

# Request for Proposal: Optical Goods and Services



MINISTRY OF  
SOCIAL DEVELOPMENT  
*Te Manatū Whakahiato Ora*

## A Briefing for Interested Providers



# 7 Introductions

- Hanelie Lategan – Procurement and Contracts Manager
- Out of scope [REDACTED] – Procurement Contracts Advisor
- Mark Coulston – IT Contracts Manager
- Lynley Speers – Programme Manager, Social Assistance Procurement.

# 7 Todays Agenda

- Housekeeping
- Overview - Optical Goods and Services
- Procurement Process
- RFP Tips
- FAQ
- Questions

# 7 A bit about MSD and our clients

- 9 Business groups;
- Policy, service delivery and corporate functions;
- Over 300,000 working age population;
- Over 550,000 Superannuitants.

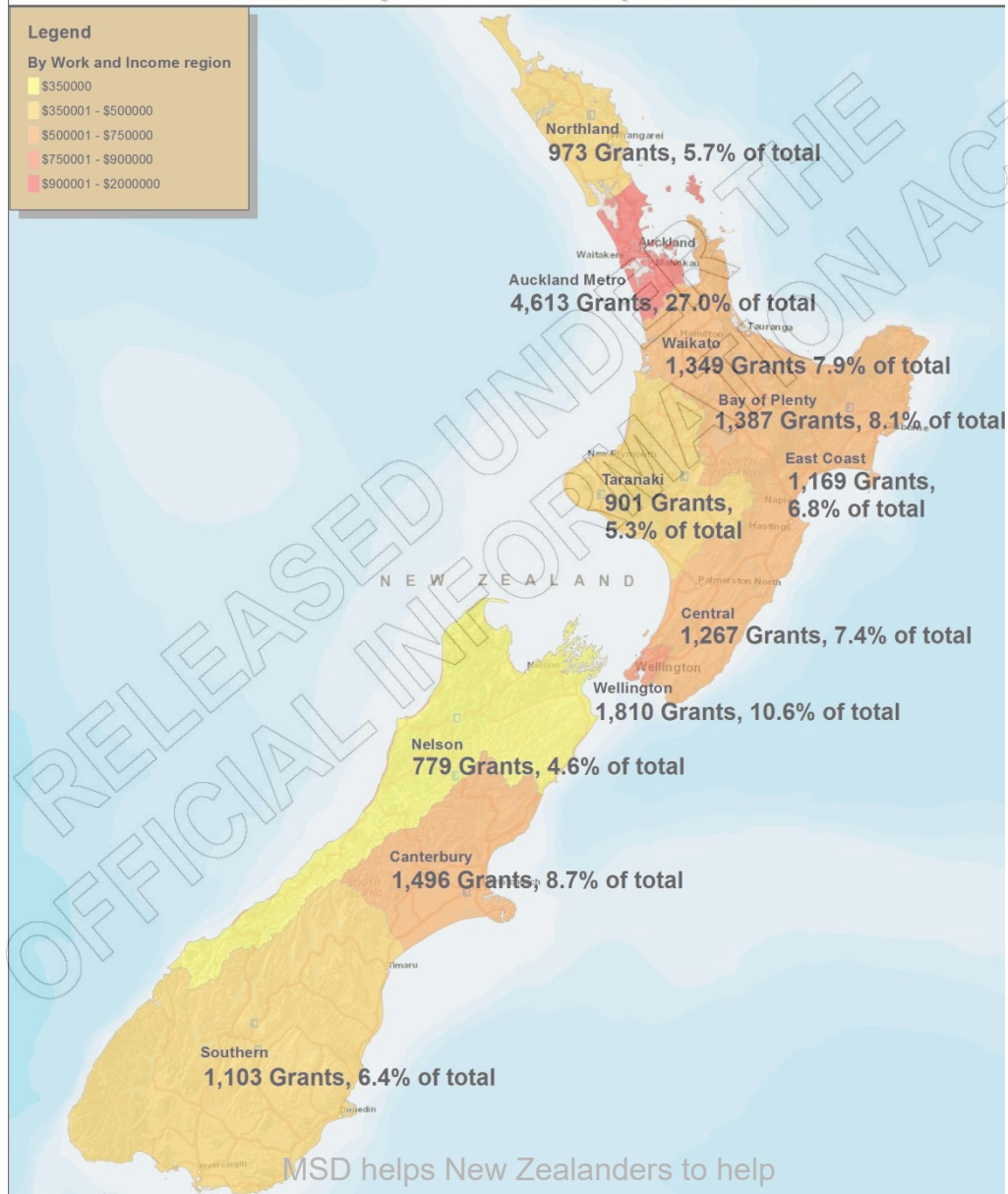
# 7 Objectives

- Supply quality and low priced Optical Goods and Services that meets the Client's immediate needs;
- Reduce cost to the client and Crown;
- Reduce complexity;
- Improve control over price.

# 7 Tender opportunity – Optical Goods and Services

- Around \$8 million each year is lent to MSD clients:
  - 23% total spend (16 – 39 age group)
  - 32% total spend (39 – 54 age group)
  - 45% total spend (55+ age group).
- Over 17,000 transactions:
  - 28% total transactions (16 – 39 age group)
  - 31% total transactions (39 – 54 age group)
  - 41% total transactions (55+ age group).

# Hardship grants for glasses and contact lenses From May 2012 to April 2013



6 Sept 2013

MSD helps New Zealanders to help themselves to be safe, strong and independent.

# 7 What is Important to us?

- Possess a current practising certificate;
- Supply a contemporary range of quality, low priced Optical Goods;
- Supply a general fitting and on-going adjustment service;
- Provide a minimum two (2) year warranty for defective materials and fittings;
- Provide a Complaints Process;
- Offer value add services ( i.e. employment opportunities).



# 7 What is in Scope?

Optical Goods defined as:

- spectacle frames;
- spectacle lenses;
- ready to wear spectacles;
- spectacle protection cases;
- spectacle care products.

# 7 What is in Scope?

Optical Services defined as:

- Eye examinations;
- Fitting of spectacle frames and spectacle lenses;
- Fitting of spectacle lenses to spectacle frames supplied by MSD Client; and
- Adjustment of spectacle frames, spectacle lenses, and ready to wear spectacles.

# Evaluation Criteria

## Mandatory Response Requirements **Pass/Fail**

- Current practising certificate with the New Zealand Optometrist and Dispensing Opticians Board (ODOB);
- Supply a contemporary range of **quality**, low priced Optical Goods;
- Provide an eye examination (Clinical Eye examination is detailed in full in Appendix 5);
- Supply a general fitting and on-going adjustment

# 7 Evaluation Criteria

## Mandatory Response Requirements **Pass/Fail**

- Warranty period – minimum two (2) year warranty for defective materials and fittings; and
- Provide a Complaints Process.
- Financial Viability
- Consortia bid financial viability (if applicable)

# 7 Evaluation Criteria

## Qualitative Section 50%

- Cultural and Language Capability
- Reporting
- Security and Confidentiality
- Supplier Management
- Value Added Services
- Warranty

# 7 Evaluation Criteria

## Qualitative Section 50%

- Stock-holding Capability- Spectacle Frames
- Order Fulfilment and Clinical Eye Test Requirements
- Transition and Implementation Plan
- Spectacle Frames and Lenses
- Clinical Governance
- Clinical Audit

# 7 Evaluation Criteria

## Commercial Section **50%**

- Pricing

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# 7 Client Satisfaction Survey

- To assess proven past experience
- By 13 September 2013 you will need to provide:
  - 3 Government Agency Referees
  - If no previous government experience, Private or community sector is okay



# 7 eTender Tool – Trade Interchange

- Responses are to be submitted electronically via the eTender tool only
- The eTender tool is supported by Trade Interchange
- Respondents will need to register to receive log on details
- Please see GETS for more information, including PDF of RFP questions and Goods and Services Agreement
- Responses not compliant with this approach will not be considered

# 7 Dates for your Diary

- RFP Release 6 September
- Notification of Intention to Respond and Referee Registration 13 September
- Clarification period ends 23 September
- **RFP Close 4 October 3pm**
- Contract Award To be confirmed



# RFP Tips

- Be explicit – do not leave any information for the evaluators to infer.
- Answer all Questions in full ( For example, do not use ‘*..please refer to section 9.1..*’)
- Consider audience – evidence based.
- Correct tone
- Not a marketing exercise but to demonstrate capability.

# ➤ Important Reminders

- Intent to Respond and Referees - **13 September 2013 at 5pm;**
- Clarification period ends - **23 September 2013 at 5pm;**
- RFP closes - **4 October 2013 at 3pm.**



# FAQ's....

- How many on the panel?
- Is it just about price?
- What about rural or regional suppliers?
- Who will be evaluating the proposals from a clinical perspective
- What is the current thinking how any contracts will be structured
- Will any volume commitments be given by MSD

# ➤ Any Questions?

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