**Request for Tender: Development and Implementation of a National E-Portfolio to Support Prevocational (PGY1 and PGY2) Medical Training in Australia**

Part E: RFT Applicant Information and Response Form
(insert Applicant Name)

**July 2023**

***Note:*** *Document to be completed and returned as part of response to RFT*

CONTENTS

[1 Introduction 4](#_Toc137039580)

[1.1 Overview 4](#_Toc137039581)

[1.2 Form of Responses 4](#_Toc137039582)

[1.3 Required Compliance and Pricing Schedules 4](#_Toc137039583)

[2 Applicant Details 5](#_Toc137039584)

[2.1 Declaration of compliance 5](#_Toc137039585)

[2.2 Conflict of Interest 5](#_Toc137039586)

[2.3 Applicant Information 5](#_Toc137039587)

[2.4 Financial Statements 6](#_Toc137039588)

[2.5 Contractual Compliance 6](#_Toc137039589)

[3 General Information Requirements 7](#_Toc137039590)

[3.1 Software license, SaaS or PaaS Details 7](#_Toc137039591)

[3.2 References and Relevant Experience 8](#_Toc137039592)

[3.3 Certifications and Compliance 8](#_Toc137039593)

[3.4 Transition Plan 9](#_Toc137039594)

[3.5 Financial and Litigation Details 9](#_Toc137039595)

[3.6 Insurance Details 9](#_Toc137039596)

[4 Part B Detailed Requirements for a National E-Portfolio 10](#_Toc137039597)

[5 Part C IT Service Management Requirements 11](#_Toc137039598)

[5.1 Introduction 11](#_Toc137039599)

[5.2 Application Components 11](#_Toc137039600)

[5.3 Support 11](#_Toc137039601)

[5.4 Bandwidth Utilisation and Latency 11](#_Toc137039602)

[5.5 Security 11](#_Toc137039603)

[5.6 System Maintenance 11](#_Toc137039604)

[5.7 Data Migration 11](#_Toc137039605)

[5.8 Interfaces 11](#_Toc137039606)

[5.9 Data Feeds 12](#_Toc137039607)

[5.10 Code Base and Customisations 12](#_Toc137039608)

[5.11 Data 12](#_Toc137039609)

[5.12 Auditing and Reporting 12](#_Toc137039610)

[5.13 Privacy and Security 12](#_Toc137039611)

[5.14 Operational 12](#_Toc137039612)

[5.15 Risk 12](#_Toc137039613)

[5.16 Change Management 13](#_Toc137039614)

[5.17 Disaster Recovery and Business Continuity Planning 13](#_Toc137039615)

[6 Pricing 14](#_Toc137039616)

[6.1 Pricing Worksheet Details 14](#_Toc137039617)

[6.2 SaaS Pricing Assumptions 14](#_Toc137039618)

[6.3 Implementation Pricing Assumptions 14](#_Toc137039619)

[7 Weighted Evaluation Criteria 16](#_Toc137039620)

# Introduction

## Overview

Please use this **Part E – RFT Applicant Information and Response Form** to provide your responses to weighted evaluation criteria and additional information as requested throughout this document. Where applicable, please enter responses in the Excel Workbook provided with the RFT documentation pack.

***Note:*** *If you have provided your responses to weighted evaluation criteria via an online portal, you do not have to re-produce those responses in this document.*

## Form of Responses

Please complete all sections of this document as well as the Microsoft Excel Workbook that forms part of the RFT documentation pack. Requested attachments can be referenced in the Workbook and attached with your submission as required. Please include your vendor name in all file names i.e. <filename> <VENDOR NAME> e.g. Risk\_Management\_Plan\_COMPANY.pdf

***Note:*** *If you have provided your responses to weighted evaluation criteria via an online portal, you do not have to re-produce those responses in this document.*

## Required Compliance and Pricing Schedules

Please ensure that you complete all Compliance and Pricing Schedules included as part of this RFT. Refer to section 6 of this document for further information pertaining to pricing.

# Applicant Details

## Declaration of compliance

Our response fully complies with the Australian Medical Council National E-Portfolio Request for Tender (RFT) and we agree to all draft contract conditions.

***Note:*** *If your response partially complies with RFT requirements and/or you do not fully agree with draft contract conditions, please edit the aforementioned statement in this section 2.1 accordingly.*

## Conflict of Interest

You must declare any actual or perceived conflict of interest that is likely to arise if your submission is successful and how this conflict is proposed to be managed. This may include for example, where your organisation is also a product vendor or provider of technology solutions.

Where, in the opinion of the Australian Medical Council, the conflict of interest is one that compromises the integrity of the Tender process and is unable to be satisfactorily managed, the Australian Medical Council reserves the right to treat your submission as unsuccessful.

Please record any actual or perceived conflict of interest in the table below.

|  |
| --- |
| **Do you have an actual conflict of interest? If yes, please provide details.***(Enter your response here)* |
| **Do you have a perceived conflict of interest? If yes, please provide details.***(Enter your response here)* |

## Applicant Information

Please complete the table below.

|  |
| --- |
| **Full name of Applicant:**  |
| **Trading or business name:**  |
| **Tenderer’s Contact**: Name: Address:Email: Mobile:  |
| **Registered office**  |
| **The principal place of business:** |
| **Australian Company Number and Australian Business Number:** **Place and date of incorporation:**  |
| **Management Structure** |

## Financial Statements

**Accountant’s Declaration**

Please complete section 1.7 and 1.8 of the **Company Information** worksheet (see Excel Workbook included as part of RFT).

## Contractual Compliance

Please detail any clauses in Part D - AMC Standard ICT Contract (draft), with which the Applicant may not or will not be able to comply.

| **Section / Clause** | **Details of Non-Compliance** |
| --- | --- |
|  |  |
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# General Information Requirements

## Software license, SaaS or PaaS Details

Please provide the details of your proposed service. Please note that the Australian Medical Council are considering both SaaS and PaaS solutions.

|  |  |
| --- | --- |
| **Solution & Applicant Details** | **Details (for each separately sourced component or add in)** |
| Software name |  |
| Software source |  |
| Hosting Basis (Public Cloud, Hosted application) |  |
| Hosting Platform |  |
| Security Compliance |  |
| Clients of solution  |  |
| Estimated number of installations – Australia  |  |
| Locations of client data (if SaaS) |  |
| Location of software development |  |
| Applicant relation with software developer (e.g. installation partner) |  |
| Number of installations for which the partner is responsible |  |
| Latest software release date |  |
| Software version |  |
| Release cycles |  |

## References and Relevant Experience

Potential vendors need to supply two references for their proposed services. Please complete the table below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Vendor Name(s)** | **Vendor Name(s)** | **Vendor Name(s)** | **Vendor Name(s)** |
| **Reference name** |  |  |  |  |
| **Reference Service Description** |  |  |  |  |
| **Service Duration / Start End** |  |  |  |  |
| **Current Status** |  |  |  |  |
| **Reference Contact Name** |  |  |  |  |
| **Reference Contact Email and Phone** |  |  |  |  |

## Certifications and Compliance

Vendors are required to be certified to relevant ISO and related security and service provider standards. Vendors must provide certification details against each of the required standards, and any addition relevant qualifications.

Vendor to also detail their security policies, framework and principles for complying with APRA CPG 234 including and relevant audit reports.

Vendors are to outline their compliance program for continually monitoring control systems in accordance with the above standards. Copies of audit reports where published should be attached. Please complete the table below.

| **Standard** | **Certification Details** |
| --- | --- |
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**Please attach copies of relevant certificates, audit and compliance reports.**

## Transition Plan

Vendors are to detail their transition in and transition out methodologies and project approach. Examples should also be provided of comparable complete IT outsourcing and management of major office moves.

Vendors are also required to submit a proposed transition plan to address the Australian Medical Council’s proposed timeframe and risk mitigation needs. The plan should highlight Council resources needed to support the plan and also a high-level risk assessment.

**Please attach Transition-In Plan and Disengagement Plan.**

## Financial and Litigation Details

The applicant must provide their last two years audited financials and corporate structure to support Australian Medical Council’s due diligence process.

All vendors should detail any litigation or claims concerning their products or services in the last two years.

**Please attach details.**

## Insurance Details

Vendors should supply details of current insurance policies for workers compensation, public, product and professional liabilities including policy details and coverage.

| **Insurance** | **Policy Cover**  | **Policy Details** |
| --- | --- | --- |
| Public Liability |  |  |
| Product Liability |  |  |
| Professional Indemnity |  |  |

# Part B Detailed Requirements for a National E-Portfolio

Please complete the **Part B - Detailed Requirements** worksheet in the Microsoft Excel **Workbook** provided as part of the RFT.

# Part C IT Service Management Requirements

## Introduction

Please complete **Part C ITSM Requirements worksheet** in the Microsoft Excel **Workbook** provided with the RFT, to record compliance with stated requirements. Note that the information provided in the Workbook may form part of the final contract schedule, once agreed.

## Application Components

Applicants should complete **Section 2.1 of the Part C ITSM Requirements** worksheet (see Excel **Workbook**) if the proposed solution is provided as a SaaS or Managed Service. Applicants should complete **Section 2.2 of the Part C ITSM Requirements** worksheet (see Excel **Workbook**) if the proposed solution is provided as an On-Premise solution.

## Support

In section 3 of the Part C ITSM Requirements worksheet (see Excel Workbook), Applicants should provide their proposed Support Arrangements including Problem Management, Help Modules available, Training, Technical Support Documentation and Detailed Service Levels.

Where parts of the solution are provided by separate service providers or vendors, such as specific add-ins, service terms and agreements should be provided for each separate product or service.

## Bandwidth Utilisation and Latency

In section 4 of the Part C ITSM Requirements worksheet (see Excel Workbook), Applicants should detail any requirements for reducing latency, and define benchmark metrics for network utilisation of the proposed solution.

## Security

In section 5 of the **Part C ITSM Requirements** worksheet (see Excel **Workbook**), please indicate the compliance of your proposed solution with the Security Requirements.

## System Maintenance

In section 6 of the **Part C ITSM Requirements** worksheet (see Excel **Workbook**), please provide information on uptime guarantees, detailed information on how scheduled and unscheduled outages will be handled, and how separation of duties for service provider employees are to be addressed.

## Data Migration

In section 7 of the **Part C ITSM Requirements** worksheet (see Excel **Workbook**), please state the proposed Data Migration approach for the solution.

## Interfaces

In section 8 of the **Part C ITSM Requirements** worksheet (see Excel **Workbook**), Applicant should detail how the solution meets the AMC’s Interface Requirements, including Web Service API, communication protocols, and communication reliability strategies.

## Data Feeds

In section 9 of the **Part C ITSM Requirements** worksheet (see Excel **Workbook**), please indicate the availability of AMC’s preferred data transport mechanism for batch feeds and extracts, and which file formats are supported.

## Code Base and Customisations

In section 10 of the Part C ITSM Requirements worksheet (see Excel Workbook), please detail how the code base and configuration options of the solution will be handled.

## Data

 In section 11 of the Part C ITSM Requirements worksheet (see Excel **Workbook**), please detail how AMC and other users’ corporate data is handled. **Applicants must also include a Data Isolation Capability Statement** (this may either be included as a standalone Attachment with your RFT response or recorded in the **Workbook**). Please also indicate compliance with Part 3 of ISO 16175 (see requirement #DATA 11.12 in the Workbook).

## Auditing and Reporting

 In section 12 of the Part C ITSM Requirements worksheet (see Excel Workbook), please detail the type and granularity of auditing capability in the proposed solution.

Also indicate the configurability of system logging, and details of reporting to demonstrate the effectiveness of these controls.

Applicants must also detail the process by which an Annual Review of Service will be conducted.

## Privacy and Security

In section 13 of the **Part C ITSM Requirements** worksheet (see Excel **Workbook**), state what data you collect about the Australian Medial Council (including staff, associates, providers, vendors and partners) and how that data is kept private. Your response must include a copy of, or a link to, your organisation’s **Privacy Statement**, and detail of how your organisation complies with relevant Australian privacy legislation.

## Operational

In section 14 of the **Part C ITSM Requirements** worksheet (see Excel **Workbook**), provide detail on the following Operational details of the proposed solution:

* Redundancy models for logical and physical servers, databases and storage
* Architectural overview of hardware, software and datastores
* Detail of how the proposed system will handle flexible scalability of capacity and performance
* Backup regimes and strategy, including frequency, process, RTO/RPO times
* Detail of any analytic tools provided with the solution

## Risk

In section 15 of the Part C ITSM Requirements worksheet (see Excel Workbook), please provide information about your organisation’s Risk Management methodology.

## Change Management

 In section 16 of the **Part C ITSM Requirements** worksheet (see Excel **Workbook**), please detail the proposed change management approach for:

* Ongoing future releases
* Flexibility of release schedule
* Prior notice of change and release notes
* New release testing plan availability
* Development resourcing capability for software customisation

## Disaster Recovery and Business Continuity Planning

**Applicants must provide a Business Continuity Plan inconsideration of the requirements as detailed in Part C, Section 17 DISASTER RECOVERY AND BUSINESS CONTINUTY PLANNING**:

* Processes and expected experiences in the event of scheduled or unscheduled outages
* Redundancy measures for hardware and/or software
* Monitoring requirements
* Detail on how often DR/BCP plans are tested and updated

Please also complete section 17 of the **Part C ITSM Requirements** worksheet (see Excel **Workbook**).

# Pricing

## Pricing Worksheet Details

The attached Excel Workbook -includes four pricing worksheets for completion by the Applicant covering:

* **Schedule of Service charges:** In this worksheet, please add items for all SaaS charges including user, data, back up and ITSM, support and other ongoing charges. Charges can be entered as monthly or annual charges but the extended total must be for 12 months. The worksheet also allows for annual paid in advance, 3 year and 5 year term discounts to be indicated. The worksheet also provides an option to “pre-purchase” support hours as potentially a more cost-effective option to fixed support costs. Please complete if this is an option.
* **Implementation and Transition In Costs**: In this worksheet, please add items to cover implementation services, transition in charges, integration development, and any customisation costs
* **Changes and Transition Out Costs**: this worksheet, please add charges for changes including adding service catalogue items, and any fixed or variable transition out costs
* **Schedule of Professional Rates:** this worksheet, please detail schedule of rates charges by resource type for ongoing project or change request work

## SaaS Pricing Assumptions

Please indicate any relevant pricing assumptions that Council needs to consider in reviewing your pricing in the table below.

| **Assumption** | **Pricing Implication** |
| --- | --- |
| Please add as required |  |
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## Implementation Pricing Assumptions

Please indicate any relevant implementation pricing assumptions that the Australian Medical Council needs to consider in reviewing your pricing, including any integration assumptions, in the table below.

| **Assumption** | **Pricing Implication** |
| --- | --- |
| Please add as required |  |
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# Weighted Evaluation Criteria

Please respond to the following weighted evaluation criteria below. Please take note of word limits and weightings assigned to each criterion.

***Note:*** *This RFT has been advertised at multiple locations. If you are providing written responses to these weighted evaluation criteria via a relevant online portal as part of your RFT submission (by the close date), you do not need to duplicate those responses below.*

|  |
| --- |
| **Criterion 1 – A**bility to meet the Detailed Requirements (Part B) for the Development and Implementation of a National E-Portfolio to Support Prevocational Medical Training in Australia within budget, including your experience and capability in developing e-portfolios for healthcare professionals (or other relevant experience or capability)***Word limit:*** *1,500 words****Weighting: 40%*** |
|  |
| **Criterion 2 –** Proposed approach to successfully delivering a national E-Portfolio that can be officially launched by 1 January 2025***Word limit:*** *600 words****Weighting: 15%*** |
|  |
| **Criterion 3 –** Please describe the training and support that you will provide to healthcare professionals during e-portfolio development and implementation.***Word limit:*** *600 words****Weighting: 15%*** |
|  |
| **Criterion 4 –** Please describe the user experience and design principles that you will apply to facilitate national e-portfolio usability, accessibility and uptake by health professionals.***Word limit:*** *600 words****Weighting: 15%*** |
|  |
| **Criteri**on 5 (Budget) – Please provide a detailed indicative budget for the development and implementation of a national e-portfolio in consideration of RFT requirements and available funding.***Note:*** *Response to this criterion should include an estimate of envisioned ongoing costs following official launch of a National E-Portfolio by 1 January 2025 (e.g. ongoing licensing costs; annual SaaS subscription fees; other relevant costs). The AMC may optionally elect to engage the successful supplier to provide ongoing support for the solution post-implementation of the National E-Portfolio.****Word limit:*** *600 words****Weighting: 15%*** |
|  |