p> <p>If Stage One ROI opens on 11 October, when is it likely to close? This information is not currently available. Further detail will be available on closing date for ROI responses when the ROI is published.</p> <p>Who is on the ROI panel doing the shortlisting? This information is not currently available. Further detail will be available on the approach to ROI shortlisting, and panel composition, when the ROI is published.</p> <p>When will Stage Two RFP likely open / close? Successfully shortlisted respondents will be invited to respond to the second stage ROI following the conclusion of the ROI. This information is not currently available. The ROI will provide an outline of the proposed RFP timings.</p> <p>Who is on the RFP panel making the decisions on successful applicants? Successfully shortlisted respondents will receive further information,</p> | Sent | | Via Grace Smit |
| 26-Sept | <p>I appreciate your reply.</p> <p>The 11 October date is the date when the Advance Notice closes, according to GETS but, yes, you're right that doesn't necessarily mean that is when the ROI will open.</p> | | N/A | | Via Grace Smit |
| 23-Sept | <p>[b] was wondering that given one of the services will be procured for Pacific could I please request and offer to provide a representative from MPP to support the panelling of the Pacific RFPs.</p> | <p>Thank [b] [b] [b] we are just working through options now for the composition of the evaluation panel(s). Appreciate the offer of support because appropriate representation is important. I will be back in touch in the next fortnight to discuss further.</p> <p>Kia pai tou wiki.</p> | Sent | 23/09/2024 | Via Grace Smit |

| | | | | | |
|---------|--|---|------|------------|----------------|
| 24-Sept | I am assisting an interested future applicant and wanted to check on their behalf the timeframe, is there any action required from this advance notice prior to the release of the RO/RFP? | <p>Thank you for your query regarding our Advance Notice.</p> <p>The Advance Notice provides all the information that can be shared prior to the release of the ROI, which is planned to be published in early October.</p> <p>Te Puni Kōkiri does not require any specific action from the Advance Notice, prior to the release of the ROI. However, as per the Advance Notice, we suggest that kōrero is underway in respect of developing any potential collaborative partnership arrangements that will be included in responding to the ROI.</p> | Sent | 26/09/2024 | GETS |
| 1-Oct | <p>We are excited to announce our partnership with other organisations and are eager to submit a compelling tender for this Kaupapa.</p> <p>Do I need to put in writing to Te Puni Kōkiri? via the email on this site?</p> | <p>Kia ora</p> <p>Thank you for your question.</p> <p>The Registration of Interest (ROI) that is planned to be published shortly will provide you with more detail including the process for submitting your ROI submission.</p> <p>You will receive a notification from GETS when the ROI is published.</p> <p>You do not need to provide any other notice or information ahead of the ROI being published.</p> | Sent | 27/09/2024 | GETS |
| 27-Sept | Kia ora, If the proposal is successful, is there an opportunity to allocate the funding to regions? I ask this question because I have seen it happen in New Zealand | <p>Thanks for your question. To clarify, funding for each of the four regions will be allocated by Te Puni Kōkiri. It will be the responsibility of the contracted Whānau Ora Commissioning Agencies in how they allocate funding within and across their region.</p> <p>More detail on the boundaries of the regions will be provided in the ROI.</p> | Sent | 27/09/2024 | GETS |
| 27-Sept | Arohamai, after reading the information, there are two regions, the North and South Island. | <p>Kia ora Shirley</p> <p>Just coming back to you to acknowledge we got your questions and that you did effectively self-answer your own question, but we have posted a response for the benefit of everyone.</p> <p>Ngā mihi Shirley</p> | Sent | 27/09/2024 | GETS |
| 2-Oct | Kia ora, can you please give us an approximate indicative of the ROI timeframe from release date to response deadline. Thanks | The ROI is now published on GETS, and includes more detail for the timeline of the procurement. All those registered for this Advance Notice should have received an email with the link to the ROI, but just in case, the GETS reference number for the ROI is 30329580. | Sent | 7/10/2024 | GETS |
| 3-Oct | Does this tender also include medical bedices (sp)? | No, this tender does not include medical devices. | Sent | 7/10/2024 | Mailbox / GETS |
| 4-Oct | Kia Ora, Is TPK interested in proposals for one region only or does the proposal need to cover all four regions? | The ROI is now published on GETS, and includes more detail on the regions and what can be applied for. All those registered for this Advance Notice should have received an email with the link to the ROI, but just in case, the GETS reference number for the ROI is 30329580. | Sent | 7/10/2024 | GETS |
| 7-Oct | Registration of Interest is now live on GETS | <p>The Registration of Interest that relates to this Advance Notice is now live on GETS.</p> <p>All enquiries should now be directed via the Registration of Interest, GETS reference 30329580.</p> <p>No further questions will be answered on the Advance Notice, and the Advance Notice will shortly be closed.</p> | Sent | 7/10/2024 | GETS |
| 8-Oct | Have I registered my interest by subscribing? | <p>Kia ora, thank you for your question.</p> <p>Subscribing to GETS does not register your interest but it does ensure that you are notified if any new information regarding the ROI is posted.</p> <p>If you are intending to submit a Registration of Interest, please advise us by sending an email to RFP-WhanauOra@tpk.govt.nz by 17 October 2024, as per Section 1.7.2 of the ROI document.</p> <p>The ROI Response Form then needs to be completed and submitted by the ROI Closing Date of midday Thursday 24 October.</p> | Sent | 10/08/2024 | GETS |

| | | | | | |
|--------|--|---|------|------------|------|
| 9-Oct | Will the identity of providers who submit an ROI and are unsuccessful be kept confidential? | <p>In line with section 4.1.9 (Confidentiality) of the ROI, the identity of providers who submit a Registration and are unsuccessful will be kept confidential, subject to the legal obligations Te Puni Kokiri has, including under the Official Information Act.</p> <p>Without the express permission of the Respondent, we will not share the identity of any respondent to any person other than the personnel, advisers, and contractors who are directly involved in this procurement process. Each of the personnel, advisors, contractors involved in the procurement has signed a Conflict of Interest and Confidentiality Form.</p> | Sent | 10/10/2024 | GETS |
| 9-Oct | <p>Can you please give specific detail of the regional boundaries you are proposing.</p> <p>Is TPK open to exploring alternative boundaries if there is evidence to support the shift?</p> | <p>The boundaries are aligned to the 1 January 2023 release of the Regional Council boundary dataset that is maintained by Stats NZ. The location of these boundaries can be found on the Stats NZ data finder: https://datafinder.stats.govt.nz/layer/106666-regional-council-2022-generalised/</p> <p>Please refer to section 2.6.1 of the ROI for further information.</p> <p>No. The geographic boundaries of commissioning agencies are being increased from three to four, to enable more targeted funding to reach whānau facing the most difficult social and economic challenges whilst ensuring the increase in commissioning agencies will not increase 'back office' costs. If you decide to submit a Registration, in part 5.3 Coverage and Connections of Appendix 2: ROI Response Form please ensure you describe how your coverage and connections address the entire region(s) you are registering for - this section is an important part of our evaluation. Under 5.4 Assumptions you could provide more information around the merits of any alternative boundaries.</p> | Sent | 10/10/2024 | GETS |
| 9-Oct | If an ROI respondent /consortium is successful and moves to RFP, can the consortium make up make be different at RFP stage? As background, the 2-week timeframe for ROI is extremely tight to allow for partnerships and working relationships to be solidified. | We do not expect that material change would occur between a Respondent's ROI Registration and RFP Proposal e.g. a change in a consortium lead or a significant partner. | Sent | 10/10/2024 | GETS |
| 9-Oct | <p>What is the total contract value?</p> <p>What is the contract value by region?</p> <p>How is this allocation of funding determined across regions? Population or need?</p> | <p>Based on the current 24/25 funding envelope of \$157m for general Whānau Ora Commissioning for Aotearoa New Zealand, and assuming this envelope remains unchanged, the total contract value over the full 12 year term of the Outcome Agreements would be \$1,884m. This amount is subject to any changes approved by Government as part of the appropriations process throughout the term of the contracts.</p> <p>The indicative funding splits between each Region are shown in the ROI in the table at the top left-hand side of Map 1 on Page 21.</p> <p>For the purposes of responding to the ROI, based on the 24/25 funding, the percentages split of funding relating to each of the four Regions set out in the ROI would translate to annual funding of approximately:</p> <p>Region 1: \$54,793,000 Region 2: \$46,629,000 Region 3: \$16,328,000 Region 4: \$39,250,000</p> <p>The allocation of funding to each Region takes a number of factors into account. Key among these is the number of individuals living at levels 8-10 of the Deprivation Index within each Region.</p> | Sent | 10/10/2024 | GETS |
| 14-Oct | What is expected in the ROI response in terms of confirmation of partner organisations and the provider networks? (eg: are letters of support required, or is lead provider confirmation sufficient?) | Registrations should provide as much detail as is readily available to provide confidence to the Evaluation Panel against the Evaluation Criteria set out in the ROI. The amount of confirmed detail you can provide on partner organisations and provider networks will enable us to better understand the nature of your commitment to the next iteration of Whānau Ora (section 5.1 of the ROI Response Form), your capability and capacity (section 5.2 of the ROI Response Form) and coverage and connections (section 5.3 of the ROI Response Form). | Sent | 15/10/2024 | GETS |

| | | | | | |
|--------|---|--|------|------------|------|
| 14-Oct | How does TPK see the Whānau Ora Outcomes Framework working with Pacific frameworks? | <p>The Whānau Ora Outcomes Framework was established in 2010 following advice to the government from an expert whānau-centred taskforce. The framework was designed to be flexible to the varying needs of whānau across different communities and ethnicities across Aotearoa New Zealand. The framework will continue to underpin Whānau Ora commissioning, to guide commissioning agencies and service providers.</p> <p>The framework is designed to allow for other frameworks to work with it, given the breadth of mahi that is undertaken. This has been achieved in practice over the last decade of Whānau Ora commissioning through values-driven, strength-based and relationship-based engagement, across service of many different communities and ethnicities. A whānau-centred approach focusses on understanding the goals and the aspirations of the families being served – which can lead to meaningful change.</p> <p>Respondents have also been asked in the ROI to commit to using a standardised and consistent method for measuring whānau progression against the seven Whānau Ora outcome measures.</p> | Sent | 16/10/2024 | GETS |
| 14-Oct | What level of detail on structure do you require at the ROI phase in terms of governance, investment board membership, establishment of a legal entity? | Registrations should provide as much detail as is readily available to provide confidence to the Evaluation Panel against the Evaluation Criteria set out in the ROI. The amount of detail on structure you can provide will enable us to better understand the nature of your commitment to the next iteration of Whānau Ora (section 5.1 of the ROI Response Form), your capability and capacity (section 5.2 of the ROI Response Form) and coverage and connections (section 5.3 of the ROI Response Form). | Sent | 15/05/2024 | GETS |
| 14-Oct | The ROI documentation has a strong emphasis on increasing navigators. How many navigators are there at present? | Te Puni Kōkiri does not currently hold this information. This has historically been held by commissioning agencies. Detail as to the number of navigators, whether they are full time or part time, their location, and which Whānau Ora outcome areas they are supporting whānau with varies across the current commissioning services. | Sent | 15/05/2024 | GETS |
| 14-Oct | Do you have a standardised specification for navigators that can be shared? | There is not currently a standardised specification in place for Whānau Ora navigators. As part of increased transparency and collective learning around the whole Whānau Ora system, from 1 July 2025 commissioning agencies will work to a standardised specification for navigators and support the development of the whānau ora navigator workforce . | Sent | 15/05/2024 | GETS |
| 14-Oct | What level of information do you require on the standardised and consistent approach to the Whānau Ora Outcomes Framework in the ROI response? | <p>We are looking for commitment from Respondents to using a standardised and consistent method for measuring whānau progression against the Whānau Ora outcome measures for all communities being served. Multiple models are currently in use, making it difficult to compare results and progress.</p> <p>For the ROI response, we seek input on the aspects of a whānau progression model that you think we should take into consideration in establishing this. The new progression framework will build on components of whānau progression methods already in place.</p> <p>More information on the approach to establishing a standardised and consistent method will be made available in the RFP.</p> | Sent | 17/10/2024 | GETS |

| | | | | | |
|------------|---|--|------|------------|---------|
| 14-Oct | <p>As per Section 1.7.2 of the ROI document. Can you send us the ROI response forms to express our interest</p> <p>Whānau Ora Commissioning Agent Services RFX ID: 30170434</p> | <p>Kia ora,</p> <p>Thank you for your email.</p> <p>As per section 1.7.2 we only require an email to notify us of your intent to submit a Registration Interest.</p> <p>The ROI Response Form is available for download on GETS, and can be found at www.gets.govt.nz, with the reference number: 30329580.</p> <p>If you are intending to submit a Registration of Interest, please let us know by email by 5pm on Thursday 17 October 2024.</p> | Sent | 14/10/2024 | Mailbox |
| 14/10/2024 | <p>Is it reasonable to assume that the Indicative Funding Allocation for Regional Boundaries on Page 21 will be applied across the \$157m 2023/24 value to successful commissioning agencies and the priority for this funding is for frontline navigation service (eg Region two 29.7% indicative funding will see \$46.6M allocated to Region two for primarily navigation services).</p> | <p>The ROI provided indicative funding allocations only, as it is not requesting information on how respondents would break down and apply funding, at this stage of the procurement.</p> <p>Final funding information will be included as a part of the next stage, the Request for Proposals (RFP stage). Successfully shortlisted respondents will be able to rely on this information to then develop their detailed funding proposals</p> | Sent | 21/10/2024 | GETS |
| 14/10/2024 | <p>To provide alternatives for consideration to the three (3) current commissioning agencies, are TPK open to the establishment of new collaborative entities (eg company) with shareholder by current providers of navigation services (Maori providers and/or Hapu) subject to appropriate separation of Governance and Management and utilisation of the required investment board (with community representation) to inform the right mix of service providers based on investment plans and linked to investment advice?</p> | <p>The Respondent must be able to provide commissioning services across the w</p> | Sent | 16/10/2024 | GETS |
| 14/10/2024 | <p>Will TPK determine a standardised and consistent method for measuring progress of whānau against the 7 elements of the elements of Whānau Ora (2.1.3) or continue to allow the regional commissioning agencies to have a bespoke frameworks and CMS systems (eg Whānau Tahī; Matatūpu which would make comparison and consistency of data, including into the IDI, challenging.</p> | <p>Yes.</p> <p>One of the three key changes in the next iteration of Whānau Ora, as outlined in the ROI, is taking a stronger more consistent approach to social investment. At the heart of the social investment approach is the use of data-driven methods to understand what people need, to set measurable goals and to develop continuous measurement and feedback loops. To align with the social investment approach, commissioning agencies will be required to</p> <ul style="list-style-type: none"> • have data reporting requirements covering individual, whānau, and provider and performance; and • adopt a standardised and consistent approach to measuring whānau progress against the Whānau Ora Outcomes Framework (which remains the underpinning for Whānau Ora Commissioning). <p>Section 5.1 g of the ROI Response Form asks “Confirm your commitment to a standardised and consistent method for measuring progress of whānau against the Whānau Ora Outcomes Framework. Discuss how you see this working in practice. Discuss any significant challenges or limitations that would need to be worked through.”</p> <p>Principle # 14 Data collection, security and reporting of Section 6 of the ROI Response Form Key Contract Principles includes:</p> <p>“A commissioning agency will collect and report on data in accordance with best practice and using specified formats and templates, to allow for consistency and standardisation between commissioning agencies. Data must be collected and provided by a commissioning agency (including through service providers) so as to allow integration with the Integrated Data Infrastructure.”</p> | Sent | 16/10/2024 | GETS |
| 14/10/2024 | <p>There is currently significant diversity across the existing three (3) commissioning agencies in their funding of the provider network for navigation services (circa \$50k per navigator dependent on discretionary whanau funding). Given the desire to achieve a level of consistency of practice and the nationwide navigation workforce, will TPK provide successful commissioning agencies with guidelines around funding the provider navigation workforce or leave this contracting decision to the commissioning agencies themselves?</p> | <p>Yes further guidance will be provided in the RFP to shortlisted respondents.</p> | Sent | 21/10/2024 | GETS |

| | | | | | |
|------------|--|--|------|------------|------|
| 14/10/2024 | In order to efficiently minimise cost and effectively achieve consistency of CM back-office functions, is TPK open to independent commissioning entities sharing their back-office systems rather than duplicating across the four (4) regions? | Te Puni Kōkiri would be open to considering collaboration in that manner provided that it is structured in a way that would not breach the Commerce Act 1986. | Sent | 15/10/2024 | GETS |
| 14/10/2024 | Can a consortium/ROI respondent make application for both streams of funding eg Māori and Pacific? | Yes. A Respondent can register interest in providing Whānau Ora Commissioning Services across one, more than one or all of the four regions. The Respondent must be able to provide commissioning services across the whole of each region being applied for, with a focus on areas of highest need. | Sent | 1/10/2024 | GETS |
| 14/10/2024 | What does it mean by 'affiliate' when it says 'all service providers cannot be a subsidiary, affiliate, or related entity of, that commissioning agency'? | In the context of the query, a Service Provider is an affiliate of a Commissioning Agency if the Service Provider has any direct or indirect ownership, financial, business or control relationship with the Commissioning Agency in relation to Whānau Ora. | Sent | 18/10/2024 | GETS |
| 14-Oct | What annual amount did Te Puni Kōkiri pay to each of the three current commissioning agencies for the most recent financial year (independent figures and not the total amount)? | The amount paid to each of the three current commissioning agencies is not required to respond to the ROI. For the purpose of responding to the ROI, based on the 23/24 funding, the percentage split of funding relating to each of the four Regions set out in the ROI would translate to annual funding of approximately: Region 1: \$54,793,000 Region 2: \$46,629,000 Region 3: \$16,328,000 Region 4: \$39,250,000 | Sent | 15/10/2024 | GETS |
| 14-Oct | On page 20 of the Registration of Interest document, it refers to individualised "de-identified" data transfer to the IDI. On page 22, under Individualised data, the type of information referred to would constitute "identifiable" data. This appears to be a contradiction. Can you please clarify whether it is intended to be identified or de-identified data that is transferred to the IDI? | We acknowledge the ambiguity. The key here is the timing of de-identification. Individualised data provided to Stats NZ for inclusion in the IDI will need to provide a unique government identifier of individuals, or their name, date of birth, sex and address of those who are receiving services from 1 July 2025. Stats NZ is responsible for ensuring data is de-identified before it is made available in the IDI. | Sent | 18/10/2024 | GETS |
| 15-Oct | What do you mean by 'providing whānau centred solutions'? We assume you're not asking for examples of services provided (because that speaks to a provider's role not a commissioner). Can you clarify and maybe even give an example of what you're looking for. Kia ora. | Section 3.1.4 of the ROI and Sec 5.2 (b) of the ROI Response Form refer to a 'track record in providing whānau centred solutions'. This should be interpreted as your track record in commissioning (purchasing) whānau centred solutions. | Sent | 17/10/2024 | GETS |
| 15-Oct | Can you please provide your conflict of interest policy as a declaration is required as part of the ROI. We need to be clear on your policy. | The declaration can be made without needing to see the conflicts of interest policy, because the required declaration is self-explanatory. Conflicts of interest may take many forms but commonly relate to an individual or organisation involved in the Project having a financial, family or personal relationship that could reasonably compromise, or appear to compromise, a person's judgement or actions when performing their duties in relation to the Project. For your declaration we are interested in understanding any family, financial or personal relationships with Te Puni Kōkiri staff or participants in the Whānau Ora Commissioning Services procurement project that could be seen to reasonably compromise, or appear to compromise, the outcome of the procurement process. A conflict of interest will not necessarily exclude a Respondent from the procurement process. Conflicts of interest can often be managed through conflict management plans. | Sent | 17/10/2024 | GETS |

| | | | | | |
|--------|---|--|------|------------|------|
| 15-Oct | What is the rationale behind splitting Te Ika a Maui into two? Please explain the Māori whakapapa that drove this decision. | <p>We have increased the number of commissioning agencies to provide the opportunity to target investment towards whānau with the highest needs and geographically isolated communities with less access to services and support.</p> <p>Based on population and deprivation data, the whānau with highest needs are primarily located in Te Ika-a-Māui.</p> <p>Boundary demarcations were defined using Regional Council confirmed boundaries.</p> <p>Te Ika-a-Maui has been split into two rohe to enable more targeted funding to reach whānau facing the most difficult social and economic challenges.</p> | Sent | 18/10/2024 | GETS |
| 15-Oct | What is the business case that determines the tender to add a forth Commissioning Agency applicable to Te Ika a Maui only? | <p>We have increased the number of commissioning agencies to provide the opportunity to target investment towards whānau with the highest needs and geographically isolated communities with less access to services and support.</p> <p>Based on population and deprivation data, the whānau with highest needs are primarily located in Te Ika-a-Māui.</p> | Sent | 18/10/2024 | GETS |
| 15-Oct | Is a PSGE or PSGE owned subsidiary conflicted from responding to this ROI if they would be a service provider? for example, If I am a Director that has a whakapapa and has been involved in the governance of my iwi, am I or my Iwi disqualified because my Iwi has a health, welfare, education provider group that has received Whanau Ora funding? | <p>A key feature of the updated Whānau Ora commissioning model will be the independence between a commissioning agency and its service providers, with advice from investment boards informing the commissioning of increased navigator services for whānau.</p> <p>Therefore:</p> <ul style="list-style-type: none"> • A commissioning agency cannot directly provide services to whānau within its region (this includes engaging itself as a service provider within that region). • A service provider cannot be a commissioning agency for the region in which it is directly providing services to whānau. • A PSGE or a PSGE-owned subsidiary can respond to this ROI, provided that if it is selected to be a commissioning agency, then the PSGE or a PSGE-owned subsidiary cannot itself, and cannot use its own subsidiary to, directly provide services to whānau. • Someone belonging to an iwi, including as a director of the PSGE, that has previously received Whānau Ora funded services or funding will not for that reason alone be precluded from responding to the ROI, provided that the above provisions apply if they are selected as a commissioning agency. | Sent | 18/10/2024 | GETS |
| 15-Oct | What is your contract policy on being connected to a service provider based on whakapapa? | <p>A Service Provider must be independent from and cannot have any legal or beneficial ownership or control relationship with the Commissioning Agency. A Service Provider cannot be a subsidiary, affiliate, or related entity of the Commissioning Agency.</p> <p>We acknowledge that individual staff, management or board members of the Commissioning Agency and their respective Service Providers may be connected through whakapapa, or genealogical lineage.</p> <p>Whakapapa in and of itself does not give rise to a lack of independence between a Service Provider and a Commissioning Agency. Te Puni Kōkiri will explore this further through the RFP with shortlisted Respondents</p> <p>We also acknowledge that there may be a whakapapa link between legal entities, i.e. the Commissioning Agency with a subsidiary organisation as the Service Provider. Our policy is that Commissioning Agencies cannot contract any of their subsidiary organisations to deliver services.</p> | Sent | 18/10/2024 | GETS |

| | | | | | |
|--------|--|---|------|------------|------|
| 15-Oct | Given time constrains on this tender, and the possibility of registering new legal entities being required, will the tenderer accept lawyers and accountants holding these directorships until such time the tenderer has advanced through to the RFP stage? | Respondents will be evaluated against the evaluation criteria contained in the ROI, including their capability and capacity, coverage and connections. Te Puni Kōkiri is open to the directorship roles being kept open, however, the lack of detail may make it more difficult to assess the substance of the Respondent's registration. In this case, Respondents should provide detail of who will fill these directorship roles if the tenderer advances through to the RFP stage and the steps that will have been taken to firm up those directorships. | Sent | 17/10/2024 | GETS |
| 15-Oct | Under section 2.1.3 of the ROI requirements around understanding the needs of whānau in the Commissioning regions is it possible to use a Pacific Whānau Ora Outcomes Framework, when considering Region 4 for the national service focussed on delivery of Whānau Ora methodologies that can deliver for Pacific peoples across Aotearoa New Zealand? | We are looking for commitment from Respondents to using a standardised and consistent method for measuring whānau progression against the outcomes set out in the Outcomes Agreement which will include the Whānau Ora Outcome Framework. These outcomes are sought for all communities being served in the region. Additional outcomes may be agreed between Te Puni Kōkiri and the successful Respondent(s). | Sent | 17/10/2024 | GETS |
| 15-Oct | We want to test our interpretation, can you please define what you mean by "size", "structure" and "collective arrangements". Thanks | These terms are intended to help us understand the attributes of the Respondent. Size helps us understand how big the responding organisation is (for example, the scale of the organisation's operations, number of employees / contractors, number of whānau served), structure can help us understand how it is organised, including legally (for example, the type of entity the organisation is, such as a trust or a company) and how the company is managed), and collective arrangements could include relationships, partnerships and engagement models with collectives and other entities. | Sent | 17/10/2024 | GETS |
| 15-Oct | Please define what you mean by connections.Question 5.3b) | 5.3 (c) and (e) of the ROI Response Form, and section 2.11 of the ROI and the ROI criterion "Regional Coverage and Connections" in section 3.1.4 of the ROI, refer to connections. We want to understand how in touch Respondents are with the communities within and across the region you are registering for. | Sent | 18/10/2024 | GETS |
| 16-Oct | Can we use footnote referencing within our responses to reference reports and literature? | Footnotes are acceptable. If information contained in the referenced material is important and/or needs to be read by evaluators, it should, in line with section 1.7.5 of the ROI, be relevant and brief, clearly marked as an appendix to the Registration, and clearly referenced to the relevant section of the ROI. This is so that evaluators don't miss the information contained in the footnote. While we have not set page limits for responses, we encourage succinct responses that promptly get to the heart of the questions being asked. This will make it easier for evaluators to consider and score your response. | Sent | 17/10/2024 | GETS |
| 16-Oct | Could you please clarify the requirements for data storage location? Does the data need to be stored 16/10exclusively in Aotearoa, or is a cloud option also acceptable? | 5.3 (c) and (e) of the ROI Response Form, and section 2.11 of the ROI and the ROI criterion "Regional Coverage and Connections" in section 3.1.4 of the ROI, refer to connections. We want to understand how in touch Respondents are with the communities within and across the region you are registering for. | Sent | 18/10/2024 | GETS |
| 16-Oct | We note the submission file size is 50mb, are you open to accepting appendices via an alternative method ie: email | No. All submissions must be via GETS. Please resize any files in your Registration to ensure they can be loaded. | Sent | 17/10/2024 | GETS |
| 16-Oct | The RFP outlines the use the of funds across three cost categories. Is there scope within the third category, 'Other Whānau Costs', for the commissioning of other activities? If so, can you please provide examples. | The ROI provided indicative funding information only as it is not requesting proposals on how respondents would break down and apply funding, at this stage of the procurement. Final funding information will be included as a part of the next stage, the Request for Proposals (RFP stage). | Sent | 21/10/2024 | GETS |

| | | | | | |
|--------|--|---|------|------------|------|
| 16-Oct | With the current model, it is difficult to see a differentiation between commissioning and service provision/providers. In the group 'spider web' structures whereby entities in an 'accounting-look-through-lens', they are essentially one and the same. How will the evaluation and weighting criteria allow for 'an even playing field' for respondents? | The requirement to separate commissioning activities from provision of services to whānau is clear in the ROI, including the proposed Key Contract Principles. Funding for commissioning agency activities is proposed to be ringfenced from front line funding for service providers, primarily in the form of navigators. The draft Outcomes Agreement to be included in the RFP will further clarify this requirement. Due diligence will continue from the ROI into the RFP process. | Sent | 21/10/2024 | GETS |
| 16-Oct | You reference commissioning agencies establishing an investment board. Can please provide your definition or an example of 'community representation'? | An investment board will enable commissioning agencies to ensure they have representation from those best placed to understand the range of needs within the different communities being served across their region. A board will need to demonstrate its ability to address its reach across a region and its representation of the vulnerable communities within. | Sent | 21/10/2024 | GETS |
| 15-Oct | As per Section 1.7.2 of the ROI document. Can you send us the ROI response forms to express our interest? | As per section 1.7.2 an email is sufficient to notify us of your intent to submit a Registration Interest. The ROI Response Form is available for download on GETS, and can be found at www.gets.govt.nz , with the reference number: 30329580. | Sent | 17/10/2024 | GETS |
| 16-Oct | Is it reasonable to assume that the Indicative Funding Allocation for Regional Boundaries on Page 21 will be applied across the \$157m 2023/24 value to successful commissioning agencies and the priority for this funding is for frontline navigation service (eg Region two 29.7% indicative funding will see \$46.6M allocated to Region two for primarily navigation services). | The ROI provided indicative funding allocations only as it is not requesting proposals on how Respondents would break down and apply funding, at this stage of the procurement. Final funding information will be included as a part of the next stage, the Request for Proposals (RFP stage). | Sent | 21/10/2024 | GETS |
| 17-Oct | At what stage is de-identification of data happening? Our preference is that de-identification happens within 9(2)(b)(iii) [our organisation] [Note we will delete the second sentence from the reply as marked] | The data transferred from the Commissioning Agency to Stats NZ will include identifiable information for linking purposes. Stats NZ is responsible for ensuring that data is de-identifiable once it is available in the IDI. | Sent | 18/10/2024 | GETS |
| 17-Oct | The ROI from Te Puni Kōkiri (TPK) explains that the premises of Whānau Ora are about "focusing on the whole needs and aspirations of whānau" and the "approach of considering whānau as the core unit for social uplift". Given these premises, the basic unit of analysis should be whānau, and not individuals. It follows that the make-up of the whānau should not be reduced to identifiable individuals. Can TPK comment please? | We agree that Whānau Ora is a whānau centred initiative that focuses on whānau wellbeing. However, it is important for Te Puni Kōkiri to be able to measure the results and outcomes of Whānau Ora commissioning, to assess progress and align Whānau Ora with the social investment framework and principles such as effective analysis. The IDI will be used as a tool for data measurement and is only compatible with individualised data. | Sent | 18/10/2024 | GETS |
| 17-Oct | What is the legal standing around collecting data from non-government and or private entities (e.g. [redacted], [our organisation], commissioned social and health partners) to be given to government via the IDI? | Improved data and reporting is a key outcome sought from this procurement and will be required under the terms of the Outcome Agreement. | Sent | 18/10/2024 | GETS |
| 17-Oct | What is the thinking by Te Puni Kōkiri with regard to liability in the case of data breaches? For example, if a breach were to happen in the IDI, where does the liability sit? The risk of breaches compromises the trust of whānau. What part does TPK play in the supply of data to the IDI? We note the agreement in the ROI document says it is between the Commissioning Agency and Statistics NZ. | Successful Commissioning Agencies will be required to enter into a data sharing agreement with Stats NZ, in relation to the provision of data into the IDI. This agreement will outline the roles and responsibilities of the Commissioning Agency and Stats NZ (including security and privacy controls). The data sharing agreement is between the Commissioning Agency and Stats NZ. Te Puni Kōkiri is not part of the data sharing process for individualised data to the IDI. | Sent | 18/10/2024 | GETS |
| 17-Oct | If data were to be collected, will this be limited to the Navigator workstream? What is the position of TPK around data involving initiatives with mixed funding and/or funding not from TPK (for example, an initiative fully or partly funded by Rata Foundation or other similar entities)? | No. Both Service Providers and Commissioning Agencies will be required to provide a range of data and reporting. Table 5 on page 22 of the ROI document outlines the types of data that will be collected and reported on. Te Puni Kōkiri will explore this use case through the RFP with shortlisted respondents | Sent | 18/10/2024 | GETS |

| | | | | | |
|--------|---|---|------|------------|------|
| 17-Oct | <p>We note the risk of having users of the IDI who may not have an adequate Māori lens when looking at outcomes. As we know, hauora through a Māori lens is quite different from Western ways of looking at health and wellbeing.</p> <p>What is the view of Te Puni Kōkiri on this?</p> | <p>The Stats NZ Ngā Tikanga Paihere framework (helps researchers ensure that the use of Māori data is respectful, ethical and culturally appropriate. All data lab applications are required to also comply with the Five Safes Framework and Ngā Tikanga Paihere</p> <p>Te Puni Kōkiri will explore this further through the RFP with shortlisted respondents</p> | Sent | 18/10/2024 | GETS |
| 17-Oct | <p>What is the position of TPK with regard to Māori Data Governance and Māori Data Sovereignty?</p> <p>This is important given that majority of whānau we work with are Māori, and it is iwi that govern [our organisation]</p> | <p>All whānau data being collected and reported on (in aggregate) will be assessed for the benefit of improving Whānau Ora and the whānau it serves.</p> <p>Te Puni Kōkiri will work with shortlisted respondents to ensure that the principles of Māori Data Sovereignty are respected</p> | Sent | 18/10/2024 | GETS |
| 17-Oct | <p>We note the clashing requirements between Page 20, Table 4: Reporting, Transfer of Data into the IDI column, and those of Page 22, Table 5: Data and Reporting, Individualised data column.</p> <p>Can Te Puni Kōkiri comment and clarify this please?</p> | <p>We acknowledge the ambiguity. The key here is the timing of de-identification.</p> <p>Individualised data provided to Stats NZ for inclusion in the IDI will need to provide a unique government identifier of individuals, or their name, date of birth, sex and address of those who are receiving services from 1 July 2025.</p> <p>Stats NZ is responsible for ensuring data is de-identified before it is made available in the IDI.</p> | Sent | 18/10/2024 | GETS |
| 17-Oct | <p>Has the tenderer taken legal advice on anti-competitive terms within this tender that would impact some of our best known and greatest Māori provider groups in Aotearoa?</p> | <p>We are comfortable that the ROI is compliant with the Commerce Act 1986.</p> | Sent | 21/10/2024 | GETS |
| 17-Oct | <p>Has TPK taken advice from the Human Rights Commission on its discrimination against existing Whanau Ora subsidiaries, affiliates, related entities and service providers?</p> | <p>Specific advice from the Human Rights Commission has not been sought and is not required. The policy of requiring independence between a Commissioning Agency and a service provider is not discriminatory under the Human Rights Act 1993.</p> | Sent | 21/10/2024 | GETS |
| 17-Oct | <p>Is TPK aware of any personnel out of the their offices contacting parties to participate in this tender?</p> | <p>The ROI has been openly advertised on GETS and Te Puni Kōkiri personnel are required to direct interested parties to GETS if they wish to participate in the procurement process.</p> <p>Interest is encouraged from a broad range of entities interested in future commissioning, including iwi and hapū based groups, as well as Māori and Pacific organisations that have relevant experience across various areas of the social sector.</p> <p>Respondents may have different reasons for participating in this ROI process. In any event, all Respondents and their Registrations to the ROI will be evaluated in accordance with the terms of the ROI.</p> | Sent | 21/10/2024 | GETS |
| 17-Oct | <p>If Group A agrees to join Org B to submit an RoI and informs Org B that they agree to do this until Group A is ready to be the WOCA at a later date, and this is signaled in the application, will TPK support this, or will Group A be locked into Org B as the WOCA for them with no transfer options?</p> | <p>The evaluation and selection of a Commissioning Agency will be undertaken in accordance with the evaluation criteria for this procurement process, which take into account the organisational capability and capacity of the Respondent. If there are any changes between the organisations responding to this ROI and the RFP, this will be considered during the evaluation.</p> <p>The process for the transfer of the Outcome Agreement to another Commissioning Agency will be dealt with through the contract terms that will be included in the RFP.</p> | Sent | 18/10/2024 | GETS |

| | | | | | |
|--------|--|--|------|------------|------|
| 17-Oct | <p>"A commissioning agency will not itself provide any services directly to whānau, and all service providers:...."</p> <p>Words are important and can be inferred when they are not specifically included in this ROI. Two words are missing after DIRECTLY. These are 'OR INDIRECTLY'. The subsequent words that follow, infer the desire for independence of commissioning agencies and service providers to take away the principle of conflict of interest.</p> <p>Will the evaluation process include a 'BEFORE and AFTER LOOK THROUGH' in relation to staff-management-board membership? To be explicit, current commissioning agency staff-management-board, leaving commissioning agency and setting up newco to become a provider or vice versa?</p> | <p>The words "or indirectly" are not included in this section of text as Commissioning Agencies will be indirectly providing services to whānau, through the provision of Commissioning Services. The Commissioning Agency's role will be to engage Service Providers and allocate funding to those Service Providers that will provide services to whānau.</p> <p>The purpose of this separation is to facilitate the commissioning of a wider range of services for whānau, which extend beyond the services that a Commissioning Agency may be able to provide directly to whānau.</p> <p>Directors or personnel of an existing Commissioning Agency may set up a Service Provider entity, and provide services through that Service Provider, as long as those directors or personnel are no longer involved in that Commissioning Agency.</p> | Sent | 18/10/2024 | GETS |
| 17-Oct | As a current provider can we proceed with a ROI? If successful, we will agree to withdraw as a service provider. | Yes | Sent | 18/10/2024 | GETS |
| 17-Oct | Will you accept appendices to the document? i.e. separate documents as well as the main response document. | <p>We prefer that material is provided in the body of the ROI Response Template. This will make it easier for evaluators to consider and score your response.</p> <p>The ROI is the first stage of the Procurement process and there will be opportunities for shortlisted respondents to provide additional detailed information at the later RFP stage.</p> <p>However, if additional information is important and/or needs to be read by evaluators, it should, in line with section 1.7.5 of the ROI, be relevant and brief, clearly marked as an appendix to the Registration, and clearly referenced to the relevant section of the ROI.</p> <p>While we have not set page limits for responses, when considering what to add, we encourage succinct responses that promptly get to the heart of the questions being asked.</p> | Sent | 18/10/2024 | GETS |
| 17-Oct | Are TPK open to other models in addition to Navigator driven models? | No. A key shift in the next iteration of Whānau Ora is a model that will shift more funding to the front line via service providers who have navigators in the right place, with the right capabilities and the right skills to provide whānau with better support to realise their aspirations. | Sent | 21/10/2024 | GETS |
| 17-Oct | What was the total number and percentage growth of whānau ora navigators in Te Waipounamu per annum, by financial year over the last five years? If possible, please also provide a breakdown by region within Te Waipounamu. | The Whānau Ora commissioning model is based on commissioning agencies holding the relationship with locally based networks of service providers. Te Puni Kōkiri does not currently hold information on the breakdowns of service providers or navigator numbers. | Sent | 21/10/2024 | GETS |
| 17-Oct | How much investment per annum over the last five financial years has gone into the whānau ora navigator workforce? Please provide a breakdown of the makeup of the total investment i.e. salaries, professional development, hourly rates, etc. | The Whānau Ora commissioning model is based on Commissioning Agencies holding the relationship with locally based networks of Service Providers. Te Puni Kōkiri does not currently hold this information requested. | Sent | 21/10/2024 | GETS |
| 17-Oct | Please elaborate on: "The appointment of any commissioning agency will not limit the ability of Te Puni Kōkiri to contract directly with any iwi or with any other providers for or within that region." What are some examples of what other things Te Puni Kōkiri would contract, and could that extend to additional commissioning agency contracts? | <p>The commissioning agencies are being selected on a non-exclusive supply basis.</p> <p>However, once arrangements are put in place between Te Puni Kōkiri and commissioning agencies, Te Puni Kōkiri would want to use the commissioning agency where possible. This will be considered on a case-by-case basis.</p> <p>Examples (without limitation) where Te Puni Kōkiri is not able to use the commissioning agency would include where the commissioning agency is unable to contract service providers to provide navigator services across some parts of the region, or rapidly scale up service provider (eg in the case of a major weather event).</p> | Sent | 21/10/2024 | GETS |
| 17-Oct | <p>"A commissioning agency will have obligations relating to the transition into the Outcome Agreement and the subsequent disengagement from services, in order to ensure a smooth transition and continuity of services to whānau."</p> <p>Please outline the contractual arrangements between Te Puni Kōkiri and current commissioning agencies in terms of any transition including the transfer of information, systems, assets, infrastructure etc...</p> <p>Please elaborate on: "subsequent disengagement from services" and what is meant by this.</p> | <p>A smooth transition to the next iteration of Whānau Ora is important so that services to whānau can continue without disruption.</p> <p>Transitional change will be managed between commissioning agencies and Te Puni Kōkiri, and between commissioning agencies and service providers.</p> <p>More detail on transition planning across the different transition streams required will be provided in the RFP.</p> <p>'Subsequent disengagement from services' includes the ramp-up of new commissioning agencies and any wind-down from incumbents.</p> | Sent | 21/10/2024 | GETS |

| | | | | | |
|--------|--|--|------|--|--|
| 18-Oct | | | Open | | |
|--------|--|--|------|--|--|