



Invitation: Expression of Interest

icare[™]
foundation

Invitation: Expression of interest

icare Foundation

| | |
|--------------------------|---|
| Invitation title: | Improving recovery and return-to-work outcomes for injured workers in NSW |
| Date of issue: | Monday 8 March 2021 |

Disclaimer

The information provided is intended to be a guide only. icare will not be liable for any costs or loss incurred or sustained as a result of a respondent's reliance on any information provided by or on behalf of icare pursuant to this Expression of Interest (EOI) or of the respondent's participation in this EOI. icare reserves the right in its absolute discretion to vary any of the terms contained in this document; accept or reject late submissions; vary the dates for key stages; freely discuss aspects of a respondent's application directly with them; or discontinue this EOI process.

If a respondent is found to have made a false, misleading or deceptive claim or statement, icare may exclude the response from further consideration at any time.

icare will not be legally bound to provide any funding to a respondent until a funding agreement has been signed by the respondent and icare.

Contents

| | |
|---|-----------|
| Invitation: Expression of interest | 2 |
| icare Foundation | 2 |
| Introduction | 4 |
| Background to icare and the icare Foundation | 4 |
| Background for this EOI | 4 |
| Structure of the EOI | 5 |
| Part A – The invitation | 5 |
| Part A.1 – About this invitation | 5 |
| 1. icare contact | 5 |
| 2. Closing time | 5 |
| 3. Indicative timetable | 5 |
| 4. Eligible organisations | 5 |
| 5. Evaluation criteria | 6 |
| Part A.2 – Overview of requirements | 6 |
| Part B – Conditions of participation | 7 |
| Part B.1 – icare Foundation specific requirements | 7 |
| 1. Invitation | 7 |
| 2. Communication | 7 |
| 3. Submission of an applicant’s response | 7 |
| 4. Evaluation | 9 |
| 5. Next stage of the EOI process | 9 |
| 6. icare rights | 9 |
| Part C – EOI response | 10 |
| EOI form | 11 |
| Conflict of Interest declaration | 13 |

Introduction

Background to icare and the icare Foundation

icare (Insurance and Care NSW) provides insurance and care services to the businesses, people and communities of NSW. icare provides workers compensation insurance to more than 326,000 public and private sector employers in NSW and their 3.6 million employees. In addition, icare insures builders and homeowners; provides treatment and care to people severely injured on NSW roads; and protects more than \$193 billion of NSW Government assets, including the Sydney Opera House, the Sydney Harbour Bridge, schools and hospitals. There are seven schemes within icare that are committed to delivering better cover, treatment and care to the people of NSW, including the icare workers insurance scheme.

The icare Foundation was established in 2016 to invest in partners who can improve wellbeing and recovery outcomes for injured workers, road users, their families and carers. We help build organisational capacity, fund research and catalyse service innovations that support these outcomes.

Background for this EOI

icare Foundation is seeking expressions of interest from suitably qualified research institutions to understand research capabilities that can enhance and support icare's capacity to make evidence-based improvements to the services and operating model supporting the recovery and return-to-work outcomes for both workers and employers in the NSW system.

EOI responses will be reviewed and considered by the icare Foundation in the next stage of development of a learning environment within icare where innovations that are introduced can be tested and their efficacy measured with confidence and consistency. The emphasis will therefore be on the practical translation of research findings directly into new practices, innovations and interventions, and the collection of primary data that in turn informs academic understanding and practice.

icare is seeking capability statements that can demonstrate:

- A track record of achieving demonstrable research impact – research outputs that have resulted in policy and practice changes and measurable outcomes for beneficiaries and stakeholders
- Expert knowledge of recovery and return-to-work processes (including within workers compensation schemes), including claims management and injury management for both physical and psychological injuries
- A strong understanding of the complexity of the NSW workers compensation system and its interconnected communities, and demonstrated networks and credibility with key stakeholders within the system
- Ability to deliver high quality evaluations of pilots and innovations, including domains of process, effectiveness and economic return. Experience using both qualitative/ quantitative and contribution/ attribution-based evaluation methods that can generate meaningful evidence in complex environments, including in the absence of a robust control dataset
- Ability to operate a clearinghouse function to provide icare with emerging evidence updates
- Ability to draw on other researchers, disciplines and schools as required to help solve complex problems. Some examples of relevant inter-disciplinary collaboration may include with the behavioural / social sciences (including accident and injury prevention), medical and psychological disciplines, schools of business and public administration (in relation to program, service and delivery innovation).

The information submitted by respondents will as a minimum be utilised to establish an informal panel of research organisations that the icare Foundation will draw upon to conduct key pieces of research, which could include a longitudinal study of injured worker outcomes in NSW.

Structure of the EOI

We are seeking responses as outlined in Part A.2.

This EOI comprises the following sections:

- Part A – The invitation
 - Part A.1 – About this invitation
 - Part A.2 – Overview of requirements.
- Part B – The conditions of participation set out the rules applying to the EOI process for the supply of goods and/or services.
- Part C – The respondent's response lists the information to be provided by respondents. Part C includes a template to be completed.

Part A – The invitation

Part A.1 – About this invitation

1. icare contact

| Initiative manager | |
|--------------------|--|
| Name: | Barney Smith |
| Position title: | Foundation General Manager |
| Business unit | icare Foundation |
| Contact details: | Email your questions through to foundation@icare.nsw.gov.au |

2. Closing time

| Closing time | |
|--------------|-----------------------------------|
| AEST | AEST 5:00PM, Monday 19 April 2021 |

Lodgement details

| | |
|--------------------|--|
| Email | foundation@icare.nsw.gov.au |
| Other requirements | Submissions must be made in PDF format. |

3. Indicative timetable

Please note: this timetable provides respondents with an indication of the timing of the submission process. The timetable is indicative only and may be changed by icare in accordance with clause 5.1 of Part B.2.

| Activity | Date |
|--|-----------------------------------|
| EOI invitation issued | 8 March 2021 |
| Closing time for respondent's response | AEST 5:00PM, Monday 19 April 2021 |
| Review of EOI capability statements | 20 April - 28 May 2021 |
| Respondents advised of outcome | 31 May 2021 |

4. Eligible organisations

Eligible organisations include all Australian public and private universities.

5. Evaluation criteria

A respondent's response will be evaluated against:

- (a) The evaluation criteria identified in the table below and
- (b) The overall proposition presented in the respondent's response (Part C).

| Mandatory requirements |
|---|
| Alignment to icare values and brand |
| Relevant expertise and capability in delivery of high-quality research , including evaluations of pilots and innovations, including domains of process, effectiveness and economic return |
| Demonstrated ability to apply different research methodologies in order to build credible evidence in complex settings |
| Demonstrated track record achieving research impact (translation of research into measurable policy and practice outcomes) within health, employment and compensation scheme settings, preferably with a focus on workers compensation, including recovery and return-to-work outcomes for injured workers |
| Demonstrated credibility and networks within workers compensation, injury recovery and return-to-work settings, with focus on relationships with key influencing or legislative bodies/ organisations (e.g. NSW State Insurance Regulatory Authority, ARPA, unions, peak bodies, state-based schemes and insurers) |

Part A.2 - Overview of requirements

We are seeking EOI responses from well-established research institutes with relevant experience and credibility to meet the objectives of the brief.

The response should be developed with the above evaluation criteria in mind, covering the following elements:

- An overview of relevant track record and experience
- Overview of experience working with key stakeholders in the sector, highlighting important relationships and influence
- Broad outline of capabilities and expertise
- Referencing experience and learnings from inter-disciplinary collaborations and previous industry/ government partnerships
- Outline proposed methodologies for a longitudinal study within the NSW workers compensation system and other evidence building activities.

The respondent must satisfy the following criteria, otherwise it will not be eligible to proceed to the next stage of the EOI:

- The respondent must be a legal entity with the capacity to contract. icare will only enter into a funding agreement with such legal entity
- Respondents must be registered for GST and state their ABN in their response. icare will not enter into an Agreement with a company that does not have an Australian Business Number and is not registered for GST.

More detail is provided in Part C, including a response template.

Part B – Conditions of participation

Part B.1 – icare Foundation specific requirements

1. Invitation

1.1 Invitation

This invitation is not an offer. It is a formal request for respondents to submit a response. Nothing in this invitation is to be construed as creating any binding contract (express or implied) between icare and any respondent.

1.2 Accuracy of invitation

icare does not warrant the accuracy of the content of this invitation and will not be liable for any omission from the content of this invitation.

1.3 Additions and amendments

icare reserves the right to change any information or to issue an addendum to this invitation.

1.4 Licence to use Intellectual Property Rights

Persons obtaining or receiving this invitation and any other documents issued in relation to this invitation may use the documents only for the purpose of preparing a respondent's response. Such Intellectual Property Rights as may exist in this invitation and any other documents provided to the respondents by or on behalf of icare in connection with the EOI process are owned by (and will remain the property of) icare except to the extent expressly provided otherwise.

1.5 Costs

icare shall not in any circumstances be responsible for any costs incurred by a respondent in preparing and submitting a response to this invitation. The respondent acknowledges that it will be solely responsible for any costs incurred as a result of its participation in this EOI process.

2. Communication

2.1 Communication protocol

All communications relating to this invitation and the EOI process are to be directed to foundation@icare.nsw.gov.au.

2.2 Requests for clarification

Any questions or requests for clarification or further information regarding this invitation or the EOI process are to be submitted to foundation@icare.nsw.gov.au. Verbal questions will not be accepted. icare may at its discretion provide a respondent with any further information.

3. Submission of an applicant's response

3.1 Lodgement – how to apply

The respondent's response must be lodged by the EOI closing time. The closing time may be extended by icare in its absolute discretion by providing notice to respondents.

All respondents' responses lodged after the EOI closing time will be recorded by icare. The determination of icare as to the actual time that the respondent's response is lodged is final. Late responses will not be considered, except where icare is satisfied that the integrity of the EOI process will not be compromised.

A response submitted electronically will be treated in accordance with the Electronic Transactions Act 2000 (NSW). icare Foundation is not responsible for and may decline to consider incomplete/ corrupt responses arising from computer viruses.

3.2 Legal entity

Responses must be submitted by a legal entity with the capacity to enter into a funding agreement. icare will only enter into a funding agreement with a legal entity.

3.3 Conflict of interest

A respondent must disclose any actual or potential conflicts of interest in its response and will provide further information at icare's request.

Conflict of interest means any actual conflict, perceived conflict and/or potential conflict, including but not limited to:

- a. any existing working or personal relationship between the respondent and icare
- b. any personal bias or inclination which would in any way affect decisions made in relation to the EOI
- c. any personal obligation, allegiance or loyalty which would in any way affect decisions in relation to the EOI.

3.4 Providing an applicant's response

It is the respondent's responsibility to:

- a. understand the requirements of this invitation, the EOI process and any reference documentation
- b. ensure that all the information fields in Part C are completed and contain the information requested
- c. ensure that their respondent's response is in the correct format, complies with all requirements of this invitation and is accurate and complete
- d. make their own enquiries and assess all risks regarding this invitation and the EOI process
- e. ensure that it did not rely on any express or implied statement, warranty or representation, whether oral, written or otherwise made by or on behalf of icare or its representatives other than any statement, warranty or representation expressly contained in this invitation
- f. be responsible for all costs and expenses related to the preparation and lodgement of its respondent's response, any subsequent negotiation, and any future process connected with or relating to the EOI process.

Respondents are advised to respond clearly to all the evaluation criteria listed in this EOI. Responses that do not contain sufficient information to permit a proper evaluation to be conducted, or electronic responses that cannot be effectively evaluated because the file has become corrupt, may be excluded from the EOI process without further consideration at icare's discretion. In submitting its response, the respondent must confirm its agreement to comply with NSW privacy laws.

3.5 Obligation to notify errors

If an respondent identifies an error in their response (excluding clerical errors which would have no bearing on the evaluation), they must promptly notify icare by emailing foundation@icare.nsw.gov.au.

3.6 Use and Disclosure of EOI contents and EOI information

Responses will be treated as confidential by icare. They will not disclose the information contained in a respondent's response, except:

- a. for the purposes of enabling the icare Foundation to evaluate the respondent's response. Each respondent, by submission of their response, is deemed to have granted permission to the icare Foundation to reproduce the whole, or any portion of, their response
- b. to external consultants and advisers of icare engaged to assist with the EOI process
- c. to other government departments or organisations in connection with the subject matter of the EOI process.

The provision of the information by icare to any other NSW Government agency is agreed by the respondent to be a communication falling within section 30 of the Defamation Act 2005 (NSW), and the respondent shall have no claim against icare and the State of New South Wales in respect of any matter arising out of the provision or receipt of such information, including any claim for loss to the respondent arising out of the communication.

Read the icare privacy policy for further information: www.icare.nsw.gov.au/privacy/your-privacy

4. Evaluation

4.1 Evaluation process

Responses will be evaluated in accordance with the evaluation criteria.

A respondent's response will not be deemed to be unsuccessful until such time as the respondent is formally notified of that fact by the icare Foundation.

icare may in its absolute discretion:

- a. alter the structure and/or the timing of the EOI process
- b. vary or extend any time or date specified in this invitation for all application.

icare Foundation may, during the evaluation of responses, for all or any of the respondents:

- a. obtain referee reports, as required
- b. undertake site inspections of the respondent's (or its sub-contractors') premises, facilities and operations
- c. invite the respondent to interview or to make personal presentations regarding their response
- d. seek and take account of any independent financial assessment of the respondent and/or
- e. review and take account of any independent performance assessments available from other clients.

Should any entity feel that it has been unfairly excluded from submitting a response or unfairly disadvantaged by the EOI or evaluation criteria, it is invited to write to foundation@icare.nsw.gov.au

5. Next stage of the EOI process

The icare Foundation will advise all respondents of shortlisted responses and guidelines for the next stage of the process by 31 May 2021.

6. icare rights

Notwithstanding anything else in this EOI, and without limiting its rights at law or otherwise, icare reserves the right, in its absolute discretion at any time, to:

- a. vary or extend any time or date specified in this invitation for all or any respondents or
- b. terminate the participation of any respondent or any other person in the EOI process.

A respondent's response may not receive further consideration if the respondent, or any of its officers, employees, agents or sub-contractors is found to have:

- a. offered any inducement or reward to any public servant or employee, agent or subcontractor of icare or the NSW Government in connection with this invitation, or
- b. committed corrupt conduct in the meaning of the Independent Commission Against Corruption Act 1988, or
- c. a record or alleged record of unethical behaviour (guidelines available at: <http://www.finance.nsw.gov.au/about-us/business-ethics>).

In submitting its response, the respondent must disclose any actual, perceived or potential conflicts of interests.

If icare becomes aware of an undisclosed conflict of interest by a successful respondent after a funding agreement has been executed, then icare reserves the right to immediately terminate the funding agreement without penalty.

Part C – EOI response

Your response should be structured as follows:

Experience, capability and track record

- Provide an overview of relevant track record and experience, including relevant research impact
- Provide an overview of experience working with key stakeholders in the sector, highlighting important relationships and evidence of influence
- Outline your broad capabilities and expertise
- Outline successes your team has had with inter-disciplinary collaborations and/or previous industry/ government partnerships. What have you learned from these?
- Profile relevant key staff/researchers and their departments.

Proposed methodologies

- Outline a proposed methodology for a longitudinal study within the NSW workers compensation system. Consider the barriers you might encounter, and how you would utilise your experience to overcome these
- Outline how you would approach building evidence for a suite of new innovations/ interventions. What kind of research design would you propose to balance participation with robust data and methodology to maximise credibility and influence?

Responses may be provided in PDF using the template below and including any other information you wish to provide after reading the objectives and mandatory requirements.

EOI form

(Please submit the completed EOI response form in PDF and include the Conflict of Interest declaration.)

| | |
|-----------------------------------|--|
| Organisation | |
| Response author | |
| Contact details (phone, email) | |

Experience, capability and track record

1. Provide an overview of relevant track record and experience, including relevant research impact. 500 words

2. Provide an overview of experience working with key stakeholders in the sector, highlighting important relationships and evidence of influence. 500 words

3. Outline your broad capabilities and expertise, with reference to the partnership objectives and assessment criteria. 500 words

4. Outline successes your team has had with inter-disciplinary collaborations and/or previous industry/ government partnerships. What have you learned from these? 500 words

Proposed methodologies

5. Outline a proposed methodology for a longitudinal study within the NSW workers compensation system. Consider the barriers you might encounter, and how you would utilise your experience to overcome these. 500 words (diagrams and tables may be used in addition).

6. Outline how you would approach building evidence for a suite of new innovations/ interventions. What kind of research design would you propose to balance participation with robust data and methodology to maximise credibility and influence? 500 words (diagrams and tables may be used in addition).

7. Provide biographies for relevant key staff/researchers and their departments. 500 words

Conflict of Interest declaration

The EOI response must disclose any actual, perceived and/or potential conflicts of interest in its response, and must be willing to provide further information at icare’s request. Please answer the following questions:

- Does the applicant builder operate as a Trustee of a Trust?* Yes No If yes, please provide further detail in Table 1 below.

- Do you or any members of the proposed project team have a personal relationship with any icare employees, Board members or directors? Yes No If yes, please provide further detail in Table 1 below.

- Has your organisation received any funding from icare to deliver any other goods and/or services? Yes No If yes, please provide further detail in Table 1 below.

- Has your organisation received any funding from other entities to deliver on goods and/or services that are aligned to the scope of this EOI? Yes No If yes, please provide further detail in Table 1 below.

In responding to this EOI, I declare that:

I do not have any additional matters which may give rise to an actual, perceived and/or potential conflict of interest.

OR

I have additional matters which may give rise to an actual, perceived and/or potential conflict of interest, as set out in Table 1 below:

Table 1: Declaration of conflicts of interest (*provide conflict of interest*)

| | |
|----|--|
| 1. | |
| 2. | |
| 3. | |
| 4. | |
| 5. | |

Submitted and authorised by

Name

Job title / position

Organisation

State the information provided within this EOI response is correct to the best of my knowledge and belief.

Signature

Date