

Te Whatu Ora

Health New Zealand

Request for Proposals

Gender- Affirming Primary Care – Update to Guidelines for Gender-Affirming Care

Project Number: 30535

RFP released: 10 March 23

Deadline for Questions: 17 March 2023

Deadline for Registrations: midday, Thursday 30 March 2023

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Statement of Confidentiality

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The opportunity

This RFP is issued by **Te Whatu Ora - Health New Zealand** referred to below as “the Buyer” or “we” or “us”.

What we need

Te Whatu Ora, working in partnership with Te Aka Whai Ora, is seeking proposals to update national gender-affirming health care guidelines. We are looking for a provider to update the existing ‘Guidelines for Gender Affirming Healthcare for Gender Diverse and Transgender Children, Young People and Adults in Aotearoa New Zealand (2018)’¹ by Jeannie Oliphant et al (The Aotearoa Guidelines).

We are looking for an organisation that can:

- facilitate the development of updated national guidelines for gender-affirming health care and ensure that gender-affirming care guidelines reflect the cultural and regional needs of health care services in Aotearoa New Zealand
- ensure that the updated guidelines are aligned with international best practice models of care as outlined in the World Professional Association for Transgender Health’s (WPATH) Standard of Care Version 8 document, released in September 2022² and include guidance for initiating gender-affirming hormone therapy in primary care
- carry out consultation with the relevant stakeholders on gender-affirming health care to ensure that updated guidelines both meet the needs of transgender and non-binary communities in Aotearoa New Zealand and are relevant and clinically safe for practitioners to use.

A bit about us

The Buyer, Te Whatu Ora – Health New Zealand, leads the day-to-day running of the health system across New Zealand, with functions delivered at local, district, regional and national levels. We weave the functions of the 20 former district health boards into our regional divisions and district offices, ensuring continuity of services in the health system. We manage all health services, including hospital and specialist services, and primary and community care. We are also responsible for improving services and outcomes across the health system. We do this in partnership with Te Aka Whai Ora - Māori Health Authority. Te Aka Whai Ora is an independent public health agency responsible for enhancing tino rangatiratanga and strengthening mana motuhake for hauora Māori. They also ensure greater influence throughout the entire health system to support whānau to take control of their health and wellbeing

The legal info

Health New Zealand is a Crown agent that was established on 1 July 2022 under section 11 of the Pae Ora (Healthy Futures) Act 2022 (**the Act**). We have the registered trading name Te Whatu Ora – Health New Zealand. The Act disestablished all 20 district health boards and transferred all their assets, liabilities, contracts, and engagements, to Te Whatu Ora – Health New Zealand on 1 July 2022. You can find more information on the transformation of the New Zealand health system and Te Whatu Ora – Health New Zealand at <https://www.tewhatauora.govt.nz/>.

SECTION 1: Key Information

1.1 Context

This request for proposal (RFP) is an invitation to suitably qualified suppliers to submit a proposal for the 'Gender-Affirming Primary Care – Update to Guidelines for Gender-Affirming Care', contract opportunity. This is a closed single-step procurement process.

1.2 Our timeline

| Steps in process | Approx dates |
|--|----------------|
| Deadline for questions from respondents: | 17 March 2023 |
| Deadline for response forms: | 30 March 2023 |
| Anticipated contract start date | Mid-April 2023 |

1.3 How to contact us

If you have any questions, please contact s 9(2)(g)(ii) (Point of Contact) by email at s 9(2)(g)(ii)

1.4 Developing and submitting your registration

Take time to read and understand this RFP and use the following response forms to submit your response:

- Response form one: Questions relating to evaluation criteria
- Response form two: Pricing proposal

1.5 Address for submitting your response form

Submit your response forms by email to the point of contact detailed above.

1.6 Our RFP process, terms and conditions

The RFP is subject to the RFP process, terms and conditions (shortened to RFP-terms). View the [RFP terms](#) V.2 June 2021. After releasing the RFP, if we need to change anything or provide additional information we will let you know by email.

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SECTION 2: Our requirements

2.1 High-level objectives of this procurement

- Updating national guidelines for gender-affirming health care which will lead to improving access to gender-affirming care for transgender and non-binary people.

2.2 Key objectives of the services

- It is expected that updating the Guidelines will improve the quality, variability, and cultural safety of gender-affirming care in Aotearoa New Zealand. This will be done by updating the Guidelines to reflect international best-practice, provide guidance on gender-affirming care including initiation and maintenance of gender-affirming hormone therapy and including the intersectional voices of Takatāpui, MVPFAFF+ and tāngata whaikaha.
- Updated guidelines will enable more clinicians working in primary care to feel comfortable providing gender-affirming care such as gender-affirming hormone therapy. Clinical safety will be guided and supported at all stages, enabling more gender-affirming care to take place in primary care.

2.3 In Scope

- ensuring that national gender-affirming care guidelines are aligned with international best practice models of care as outlined in WPATH SOC v.8.
- adapting international best practices to reflect the cultural and regional needs of healthcare providers in Aotearoa New Zealand.
- carrying out consultation with the community and stakeholders, ensuring that both clinical safety and community needs are factored into the updated guidelines.
- including guidance for commencing hormone therapy in primary care.

2.4 What we require from a respondent:

Capacity

- We are seeking respondents that can show they have the organisational structure, capacity, and personnel available to deliver the changes required of the guidelines to bring them in line with international best practices within the timeframe specified.

Solution fit for purpose: clinical safety and international best practice approach

- Updated guidelines will provide guidance on clinical and cultural best-practice when delivering care to transgender patients, in line with the WPATH SOC v.8. Guidelines will include guidance for commencing hormone therapy in primary care which will outline principles and approaches that encompass the diversity of transgender people, including a specific focus on guidelines for working with Takatāpui. Updated guidelines will be suitable for online publication and printable.
- We are looking for solutions that focus on the unique health needs of trans and non-binary people as well as other intersectional minority population groups (Māori, Takatāpui, MVPFAFF+ and tāngata whaikaha.)
- Success of the updated guidelines will be measured by their uptake in the HealthPathways workstream, as well as in places offering gender-affirming healthcare services. Members of the community may also use them as a resource, and we expect that future research on trans healthcare will show improved confidence in healthcare providers.

Addressing equity and Māori health and wellbeing

- We are seeking respondents that have demonstrated a commitment to improving Māori health outcomes and addressing inequities in access to gender-affirming healthcare in Aotearoa New Zealand.

This includes a plan for:

- incorporating Te Ao Māori principles and ensuring Māori representation in decision making at all levels of the Guidelines development
- ensuring that the updated guidelines are appropriate for and address the needs of Pacific peoples, youth and tāngata whaikaha
- embedding Te Tiriti o Waitangi principles into the design and delivery of Guidelines.

The capability of the organisation to carry out consultation with the relevant stakeholders on gender-affirming health care

- We are seeking respondents that can demonstrate capability to carry out consultation with relevant stakeholders on gender-affirming health care, such as community organisations and medical bodies. This should include preparedness to address the multiplicity of trans, non-binary, Takatāpui, and MVPFAF+ perspectives as well as clinical and medical perspectives ensuring that community voice is captured, and guidelines meet requirements to deliver clinical and medical services safely.

2.5 Contract term and value

We expect that the contracts with selected providers will commence by end of April 2023. The update to the Guidelines will need to be complete by 31 Dec 2023 at the latest to enable the HealthPathways workstream and the workforce development resources to commence. We anticipate this work can be done for under \$100k.

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SECTION 3: Our evaluation approach

This section sets out the evaluation approach that will be used to assess responses.

3.1 Evaluation approach and shortlisting

The responses will be scored by an evaluation panel using the evaluation criteria outlined in the table below. Price will not be a weighted criterion. Instead, the price will be considered in determining overall public value over the whole of life of the contract. A two-envelope process will be used, and suppliers' pricing will only be opened once the criterion scoring is completed.

3.2 Evaluation criteria

We will evaluate responses to the following criteria and weightings. Further detail of the evaluation criteria is provided in the response form.

| Evaluation criteria | Weighting |
|--|-------------|
| 1. Organisational capacity | 15% |
| 2. Solution fit for purpose: Clinical safety and alignment with international best practices approach | 30% |
| 3. Equity and Māori health and wellbeing | 35% |
| 4. Capability of the organisation to consult and collaborate with relevant stakeholders on gender-affirming health care. | 20% |
| TOTAL | 100% |

3.3 Scoring

The rating scale that will be used by panel members to score the responses against the evaluation criteria is based on a 0 to 5 rating scale as shown below.

| Rating | Definition | Score |
|------------|--|-------|
| EXCELLENT | Exceeds the requirement. Exceptional demonstration by the respondent of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the services. The proposal identifies factors that will offer potential added value, with evidence to support the response. | 5 |
| GOOD | Satisfies the requirement with minor additional benefits. Above average demonstration by the respondent of the relevant ability, understanding, experience, skills, resources & quality measures required to provide the services. The proposal identifies factors that will offer potential added value, with evidence to support the response. | 4 |
| ACCEPTABLE | Satisfies the requirement. Demonstration by the respondent of the relevant ability, understanding, experience, skills, resources, and quality measures required to provide the services, with evidence to support the response. | 3 |

| Rating | Definition | Score |
|----------------------|--|-------|
| RESERVATIONS | Satisfies the requirement with minor reservations. Some minor reservations about the respondent's relevant ability, understanding, experience, skills, resources, and quality measures are required to provide the services, with little or no evidence to support the response. | 2 |
| SERIOUS RESERVATIONS | Satisfies the requirement with major reservations. Considerable reservations about the respondent's relevant ability, understanding, experience, skills, resources, and quality measures are required to provide the services, with little or no evidence to support the response. | 1 |
| UNACCEPTABLE | Does not meet the requirement. Does not comply and/or insufficient information provided to demonstrate that the respondent has the ability, understanding, experience, skills, resources, and quality measures required to provide the services, with little or no evidence to support the response. | 0 |

SECTION 4: Our proposed contract

4.1 Proposed contract

The proposed contract that we intend to use for this procurement is attached to this RFP. In submitting your proposal, you must let us know if you wish to question or negotiate any of the terms or conditions in the proposed contract. The RFP response form contains a section for you to state your position. If you do not state your position, you will be deemed to have accepted the terms and conditions in the proposed contract in full.

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