

4 Poutūterangi 2025

Te Minita mō Whānau Ora

## **HE PĀRONGO | AIDE MEMOIRE**

### **Whānau Ora Commissioning Procurement – additional information and assurances**

Te Puni Kōkiri contact: Grace Smit, Hautū Te Puni Rohe | Deputy Secretary Regions

Phone: 9(2)(a)

TPK tracking no: 71927

#### **Purpose**

1. This aide memoire provides you with the information and written assurances you requested at the Whānau Ora officials' hui on 3 Poutūterangi 2025.

#### **Summary of assurances**

Out of scope

9(2)(g)(i)

#### **Background and context**

9(2)(g)(i)

9(2)(g)(i)

**Assurance from the Public Service Commission, and Social Investment Agency**

9(2)(g)(i)

8. On 4 Poutūterangi 2025 Sir Brian Roche, the Public Service Commissioner, wrote to the Secretary for Māori Development providing assurances on these two points. A copy of that letter is attached as **Appendix 1**. We understand the PSC also sent the letter directly to your office.

**Assurance and Transition timeframes**

9(2)(g)(i)

### Transition risks were mitigated by the information sought via RFP Evaluation

10. 9(2)(g)(i), respondents to the RFP confirmed their ability to commence commissioning services on 1 Hōngoi 2025. We note that there is a strong provider network of social service provision to leverage from and that the services to which they are responding are commissioning activities. In the RFP, several sections cover capability, capacity and coverage. Additionally, the RFP process specifically allocated 15% of its weighted criteria to Transition and Implementation (refer **Appendix 2**). Evaluators were required to consider whether respondents:

- a. had provided detailed and achievable timelines for transition and implementation activity;
- b. had provided detail on the steps and resources in place to achieve deliver for 1 Hōngoi 2025;
- c. understood potential risks and challenges ahead of them over the transition and implementation phase, and the strategies to mitigate these;
- d. had included mechanisms for monitoring and reporting on their progress toward successful transition and implementation.

9(2)(b)(ii)

9(2)(b)(ii)

### Transition Risks and Mitigations

9(2)(g)(i)

14. Notification of preferred respondents is yet to occur and so we have been unable to test and reconfirm with respondents any changes to the assurances they provided in Hakihea 2024. The contract negotiation phase is when transition planning will also be confirmed. During this phase we will be better positioned to provide increased assurance and updates as to the impact of the mitigations.

### *Transition funding*

9(2)(i)

9(2)(i)

*Positioning of Te Puni Kōkiri Regional Network*

16. Te Puni Kōkiri has appointed a Regional Director based in each of the four Whānau Ora regions to cement a strong regional relationship with new commissioning agencies. 9(2)(g)(i)

The Regional Directors are Te Puni Kōkiri holders of information and intelligence to support the commissioning agencies' service presence and readiness for achieving the Navigator coverage required by the new funding model.

17. Te Puni Kōkiri is also prepared to inform and support incoming commissioning agencies with insights to develop strategic relationships, service insights and opportunities. In practice, this means a comprehensive understanding of service delivery providers across each region and in particular those in communities of high deprivation.

*Use of Te Puni Kōkiri Data and Insights*

18. Te Puni Kōkiri Data and Insights has developed bespoke insights mapping to further expand regional kaimahi knowledge of gaps and opportunities, at a suburb level. Detailed layered data on communities, populations and services provides a context for regional directors to strengthen new commissioning agencies' service coverage and access across deprivation 8, 9 and 10 suburbs where service delivery needs to be targeted.

19. These quantitative insights will be further overlaid with Te Puni Kōkiri qualitative assessment of current local service delivery provision (both within Whānau Ora, as well as other capabilities delivering similar services) from kaimahi with the closest understanding of the regional delivery picture. This capitalises on Te Puni Kōkiri unique agency position of strong relationships with whanau, iwi, hapu Māori and whanau centred, locally led and government enabled service delivery.

9(2)(g)(i)

9(2)(g)(i)

9(2)(g)(i)

### Next Steps

26. We now seek your urgent direction on the three pathways outlined in this aide memoire:

- a. Te Puni Kōkiri to progress to approval of RFP evaluation panel recommendations and notification of respondents (**preferred**).

9(2)(g)(i)

## Attachments

### Attachment Three: Preferred Respondents Summary

Epstein

**NOTED**

Date:

**Appendix 1: Letter from Public Service Commissioner**

Proactively released



## Te Kawa Mataaho

Public Service Commission

4 March 2025

Dave Samuels  
Te Tumu Whakarae  
Te Puni Kōkiri

Cc: Minister for Whānau Ora

Tēnā koe Dave

Thank you for the email Heather Baggott received from Steven Sutton on 3 March 2025, setting out steps taken to provide assurance around my expectations with regards to the findings of the Inquiry into the Protection of Personal Information and your Whānau Ora Commissioning procurement process.

I wanted to respond on this, and on the social investment approach and how it relates to Whānau Ora. As you know, social investment is a priority for this Government, and I have therefore sought advice from the Social Investment Agency that the new arrangements for Whānau Ora commissioning are consistent with the direction for social investment. I understand the Minister for Whānau Ora has sought similar assurances.

### **Assurance on personal data and conflicts of interest**

In our earlier briefing to Minister Collins and Minister Potaka on the Public Service system response to the Inquiry, we provided assurance that:

- the procurement process was not and would not be influenced by the inquiry process or findings, and
- the terms and conditions of the contract (the draft Outcomes Agreement) with the selected provider would comply with the Commissioner's system response requirements that they be fit for purposes and contain provisions for the adequate protection of personal information.

On the basis of what you have provided to date, I am confident at this point in time that these conditions are met (but note that the contracts remain subject to further negotiations). This includes that you:

- took more time to consider procurement options and practices around data sharing, and
- sought and made minor changes to the draft Outcomes Agreement based on Crown Law advice.

I note that Crown Law considered the relevant (draft) model standards in respect of personal data and conflicts of interest, and recommended minor changes, which you have incorporated without material change to the procurement process.

We will continue to work closely with you to ensure compliance with the further requirements I set out in my two letters on 18 February 2025.



**Alignment with social investment**

Advice from Social Investment Agency (SIA) is that the direction of travel for Whānau Ora is broadly consistent with the future direction for social investment, and can continue to be refined as work progresses and contracts are finalised.

In its procurement process, you have taken positive steps to embed elements important to social investment (for example, ability to track outcomes at a more refined level in the IDI). I would like you to continue to work closely with SIA, as you step into the contracting phase, on what may further improve the contracts from a social investment perspective. For instance, SIA has advised that it would be desirable to build into the contracts an exceptions process from required navigator FTE numbers, for situations where compliance would unduly constrain delivery.

Ngā mihi nui



Sir Brian Roche KNZM  
Te Tumu Whakarae mō Te Kawa Mataaho  
Public Service Commissioner | Head of Service

## Appendix 2: RFP Criteria and Weightings

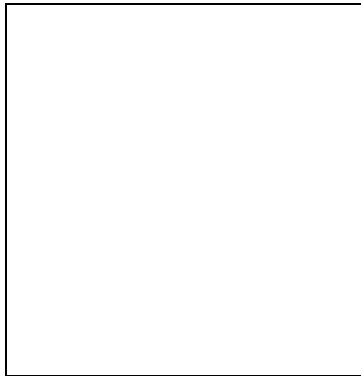
<b>10%</b>	<b>4.1 Understanding of requirements and key outcomes</b>
10%	4.1.1 Understanding of requirements and key outcomes
a)	Confirm understanding and contribution to outcomes
<b>35%</b>	<b>4.2 Approach</b>
10%	4.2.1 Whānau-centred Commissioning Services provision
a)	Regional coverage and high needs targeting
b)	Regional Workforce Plans and Navigator demand and competence
c)	Pay equity rates
10%	4.2.2 Processes, systems and controls
a)	Processes, systems and controls
b)	Understanding, planning, and progressing Whānau needs
c)	Processes for investment planning
d)	Managing funding and investment decisions
e)	Team structure, roles, responsibilities and utilisation
f)	Management and monitoring of cash flows
g)	Management and optimisation of Service Provider performance
h)	Systems or processes requiring Service Provider compliance
i)	Cost structure management
j)	Programme/project practices and processes
k)	Conflict of interest and code of conduct policies
l)	Interaction and cooperation with Te Puni Kōkiri
m)	Ongoing improvement and innovation
n)	Assumptions
15%	4.2.3 Data capture, sharing, storage and reporting
a)	Individual level data sharing requirements (RFP Section 2.6.3)
b)	Monitoring and ensuring performance requirements (RFP Section 2.6.3)
c)	Progression Framework requirements (RFP Section 2.6.1)
d)	Commissioning Agency performance requirements (RFP Section 2.6.3)
e)	Regional Needs Analysis and Investment Plan
f)	Ensuring and improving data accuracy
g)	Ensuring system and data security
h)	Assumptions
<b>15%</b>	<b>4.3 Implementation and Transition Plan</b>
15%	4.3.1 Implementation and Transition Plan
a)	Implementation and transition plan
b)	Approach and timeframe for regional Navigators
c)	Investment Board establishment
d)	Use of the Investment Plan to commission Service Providers
e)	Implementing the reporting framework and Social Investment framework

f)	Barriers to finance and performance reporting (RFP Section 2.6.3)
g)	Whānau transition between Service providers or other Agencies
h)	Assumptions
40%	<b>4.4 Response to Outcome Agreement</b>
40%	<b>4.4.1 Acceptance of the Outcome Agreement</b>
a)	Response to the Outcome Agreement template

Proactively released

Appendix 3: Preferred Respondents Summary

Respondent	<div>9(2)(b)(ii)</div> <div>Proactively released</div>
National Hauora Coalition <i>Region 1</i>	
Te Runanga o Ngati Toa <i>Region 2</i>	
Te Tauraki (Ngai Tahu) <i>Region 3</i>	



The Cause Collective  
*Region 4*

9(2)(b)(ii)

Proactively released