

Request for Tender: Proposal and Quotation



Provision of Auditing Services to GLCH
for the period 2023-2025

Part A: Information for Respondents

Purpose of this Document

This document has been prepared to provide information to prospective suppliers, to support their preparation and submission of a proposal for the provision of auditing services to Gippsland Lakes Complete Health for the period July 2023 – July 2025.

Project Overview

GLCH is inviting suitably qualified and experienced providers to provide a tender for the provision of auditing services to Gippsland Lakes Complete Health for an initial 3-year period.

Key dates for this proposal are indicated below. These dates are advised as a guide to projected timelines only. Gippsland Lakes Complete Health (GLCH) will attempt to maintain this schedule, but reserves the right to vary key dates where necessary:

RFQ Invited	6 February 2023
Closing date for submission of Quotations	28 February 2023
Selection Interviews (if required) conducted	6 March 2023
Successful tenderer notified	13 March 2023

Organisational Background

Gippsland Lakes Complete Health is a not-for-profit, non-government organisation operating as a company limited by guarantee under the Corporations Act 2001. GLCH is a Victorian Registered Community Health Service under the Health Services Act (1988), and a Registered Community Services Organisation under the Children, Youth and Families Act (2005).

Gippsland Lakes Complete Health has been based in East Gippsland since 1975, providing services throughout the region from our central locations and via our extensive network of partnerships. We employ more than 550 employees and 300 volunteers across seven sites – Lakes Entrance (Jemmeson Street & GLCH Children’s Centre), Bairnsdale, Bruthen, Metung, Paynesville and Nowa Nowa. We provide quality health care services in the areas of home care, allied health, nursing, medical, counselling, and family, youth, and children’s services. GLCH has a strong partnership with the Lakes Entrance Aboriginal Health Association, which operates from the same site in Jemmeson Street, Lakes Entrance.

Further information can be obtained at our website: www.glch.org.au

Scope Of Work

GLCH is seeking the services of experienced auditors to provide audit services covering a broad range of organisational areas. The audit results will inform the GLCH Executive and Board in managing the compliance, continuous improvement, and enhancement of GLCH services and operations. The areas of audit will include, but are not limited to:

- Review of Medicare billing across the GP and Allied Health services against compliance requirements, with identification of areas for increased billing opportunities
- Review of the Health and Safety Framework, Policies, Procedures, and operations to ensure compliance with all regulatory and compliance requirements
- Review of GLCH NDIS service provision against NDIS operational guidelines and NDIS legislation and rules
- Review of GLCH procurement processes against best practice/relevant guidelines
- Review of other service provision against relevant guidelines, either funding, legislative, or

- regulatory
- Review of areas of operation identified as high risk, or areas of concern for GLCH

The areas for audit will be identified prior to the commencement of each financial year. A minimum of two audits will be conducted each financial year.

Part B: Project Specifications

A. Provider Requirements

The successful provider will:

- Provide an Australian Business Number (ABN), be able to enter a contract with GLCH, and provide details of professional insurance coverage
- Provide details of relevant previous experience
- Demonstrate a clear understanding of the Community Health sector, operating environment, and associated compliance requirements
- Provide contact details of a minimum of two referees who can attest to the applicants experience in the health sector
- Provide sufficient supporting documentation to satisfy GLCH as to the financial, technical, planning, and other resource capability to successfully undertake the proposal

B. Tender Responses

Tender responses should include the following (at a minimum):

- Ability to meet the Provider requirements as above
- Demonstrated ability to provide high-quality audit services and reports
- Demonstrated understanding of the Community Health sector
- Identification of audit team members and their qualifications and experience
- Demonstrated ability to conduct audits onsite and /or via desktop audit, as required by GLCH

C. Quotation

GLCH is seeking a fixed price quotation that is expected to be commensurate with the key activities and outputs/deliverables required to provide the required audit services.

All quotations must be GST inclusive. If your services are GST exempt, please state this in your response.

D. Project Proposal

All proposals must address the specifications outlined in Part B, and be received by GLCH by COB 28 February, 2023.

MAIL: Attention: Executive Manager Corporate Services
Gippsland Lakes Complete Health
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OR

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