

# Request for Tender

## Organisational Digital Readiness Needs Analysis and Strategic Directions Paper

### PART B: TENDER APPLICATION FORM



RFT released: 29/11/2016  
Information webinar: 01/12/2016  
Deadline for questions: 22/12/2016  
Deadline for submissions: 4pm 20/12/2016

Sunbury Community Health Centre  
Hume Whittlesea Primary Care Partnerships  
C/- Plenty Valley Community Health  
187 Cooper Street Epping 3076



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**Request for Tender – Organisational Digital Readiness Needs Analysis and Strategic Directions Paper**

This Request for Tender (RFT) is the exclusive property of Hume Whittlesea Primary Care Partnership. By accepting a copy hereof, you agree to be bound by these conditions, to use these documents and information solely for the purposes of responding to this RFT, and to delete or return them to us should you decide not to respond to this RFT or upon our request.



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# 1. INTRODUCTION AND INFORMATION

## About Hume Whittlesea Primary Care Partnership

The Hume Whittlesea Primary Care Partnerships (HWPCP) is a voluntary alliance of health and community care agencies operating in the local government areas of Hume and Whittlesea, located in outer Northern Metropolitan Melbourne.

It is one of 30 Primary Care Partnerships (PCPs) across Victoria that is funded by the Victorian Department of Health and Human Services as part of its PCP strategy. PCPs are the Departments preferred platform for driving health care initiatives that require a partnership approach.

## Background to Digital readiness

Increasing expectations about the efficiency, effectiveness and quality of care are highlighting the need for better information on the care provided to individual patients and to populations. For example, the expanding use of electronic health records (EHRs) has the potential to overcome some of the challenges of gathering data in primary health care settings, and there is interest in the potential benefits of EHRs for patient care and secondary analysis: outcome measurement, quality improvement, public health surveillance and research (Majeed et al, 2008).<sup>1</sup>

Evidence suggests that meaningful use of electronic health records supports improved ability of the practitioner to diagnose disease, appropriately treat, prevent errors and coordinate services, thus improving patient outcomes. eHealth is the means of ensuring that the right health information is provided to the right person at the right place and time in a secure, electronic form for the purpose of optimising the quality and efficiency of health care delivery. eHealth should be viewed as both the essential infrastructure underpinning information exchange between all participants in the Australian health care system and as a key enabler and driver of improved health system efficiencies and improved health outcomes for all Australians.

Member organisations of the HWPCP area are at different stages of implementation of digital healthcare. Some organisations are still using paper-based health record systems, while others have multiple electronic health records for clients/patients; some may not be using any electronic supports while others are, including clinical support tools, secure eReferral systems, and secure health record systems that clients are able to access.

Using digital technology more effectively and ensuring providers are operating paper free at the point of care is critically important to dissolving the artificial barriers between care settings and professionals. It is essential to securing safe and sustainable health and care that supports healthier lives, delivering practical benefits for professionals and patients within local health and care economies. Where professionals continue to manage care in the face of unknown risks - patient experience, safety and effectiveness may suffer.

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<sup>1</sup> Majeed A, Car J, Sheikh A (2008) Accuracy and completeness of electronic patient records in primary care. Family Practice 25(4), 213-214

## The Request for Tender overview

Hume Whittlesea PCP is seeking Request for Tender (RFT) from suitably qualified and skilled consultants to deliver three core pieces of work which will build on previous work delivered by the HWPCP and its member organisations. The Works relate to developing best practice standards for eHealth and digital health implementation, establish an eHealth readiness baseline of member organisation and to develop a framework for strategic direction on digital healthcare to member organisations.

## Objectives

The major objectives of the project are to:

- Establish a baseline for member organisations of HW PCP in regards to their current digital care systems
- Undertake a current situational analysis of national and state government policy and regulations in relation to digital care , I/T and I/M innovation in eHealth, health informatics and interoperability standards
- Provide each organisation with a report, comparing their organisation to average of all organisations, on digital readiness and digital maturity
- Provide a framework for strategic direction on digital care to member organisations

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## 2. RFT SUBMISSION GUIDELINES

### Overview

Prior to submitting your proposal via the online portal, please download and familiarise yourself with all of the RFT documentation and any information hosted in the chat forum.

### Registration:

Tender documents must be obtained only after registration via the HWPCP tender portal.

**RFP release date: 29/11/2016**

### Enquiries:

Tender enquires should be directed via the online forum.

**Information webinar: 01/12/2016 @ 2pm**

**Deadline for questions: COB 22/12/2017**

### Submissions:

Completed responses must be entered into the Application Form below and submitted via the online portal in PDF. Respondents will receive a Successful Submission Receipt timed and dated upon completion.

### Closing date:

RFPT application close at **4pm on 20 December 2016** and submissions must be fully received by this time.

HWPCP is not bound to accept the lowest priced RFT or all or any part of an RFP and reserves the right to conduct the RFT process and select the successful respondent as it sees fit. HWPCP staff are unable to respond to verbal enquiries in relation to the proposal. Late, verbal or emailed proposals will not be accepted.

### Notes and Instructions:

You are instructed to submit your responses using the Tender Application Form.

You will be prompted or instructed to upload separate documentation electronically to support the Application.

Respondents that do not contain all the information requested may be excluded from the evaluation or receive a low score.

**Should Tenderers require any technical assistance, please contact XXXXXXXX Customer Support on XXXXXXXX**



**Please complete all sections:**

Application form and requested evidence documents

Upload any supporting documents

Ensure you nominate two referees

Complete the Supplier Declaration.

**Who can apply.**

This is a select tender process. Identified applicants have been requested to register via Tenderlink/HWPCP to download the Tender documents for perusal and consideration. Applicants who submit documentation without prior invitation or registration on Tenderlink, will not be considered within the assessment process.

**Contract term:**

Project commencement date: **9 January, 2017**

Project completion date: **31 March 2017 COB.**

**Budget:**

The estimated budget for delivery of all three phases of this project is up to \$30,000 plus GST.

**Timeline:**

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### 3. APPLICATION

#### PART A: Contact details

5.1 Applicant details	
Business name	
Trading name (if different from above)	
Street address	
Postal address (if different from above)	
Telephone	
Email	
Website	
5.2 Organisation's business structure	
Is the applicant organisation registered for GST?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Is the applicant organisation incorporated?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Type of legal entity:	
ABN:	
ACN (if relevant):	
5.3 Principal Contact details	
<i>The Principal Contact is the person who is legally authorised to enter into contracts on behalf of the applicant organisation. The Principal Contact must complete the declaration at the end of this response to tender and will be the person required to sign a contract if the response to tender is successful.</i>	
Principal Contact name	
Position title	
Email	
Telephone	
Mobile	
5.4 Project Manager contact details	
<i>If different from above.</i>	
Project Manager Name	
Position title	
Email	
Telephone	



Mobile	
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## PART C: APPLICANT INFORMATION

<b>5.5 Applicant information</b>	
<i>In this section you are required to provide a brief summary of the kind of work the applicant organisation usually performs.</i>	
Please provide details here:	

## PART D: SCORED SELECTION CRITERIA

<b>5.6 Scored selection criteria.</b>	
Applicants must address each of the following selection criteria	
5.6.1. Demonstrated understanding of, and preferably experience in, eHealth and digital healthcare projects or programs	
5.6.2. Broad knowledge of the primary health and acute sectors, particularly as they relate to adoption and implementation of eHealth, secure messaging, electronic health records	
5.6.3. Demonstrated experience in developing, distributing and collating online surveys, including implementing engaging innovative strategies to optimise uptake of surveys distributed	
5.6.4. Demonstrated experience in developing strategic plans based on stakeholder engagement and data analysis	
5.6.5. Exceptional report writing skills with demonstrated impacts	

### 5.6 Scored selection criteria.

5.6.6. Demonstrated ability to deliver within agreed timeframes	
5.6.7. Demonstrated value for money	
5.6.8. Robustness of the described project methodology and project plan.	
5.6.9. Demonstrated ability to engage and work successfully with multiple stakeholders in complex projects.	

### 5.7 Referees

#### **REFEREE 1**

Organisation name 1	
Contact person	
Service provided	
Position title	
Email	
Telephone	
Mobile	

#### **REFEREE 2**

Organisation name 2:	
Contact person	
Service provided	
Position title	
Email	

Telephone:	
Mobile:	

## PART E: BUDGET

### 5.8 Project plan and risk management plan

*Please upload a project and risk management plan*

**Upload document required**

### 5.9 Project budget

*Please upload a budget for the delivery of the project.*

**Upload document required**

### 5.10 Evidence of insurance

*Please provide evidence of your organisation's insurances by attaching certificate/s of currency.*

- *Public Liability insurance of at least \$10 million is required*
- *Professional Indemnity insurance of least \$10 million.*

**Upload document/s required**

<i>Name of Public Liability insurer</i>	<i>Total insurance value</i>	
<i>Name of Professional Indemnity insurer</i>	<i>Total insurance value</i>	

## PART C: SUPPLIER DECLARATION

### Response required.

#### Please read and sign the following declaration:

- I have read the Hume Whittlesea PCP - Development of a Digital Readiness Framework and Sector Needs Analysis - Tender Specifications Document
  - My organisation is eligible to apply.
  - I declare that my organisation is financially viable and able to manage the project/ service within the timeframe and within budget.
  - I declare that all information provided in this application is true and correct.
  - I understand that this application does not create a legal or binding commitment, arrangement or understanding between HWPCP and the applicant organisation. Any such commitment, arrangement or understanding will be the subject to further negotiation and documentation, including an Agreement for the Provision of Funding. Additional specific conditions may be included in the Agreement.
  - I understand that incomplete applications may not be considered.
  - If and where any personal details of a third party are included, the third party has been made aware of and given their permission for those details to appear in this application.
  - I understand that HWPCP may require additional information to support this application.
  - I understand that HWPCP may negotiate changes to my organisation's proposal including funding to meet the desired outcomes.
  - I understand and accept that information provided in this application will be stored by HWPCP in various formats including hard copy and/or electronic storage.

By providing this information I am declaring I am the authorised Principal Contact Person and have read and agree to the declaration above:

**Name:**

**Position Date:**        /        /

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**SIGNATURE OF PRINCIPAL CONTACT PERSON / AUTHORISED OFFICER**