Q&A – RFT for the Development and Implementation of a National E-Portfolio for Prevocational Medical Training

	Question	Answer
1	What are the maximum number of users that the e-portfolio needs to service?	The maximum number of users that the e-portfolio should be able to support from January 2025, based on Part B - Detailed Requirements and associated assumptions at the time of writing, is 17,000. **Associated information:** As per Detailed Requirement 4.2.3, from a peak load perspective, the national e-portfolio must be able to handle large numbers of concurrent users as per the assumptions provided. Estimated peak load would be around 400-1000 assessments being completed per day, concentrated in the afternoon every fifth week. The Detailed Requirements note that the system will be required to accommodate a peak load of around 8500 prevocational trainees (from January 2025) and that peak load is based on a presumed 1:1 trainee to supervisor ratio, which per the Detailed Requirements, is used as an estimate for 'maximum system usage'.
2	Where can I find the latest National Framework documents?	The latest National Framework documents can be found at https://www.amc.org.au/framework/. The two key National Framework documents related to the National E-Portfolio Project are: 1. Training & Assessment; and 2. Training Environment Please note that section 1.2 of the Detailed Requirements that were shared as part of the RFT pack include links to earlier iterations of these documents.
3	When is the national e-portfolio expected to launch?	Technically, by 1 January 2025. A late 2024 launch is preferred, in advance of the commencement of the prevocational term.
4	Am I able to apply if I am unable to meet all 'Mandatory' Detailed Requirements?	The AMC is seeking to engage a supplier who can meet all Mandatory Detailed Requirements. Please contact the project team via email at eportfolio@amc.org.au if you have any specific queries or concerns.
5	There are some contradictions contained in the RFT documentation. There are also references that are not applicable to a SaaS-based solution. How should these be handled?	If or where there is a contradiction between Part B – Detailed Requirements and another aspect of RFT documentation (e.g. Part C – ITSM Requirements), the information contained in Part B – Detailed Requirements takes precedence and should be viewed as a single source of truth.

		The AMC is seeking to engage a vendor to develop and implement the National E-Portfolio as a SaaS or PaaS. Where there are references that may not align with your preferred delivery method or approach (e.g. development and implementation of a SaaS-based e-portfolio), please enter 'N/A' where applicable in the provided Microsoft Excel Workbook. The Workbook also contains space for associated commentary, the provision of which is optional. In submitting your response to the RFT, if you believe that any requirement or other information is invalid, RFT respondents may note this in the Workbook provided, or as part of their RFT response to a relevant criterion (the former is recommended where practical, noting that word limits apply to responses provided to weighted evaluation criteria 1-5).
6	Data import/export requirements	The national e-portfolio for prevocational doctors should be able to extract relevant data contained in other external systems. It should also be able to export information (e.g. AHPRA numbers). Please refer to section 3.2 of the Detailed Requirements for additional information on data migration assumptions and expectations. Data export requirements are covered in the following Detailed Requirements: 2.2.11; 2.3.25; and #36.1.
7	Are you looking for a SaaS, PaaS or other type of solution (e.g. requiring onsite physical infrastructure)?	The National E-Portfolio/ePortfolio for Prevocational Medical Training in Australia should be developed, implemented and launched as a SaaS or PaaS, in line with the Detailed Requirements (Part B of RFT documentation).
8	What is expected to be delivered utilising the $1.5 million (GST-exlcusive) of proposed funding to the successful vendor? Associated: Is $1.5 million meant to include the license cost or is that just for the build?	The development, implementation and launch by 1 January 2025 of a National E-Portfolio in line with Part B – Detailed Requirements. It is *preferable* that a level of post-implementation support be provided by the vendor utilising the up to $1.5 million of funding (e.g. development, implementation and launch by 1 January 2025, with ongoing support throughout 2025, with a portion of a $1.5M funding amount being utilised to cover relevant SaaS including help desk, licensing and other relevant costs over the period). A contract with the vendor is expected to be executed in September 2023. *Note: We are interested in hearing from potential vendors on what they can offer via their RFT responses, including in cases where the respondent believes that the vast majority, but not all mandatory requirements can be met with the $1.5 million of funding to be made available. Such information can be conveyed in respones to weighted evaluation criteria and/or in the associated Workbook that forms part of the RFT documentation that has been made publicly available.*

9	Will additional funding be provided post-launch?	Potentially. It is likely, though not confirmed at the time of writing, that the national e-portfolio solution will grow over time. For example, features and functionality may be expanded to provide more direct support to PGY3 doctors in future. Other growth and expansion possibilities also exist. Should the national e-portfolio expand over time and continue to be delivered as a SaaS (for example) over a multi-year period beyond official launch, there would be an associated expectation for additional funding to support such expansion, including funding to support ongoing SaaS delivery and associated costs (e.g. licenses).
10	What will be the contract term?	This is to be determined and may be discussed further with the preferred vendor prior to a relevant contract being executed. One possibility may be a contract with an end-date of xx/xx/2025, with multi-year (e.g. 1, 3 or 5 year) extension options.

A contract with the successful vendor is expected to be executed in September 2023. |
| 11 | What project/people support will be offered to the vendor by the AMC / What is the resource profile of the AMC internal team and their availability for this project? the resource profile of the AMC internal team and their availability for this project. Do they have responsibility for other projects in parallel with this one? | The successful vendor will work closely with a dedicated full-time National E-Portfolio Project Manager to develop and launch the National E-Portfolio by 1 January 2025.

Up to 20 hours / week of support may be offered by project support staff.

In addition to the above, further technical/ICT and administrative support may be made available by AMC's ICT business unit. ICT staff who may support the project may also have responsibility for other ICT projects in parallel with the National E-Portfolio Project. The level /estimated hours per week of such support is to be determined at a later date.

The AMC will discuss proposed approach in more detail with the future preferred vendor following the evaluation process and in advance of contract execution. |
| 12 | When should user training be delivered? Can it delivered post-launch? | An appropriate level of user training in line with the Detailed Requirements should be delivered prior to launch of the national e-portfolio. As per Detailed Requirement 4.6.6, the vendor **must** offer extensive training options such as (but not necessarily limited to) eLearning, video tutorials, and webinars.

Per Detailed Requirement 4.6.7, it is **desirable** (not mandatory) that the vendor offer face-to-face training aligned with a 'train the trainer' approach/model. |
| 13 | Information on governance structure | At a high-level the project is managed by the National E-Portfolio Project Manager and co-sponsored by the AMC CEO and NSW Ministry of Health (external sponsor). The project is overseen by the National E-Portfolio Project Board (NEPB), consisting or Prevocational Medical Council and jurisdictional representatives from each state and territory. The NEPB report to the Health Chief Executive Forum (https://www.health.gov.au/committees-and-groups/health-chief-executives-forum-hcef). |

14	How will user testing be conducted?	This is to be determined with the prospective vendor. One possibility is for multiple tranches of user acceptance testing to occur throughout 2024, following the development of an MVP.
15	Are current contract terms final?	A draft contract was shared as part of the RFT pack. This may be considered to be indicative, to an extent, of what a future contract to be entered into with a vendor may look like. Additional communications relating to a future contract will occur with the preferred vendor (to be identified at the time of writing) at an appropriate time. For example, a 'kick-off meeting' may take place with the preferred vendor (once determined) to discuss and align expectations, and run through a proposed contract prior to execution. The AMC may tailor the future contract based on relevant legal advice.
16	Is the $1.5 million an annual figure?	No. See Answer to Question 8.
17	What's the level of integration or connections with existing market legacy systems in different states? Are they part of the evaluation?	Please refer to section 3.2 of Part B – Detailed Requirements. The Tender Evaluation Panel will consider the respondent's ability to meet such requirements, for example, in assigning a score to information provided by the RFT respondent to Weighted Evaluation Criterion #1.
18	Are post 1 Jan 2025 costs part of the evaluation criteria?	Yes, the Tender Evaluation Panel will consider ongoing cost information communicated in response to Weighted Evaluation Criterion #5.
19	How should vendors address conflicts and contradictions in the tender document, such as conflicting requirements for guest assessors in Part B items 25.3 and 26.7?	Requirement 25.3: The system must enable the Guest Assessor to provide relevant user data, if not yet provided in Step #25.1 and #25.2. Requirement 26.7: The system must enable the MEU Administrator to fill in the APHRA number for a clinical Guest Assessor (if not provided already #25.3). As part of their response to the RFT, each vendor must complete the Workbook that forms part of the RFT pack. In the relevant worksheet (e.g. relating to Detailed Requirements), the respondent has the opportunity to indicate whether or not they are able to meet relevant requirements (via drop-down list). Additional information, including to address any actual or perceived conflict, can be included in the relevant Comments column of the provided Workbook.
20	Can vendors suggest solutions or make recommendations for conflicting requirements, and how should they submit their suggestions?	Vendors may include suggested solutions or recommendations in the Comments column of the Workbook that is included in the RFT pack.
21	Is it acceptable to submit non-compliance for requirements that cannot be met, such as providing AMC full access to back-end system logs as a SaaS vendor?	The AMC would like such information to be clearly communicated in an RFT response. The Tender Evaluation Panel will consider such information accordingly and in the case of a preferred or shortlisted vendor communicating such 'non-compliance', there may be scope for further communication between the AMC and potential vendor prior to a relevant contract being entered into

22	Is the preferred solution a SaaS or PaaS and is the vendor expected to provide multiple options?	The AMC will consider either a SaaS or PaaS solution. The vendor can determine whether to focus on one or both possibilities in their response, but there is no specific expectation that the vendor provide multiple options.
23	The document mentions multiple ISO standards - are we required to have compliance certificates for all of those?	Of particular importance is the security of National E-Portfolio information and compliance with ISO27001. The AMC may consider vendors who do not have ISO certification if, for example, action is being taken to gain the certification and/or the potential vendor can clearly convey that they can meet relevant requirements (e.g. information security requirements that can be associated with ISO270001 certification). The Tender Evaluation Panel will ultimately need to consider such information in their evaluation of tender responses, including in connection with Weighted Evaluation Criterion #1 (ability to meet Detailed Requirements).
24	If a vendor calculates the cost of the system and it's not viable unless it's a five-year agreement, how can the vendor deal with that?	The potential vendor is welcome to submit an RFT response that communicates such information, advising what would be needed in order to make the solution viable. In the unexpected event that no potential vendor is able to deliver a National E-Portfolio in line with the Detailed Requirements with the level of funding available, the AMC will consider such an outcome and appropriate next steps accordingly.
25	Are you expecting the vendor to provide first line support inquiries coming in from trainees and other stakeholders involved in their education on a day-to-day basis beyond January 2025?	Please refer to response to Question 8 above and Detailed Requirement 4.6.2. There may be some opportunity for discussion on what is /isn't achievable / possible / reasonable with the preferred vendor prior to contrat execution. RFT respondents are encouraged to raise any concerns about ability to meet requirements (particularly those rated as 'mandatory' in the provided Workbook, and if desired, in their response to relevant evaluation criteria.
26	What level of support is required in the 24 hours a day, 7 days a week? Vendors need some degree of certainty around that to hire staff up and put systems and processes in place for that sort of support.	Detailed Requirement 4.2.4 states: The system must be able to operate 24 hours a day, 7 days a week and must have 99.9% uptime. Detailed Requirement 4.6.1 states: The vendor should provide Help Desk services which align with ITIL best practices. Detailed Requirement 4.6.2 states: The vendor must provide Help Desk services close to 7 days a week. It is not expected, for example, that 24/7 phone support be available (e.g. noting Detailed Requirement 4.6.2). Noting relevant Detailed Requirements, including but not necessarily limited to those communicated above, we are interested in what a vendor views as practical and reasonable within budget, which may be conveyed via responses to RFT criteria and in the associated Workbook.

27	Detailed Requirements state that XAPI spec level of 2. 0 should be used - xAPI currently only has 1. 0. 3.	Use the current version of the xAPI specification (1.0.3).
28	Can you provide additional explanation on what constitutes a milestone?	Refer to Detailed Requirement #32.1 for context. The term 'milestone' can be disregarded (i.e. the relevant part of this and other relevant requirements can be considered to make reference to '*finalising the learning plan*' as opposed to '*finalising the learning plan milestone*'). Respondents may familiarise themselves with relevant elements (e.g. Domains, EPAs, Outcome Statements), of a future national e-portfolio by reviewing documentation such as the Traning and Assessment document (which forms part of the National Framework for Prevocational (PGY1 and PGY2) Medical Training) that becomes active from 1 January 2024. The National E-Portfolio to be launched by 1 January 2025 is designed to support the National Framework.
29	How can respondents ensure they respond appropriately to the open-ended specification for rule-based notifications (2.3.38) in the detailed specs? Can you provide more examples of expected notifications relating to 2.3.38?	Detailed Requirement 2.3.38 reads: *The AMC, PMC and MEU system administrators must have the ability to set up rule based notifications, based on their permissions and filtered by their organisation, in addition to specific notifications found in the system functional specifications.* *Examples of notifications a system administrator may wish to set up include:* ● *A notification to Director Clinical Training if a clinical unit consistently has a low score for an outcome statement over a 12 month period.* ● *A notification to Director Clinical Training when a trainee obtains a consistent low score over time with respect to a specific outcome.* ● *Notifications to term supervisors who have not completed assessments.* ● *Set up automatic reminders if a trainee is not assessed by a certain time period.* These should be considered *potential* notifications as opposed to *expected* notifications. Another potential notification may be to a Term Supervisors pertaining to non-completion of an EPA in a given term. We prefer not to be overly prescriptive with the potential rule-based notification that could be provided at this point in time, and envisage that further discussion regarding potential notifications to be had with a potential future vendor. In addition, desired notifications may be identified as part of future project activities, for example, based on further consultation with relevant project stakeholders and/or based on feedback acquired in advance of, or via future National E-Portfolio users through UAT activities.There may also be scope for discussion with the preferred vendor (once identified) relating to specific rules-based criteria prior to execution of a contract .

30	Is recording logbooks or logging cases and skills expected to be a core component besides the EPAs and mid and end of term assessments?	As per **Mandatory** Detailed Requirement #24.1: The system must enable the trainee to log external learning or training courses, cases, activities and procedures in the logbook and map the log entry to relevant learning outcomes. As per **Mandatory** Detailed Requirement #24.3: The system must generate a learning statement recording log entries against learning outcomes. As per **Desirable** Detailed Requirement 3.2.8: Existing specifications for integration between learning systems should be used in the integration interface where appropriate. *For example:The Experience API (xAPI) could be used to send learning statements from external learning management systems or logbooks.*
31	What is expected from the core component perspective based on the Part B detailed requirements document?	A National E-Portfolio that meets all Mandatory Detailed Requirements is sought (as far as reasonably practical). In making a determination on what may be considered 'core components' or 'more important', RFT respondents are encouraged to familiarise themselves with the Training & Assessment and Training Environment National Framework documents and consider how best a National E-Portfolio may be developed in a manner that: – Is consistent with the Detailed Requirements; and – maximises value for prevocational doctors and other future users following launch, including in consideration of available funding and proposed launch date (to occur by 1 January 2025).

Note to reader:

The information contained in this form has been de-identified and may have arisen from a variety of sources.

The Q&A form will be updated with questions received and answers provided in connection with the National E-Portfolio Request for Tender until 72 hours prior to RFT close (to 25 July 2023). Readers are encouraged to check for updates regularly until this time.

Questions received after COB 25 July 2023 may not be reflected in this document during the RFT period.

The deadline for submission of RFT responses to the AMC is 11:59pm, Friday 28 July 2023.

For further information please refer to https://www.amc.org.au/accreditation-and-recognition/request-for-tender.