Part C – Specifications and Requirements

Process and Systems Improvement Project

November 2026

Acknowledgement of Country

We acknowledge that Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of Australia, and the oldest continuing culture in human history. We pay respect to Elders past and present and commit to respecting the lands we walk on, and the communities we walk with.

Australian Medical Council Limited

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1. How to respond to this Part C

Part C states what AMC requires from the products, services and implementation proposed under this RFP. AMC will issue the complete Initial Requirements Baseline with the RFP. The Initial Requirements Baseline is expected to contain approximately 1,000 detailed business, functional, technical, non-functional, implementation, service and control requirements. Respondents must use the requirement identifiers when completing the detailed response schedules in Part D and the pricing schedule in Part E.

A Respondent may submit a Proposal for one Functional Domain, several Functional Domains or the full scope permitted by Part A. Each Respondent must provide a structured response to every requirement that applies to its proposed scope as part of its first-round, Phase 1 Proposal. A Respondent must review the complete Initial Requirements Baseline, including where its Proposal covers only part of a capability domain.

Part C should be read with:

- Part A which contains the invitation details and procurement information
- Part B which contains the proposal conditions and contract framework
- Part D which contains the response schedules
- Part E Requirements Schedule
- Part F Pricing Schedule
- Each Addendum issued by AMC
- Any other document expressly identified by AMC as part of the RFP.

2. Scope and Specification

The Specification covers the following layers.

A Respondent must address each layer relevant to its nominated scope.

Scope layer	Required components
Business capability	Components related to selected Functional Capability Domains: • Core Assessment and Accreditation • Stakeholder management and engagement • Capacity and workload management. Components related to cultural safety and AMC values.
Solution capability	Products, modules, configuration, extensions, customisation, third-party components, hosting and environments.
Data migration and integration	Data migration, data quality, interfaces, identity, payments, retained applications, reconciliation, monitoring and support.
Implementation and transition	Mobilisation, discovery, system design, build, migration, testing, change, training, cutover, hypercare and transition to support.

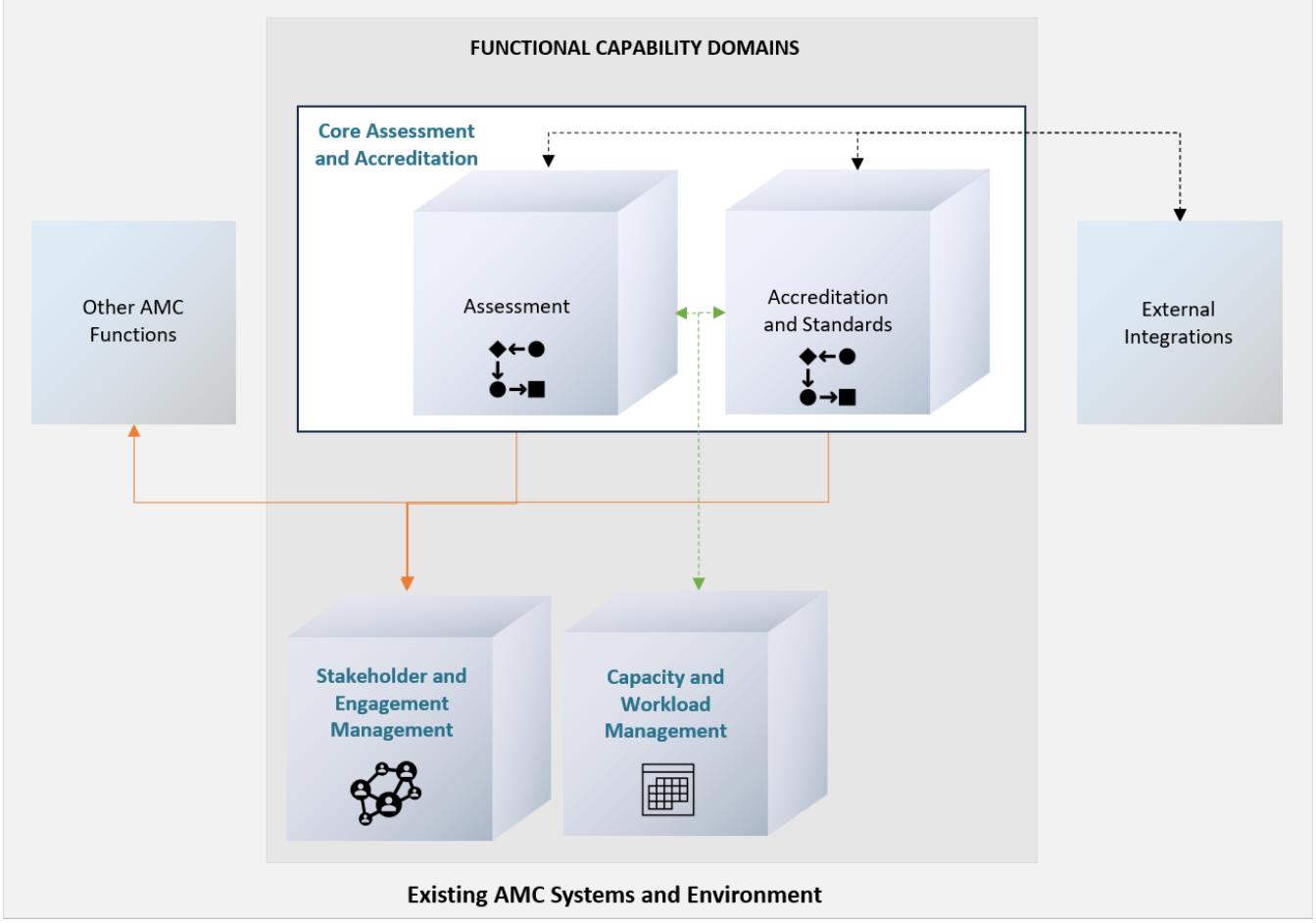
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Ongoing services	Product maintenance, hosting or managed services, service management, reporting, release management, product lifecycle and exit assistance.
Common obligations	Security, privacy, records, accessibility, cultural safety, resilience, audit, evidence, commercial traceability and contractual commitment.

3. Capability domains

The capability domains below define the areas for which a Respondent may submit a Proposal. The domains are not fixed contract lots and AMC has not predetermined the final packaging or award model. A Respondent may submit a proposal for one or more domains.

An overview of the relationship between the capability domains, AMC's existing systems and environment and external integrations is outlined below.



A Respondent may submit a proposal for one or more Capability Domains. A response must identify:

- The domain/s included in the Proposal
- The proposed solution/s including solution details, system design and delivery approach, methodology, project team capability and experience, innovations and risks

- The delivery classification e.g. if the capability is a current standard capability, configuration, extension, customisation, Third-party capability, professional or managed service, controlled discovery item or unavailable capability
- The proposed model e.g. a single supplier, a platform with an implementation partner, a consortium, a prime contractor, or a coordinated set of component suppliers including lead respondent details and approach
- Any dependence on AMC or other suppliers
- The effect of partners or other suppliers on implementation and operation (if applicable)
- The integration and service boundary with partners or other suppliers (if applicable)
- Relevant pricing information.

Respondent submissions should include supporting information for all common Capability Domain Sub-Categories for each Capability Domain included in the proposal.

Capability Domain	Type	Required outcome
Core Assessment and Accreditation	Functional	Support end-to-end Assessment and Accreditation function activities including workflow management, case management, cultural safety considerations, examination management, collaboration on complex documents, site visits, accreditation and standards processes, appeals and decisions processes. Provide operational reporting, performance insight, audit traceability, and access to governed information across the solution ecosystem.
Stakeholder and engagement management	Functional	Provide operational reporting, performance insight, audit traceability, and access to governed information across the solution ecosystem.
Capacity and workload management	Functional	Maintain trusted stakeholder information, support secure interactions, communications, scheduling visibility, task management, search capabilities, reporting, portals and delegated access.

Capability domain sub-categories are applicable across the functional capability domains.

Capability Domain Sub-Categories	Type	Required Outcome
Document and records	Common	Manage documents and evidence through capture, classification, versioning, access, retention, retrieval, disclosure, disposal and export.
Implementation and transition	Common	Provide the services required to design, configure, migrate, test, deploy, adopt and support the nominated solution.
Integration services	Common	Enable secure, monitored information exchange across new, retained, and external systems using the integration pattern required by the final architecture.
Data migration	Common	Provide governed operational, regulatory and management reporting with traceability and controlled data access.

Testing and acceptance	Common	Provide the testing, assurance, traceability and acceptance services needed to demonstrate that the implemented solution satisfies the contracted requirements and approved solution baseline.
Retained AMC environment and dependencies	Common	Enable the required interactions with the retained AMC environment.
Non-functional and service	Common	Provide the services to deliver non-functional and service requirements.

The complete target state business requirements are outlined in Part E.

Each Respondent must provide a response for selected capability domains and applicable common domain in the response schedule provided.

3.1 Core Assessment and Accreditation requirements

Respondents nominating this domain must support the complete lifecycle for the Assessment and Accreditation functions in their Proposal. The solution must enable end-to-end workflows including the preservation of decision history, and accountability.

ID	Requirement
CAA-01	Manage configurable case types, pathways, stages, statuses, tasks, timeframes and responsibilities.
CAA-02	Manage standards, criteria, evidence requirements and their effective dates and versions.
CAA-03	Capture information including applications, submissions, findings, notes, feedback, declarations, assessments, recommendations and decisions.
CAA-04	Support assessment teams, panels, committees, reports, conflicts, actions and approvals.
CAA-05	Support planning, scheduling, locations, capacity, and information capture for site visits.
CAA-06	Record conditions, monitoring activities, follow-up, review, renewal, suspension, closure and re-opening.
CAA-07	Support complex document development including collaboration, manage changes and reviews, and version controls.
CAA-08	Support structured correspondence, notifications, requests for information and response tracking.
CAA-09	Maintain a complete audit history of material case activity, evidence, assessment and decision changes.
CAA-10	Support related cases, organisations, people, programs, providers, qualifications and standards without duplicate data entry.
CAA-11	Provide role-based work queues, alerts, escalations and service-time monitoring.

CAA-12	Support appeals, incident, irregularity, review and result-amendment processes included in the nominated scope.
CAA-13	Support planning, scheduling, location, sessions, capacity, withdrawals and refills of examinations.
CAA-14	Manage examiner, marshals, simulated patients, subject matter experts and candidate administration required by the nominated scope.
CAA-15	Maintain traceability between examination activity, results, case decisions and financial transactions where applicable.
CAA-16	Manage examination eligibility and its relationship to candidate pathways and assessment decisions.
CAA-17	Record reasonable adjustments, approvals, conditions and related communications securely.
CAA-18	Support review, reconsideration, appeal and complaint processes where required.
DER-01	Capture documents and data from users, email, interfaces, forms and approved bulk processes.
DER-02	Apply configurable metadata, classification, version control, ownership and access restrictions.
DER-03	Link a document or evidence item to relevant cases, people, organisations, requirements and decisions without uncontrolled duplication.
DER-04	Provide search, retrieval, preview, download and authorised disclosure functions.
DER-05	Support retention, disposal, legal hold, transfer and export in accordance with AMC requirements.
DER-06	Maintain auditability for creation, receipt, access, amendment, disclosure, movement and disposal.
DER-07	Support redaction and management of confidential, sensitive and culturally sensitive information.
RAN-01	Provide configurable operational dashboards, queues, workload views and service monitoring.
RAN-02	Provide scheduled and on-demand regulatory, management and governance reporting.
RAN-03	Support authorised filtering, drill-through, export and distribution without exposing restricted information.
RAN-04	Maintain definitions, lineage, ownership and access control for material measures and reports.
RAN-05	Support historical and point-in-time reporting where required for audit and trend analysis.

RAN-06	Provide governed data access or interfaces for AMC-approved analytics platforms.
RAN-07	Identify reporting that depends on replicated, transformed or manually maintained data.

3.2 Stakeholder and engagement management requirements

Respondents nominating this domain must support a consistent stakeholder management solution including information capture, reporting, workflow integrations, reporting and secure interactions across AMC.

ID	Requirement
SEM-01	Maintain stakeholder, individual and organisation records with roles, relationships, affiliations, contact details, required information, notes and history.
SEM -02	Support one person or organisation holding multiple roles across different AMC functions.
SEM -03	Manage communication preferences, consent and restrictions in accordance with AMC policy and law.
SEM -04	Record interactions, correspondence, enquiries, commitments and follow-up actions.
SEM -05	Provide secure role-based self-service for applicants, providers, assessors and other authorised users.
SEM -06	Support delegated administration and representation with effective dates and audit history.
SEM -07	Support configurable forms, notifications, templates and communication campaigns relevant to the nominated scope.
SEM -08	Prevent or manage duplicate stakeholder records and support controlled record matching and merging.
SEM -09	Enable a central source of stakeholder availabilities and task allocation across AMC activities to support stakeholder management and visibility across AMC teams.
SEM -10	Enable integrations with existing AMC systems and core Assessment and Accreditation workflows.

3.3 Capacity and workload management

Respondents nominating this domain must support coordinated planning and capacity management.

ID	Requirement
CWM-01	Create and manage work plans, tasks, milestones, dependencies, calendars and ownership.
CWM C-02	Manage workload, capacity, allocations and competing priorities.
CWM -03	Record risks, issues, assumptions, decisions, actions and changes with ownership and due dates.

CWM -04	Provide status, milestone, exception, dependency and executive reporting.
CWM -05	Link delivery work to relevant cases, requirements, documents, benefits or business outcomes.
CWM -06	Support configurable governance, approval and escalation pathways.
CWM -07	Provide audit history and controlled baselines for material plans and decisions.

3.4 Integration services requirements

Respondents providing solution components or Integration Services must define every interface needed for the nominated functional capability domains and the party accountable for its delivery and operation.

ID	Requirement
INT-01	Provide supported integration methods, including documented APIs and approved event or file-based patterns where applicable.
INT-02	Integrate with AMC identity and access services in accordance with the approved identity model.
INT-03	Integrate with TechnologyOne and approved payment, refund and reconciliation services where required.
INT-04	Integrate with AMC website, data platforms, retained examination services and other confirmed applications where required.
INT-05	Provide authentication, authorisation, encryption, validation, error handling, logging and monitoring for each interface.
INT-06	Provide reconciliation, retry, replay and exception-management processes appropriate to the transaction.
INT-07	Define interface service levels, operational ownership, support routing and change control.
INT-08	Provide interface documentation, test assets, deployment procedures and knowledge transfer.
INT-09	Avoid unsupported point-to-point integration where an approved reusable pattern is available.
INT-10	Price each interface or interface group clearly in Part F.

3.5 Data migration requirements

A Proposal that includes migration must address the complete migration lifecycle for the nominated data and document scope.

ID	Requirement
DAT-01	Identify source systems, data owners, data classes, volumes, history, quality and known constraints.

DAT-02	Define profiling, cleansing, mapping, transformation, deduplication and enrichment rules.
DAT-03	Define the treatment of historical data, documents, audit history, inactive records and archival information.
DAT-04	Provide repeatable extraction, transformation, load, validation and reconciliation cycles.
DAT-05	Provide migration test strategy, test data controls, defect treatment and acceptance evidence.
DAT-06	Define cutover, delta migration, freeze, rollback and business continuity arrangements.
DAT-07	Use masked or synthetic non-production data unless AMC approves another treatment.
DAT-08	Define source-system decommissioning dependencies and evidence of final transfer, retention or disposal.
DAT-09	Identify AMC data decisions, cleansing effort, subject matter experts and approval requirements.
DAT-10	Price migration by source, object group, cycle or other transparent unit in Part F.

3.6 Testing and Acceptance

Acceptance will be based on evidence that the contracted requirements and agreed solution baseline have been met. Respondents must identify any proposed qualification to this approach in Part D.

Acceptance area	Required evidence
Requirements	Traceability from requirement to system design, configuration, test and acceptance result.
Functional capability	Executed test evidence and, where required, successful AMC scenario validation.
Integration	Interface tests, security tests, reconciliation and operational support evidence.
Migration	Approved reconciliation, exception treatment and business validation.
Non-functional	Performance, security, privacy, accessibility, recovery and operational readiness evidence.
Transition	Training, documentation, support readiness, cutover, rollback and hypercare readiness.
Defects	Agreed severity, resolution, workaround, residual risk, ownership and target date.
Contract commitment	The accepted position is recorded in the relevant Part F schedule.

Submission of a document does not by itself constitute acceptance. Payment milestones will be aligned to accepted outcomes under Part E, Part F and Part G.

3.7 Retained AMC environment and dependencies

The following services are expected to remain part of the AMC environment. Respondents must confirm the required interaction and must not assume replacement unless Part A or an Addendum states otherwise.

Retained area	Required Proposal treatment
TechnologyOne	Describe required finance, payment, refund, customer, supplier or reconciliation interfaces.
Identity services	Describe workforce and external-user identity, authentication, provisioning and access dependencies.
Payment services	Use of AMC-approved payment services and define transaction, refund and reconciliation handling.
AMC website	Describe public, authenticated and content-related interfaces.
Data and analytics services	Describe governed data exchange, reporting feeds, lineage and support.
Examination services	Describe the examination functions retained outside the proposed solution and the required interfaces.
Microsoft 365	Describe retained collaboration, email and document management interfaces.

3.8 Implementation and transition requirements

Every Proposal that includes a product or managed service must address implementation and transition for the nominated scope. A specialist implementation Proposal must identify the products or domains it is capable of supporting.

ID	Requirement
IMP-01	Mobilise governance, delivery controls, integrated planning, reporting, environments and decision pathways.
IMP-02	Validate requirements, scope, solution design, architecture, assumptions and the delivery baseline.
IMP-03	Configure the solution and control extensions and customisation through documented design and change processes.
IMP-04	Deliver interfaces, migration, environments, security configuration and operational monitoring.
IMP-05	Plan and conduct unit, system, integration, migration, performance, security, accessibility and user acceptance testing as applicable.
IMP-06	Provide requirement-to-test traceability, defect management and evidence for acceptance.
IMP-07	Deliver change impact assessment, communications, training, knowledge transfer and adoption support.

IMP-08	Provide cutover, rollback, business continuity, command, hypercare and stabilisation arrangements.
IMP-09	Transition the solution to the agreed support model with documentation, service readiness and operational acceptance.
IMP-10	Maintain an integrated register of risks, issues, assumptions, dependencies, decisions, actions and changes.
IMP-11	Identify AMC effort, decisions, resources and prerequisites by activity and stage.
IMP-12	Provide exit and transition assistance at the end of the implementation or service term.

3.9 Non-functional and service requirements

The requirements in this section apply to every Proposal to the extent relevant to its nominated scope.

ID	Area	Requirement
COM-01	Architecture	Provide product, solution, data, integration, security and deployment architecture for the nominated scope.
COM-02	Hosting	State hosting locations, service model, environments, data residency, subprocessors and operational locations.
COM-03	Identity	Support federated identity, multi-factor authentication, role-based access, least privilege and privileged-access controls.
COM-04	Security	Encrypt data, manage vulnerabilities, monitor security events, test controls and support incident response and notification.
COM-05	Privacy	Support privacy by design, data minimisation, consent, access, correction, breach response and approved subprocessors.
COM-06	Records	Support AMC-approved classification, retention, disposal, hold, export and audit requirements.
COM-07	Accessibility	Meet [WCAG 2.2 AA] for relevant user interfaces and documents and provide test and remediation evidence.
COM-08	Cultural safety	Support culturally safe user experiences and proportionate management of cultural, language and accessibility needs.
COM-09	Indigenous data	Explain governance, access, use, reporting and disposal of Indigenous data where relevant to the nominated scope.
COM-10	Performance	Meet agreed response, batch, interface and report-generation targets at expected and peak volumes.
COM-11	Resilience	Meet agreed availability, backup, recovery point and recovery time objectives and provide tested continuity arrangements.
COM-12	Audit	Maintain tamper-evident audit history for material access, changes, decisions, disclosures and administrative actions.
COM-13	Service management	Provide support hours, service desk, incident, problem, change, release, monitoring, reporting and escalation arrangements.

COM-14	Product lifecycle	Disclose release policy, support lifecycle, deprecation, upgrade obligations, roadmap dependencies and customer influence.
COM-15	Artificial intelligence	Disclose AI functions, data use, model or service provider, training treatment, human oversight, limitations and the ability to control or disable the function.
COM-16	Portability and exit	Provide export of AMC data, documents, configuration, audit history and agreed technical artefacts in usable formats.
COM-17	Assurance	Provide relevant independent certifications, audit reports, test results and remediation status, subject to appropriate confidentiality arrangements.
COM-18	Commercial traceability	Map every product, service, interface, option and material dependency to Part F pricing and the proposed contract schedules.

4. Delivery classification and evidence

Respondents must classify how each applicable requirement will be delivered. The classification must describe the capability available at the Closing Time and distinguish current capability from implementation activity, future capability and unavailable capability.

Classification	Definitions
Current standard capability	Available in the proposed product, edition or service without implementation change beyond normal activation.
Configuration	Delivered through supported configuration using standard product tools.
Extension	Delivered through a supported extension that remains separate from the product core.
Customisation	Requires bespoke code or modification that may affect support, testing or upgradeability.
Roadmap	Not currently available and dependent on a future product release. The response must state whether it is publicly committed, contractually committed, subject to a target release, dependent on another party or indicative only.
Third-party capability	Delivered by another identified product, supplier or service.
Professional or managed service	Delivered through a professional or recurring managed service rather than product capability.
Controlled Discovery Item	A matter that cannot reasonably be resolved before award and is expressly controlled under the post-award discovery provisions.
Unavailable capability	The proposed solution does not provide the capability.

For each applicable requirement, Respondents must provide a response in Part E. General marketing material, unsupported statements of compliance and uncommitted future capability may receive reduced or no evaluation credit. Each Not Met requirement must be disclosed. Each roadmap response must state whether the capability is publicly committed, contractually committed, subject to a target release, dependent on another party or indicative only.

5. Proposal response requirements

AMC has provided the complete Target State Requirements Baseline in Part E. The Initial Requirements Baseline contains detailed business, functional, technical, non-functional, implementation, service and control requirements.

Respondents must provide a response to each relevant requirement that applies to its selected scope as part of its Proposal. A Respondent must not omit an applicable requirement because the wording is broad, requires clarification, depends on another component, is only partly met or cannot currently be met. The Respondent must record the applicable response status and explain the position.

Respondents mut provide the following information in Part E Requirements Schedule:

Response field	Required information
Scope applicability	Applicable: The requirement applies to the selected scope. Not Applicable: A Not Applicable response must explain why it falls outside the proposed scope and identify the product, supplier, AMC responsibility or dependency expected to address it. Not Applicable must not be used to avoid disclosing a solution gap.
Response status	Fully Met, Partially Met, Not Met, Not Applicable or Clarification Required.
Product, component or service	The proposed product, component, module, edition, version or service.
Delivery classification	Current standard capability, configuration, extension, customisation, roadmap, third-party capability, professional or managed service, Controlled Discovery Item or unavailable capability.
Accountable Respondent Team entity	The legal entity accountable to AMC.

Respondents mut provide the following information, to support information provided in Part E Requirements Schedule, in the Part D Response Schedule for each selected Capability Domain:

Response field	Required information
Supporting evidence	A proposal response including product and technical-evidence demonstrating: • Proposed approach and methodologies • Proposed solution and technical architecture, hosting and environments • Identity, access and security • Privacy, records, accessibility and cultural safety • Applicable data and migration • Applicable interfaces and integration

	• Design, implementation, testing, change, cutover, support and transition approaches • Ongoing support and product lifecycle • All dependencies on AMC, a retained service or another supplier and state the proposed accountability • Demonstrated capabilities and experience delivering similar solutions.
References	At least two References demonstrating previous experience delivering similar requirements and solutions.
Assumptions and dependencies	Every material assumption and dependency on AMC, a retained service, another supplier, third party or future release.
Limitations	Conditions, exclusions, constraints, manual processes and workarounds.
Implementation activity	The activity, effort and deliverables needed to place the capability into operation.
AMC responsibility	AMC inputs, decisions, resources, data, approvals and prerequisites.
Timing	Availability, implementation and dependency timing, including target release dates where relevant.
Risk	Material delivery, solution, operational, commercial and acceptance risks.
Pricing	Provide whole-of-life pricing, assumptions, options and exit in alignment with Part F – Pricing Response Schedule.
Terms and Condition departures and commitments	The commitment proposed for incorporation into Part G schedule.

5.1 Partially Met, Not Met and roadmap responses

A Partially Met response must identify the part supported, the part not supported, each condition or limitation, any manual process or workaround, the proposed treatment, implementation activity, timing, cost implications, dependency and risk.

A general statement that a requirement is substantially met is not sufficient. Respondents must disclose each requirement that is Not Met.

Roadmap responses must state whether the capability is publicly committed, contractually committed, subject to a target release, dependent on another party or indicative only.

AMC may give reduced or no evaluation credit to unsupported roadmap claims, general marketing statements or uncommitted future capability.

5.2 Evaluation and traceability

Respondents must respond to each applicable detailed requirements in Part E – Requirement Schedule.

AMC will not treat the approximately 1,000 requirements as independently weighted evaluation criteria. AMC will

use the outcome-level criteria as the primary scored structure. AMC will use the detailed requirements responses to assess coverage, gaps, ambiguity, dependencies, implementation effort, customisation, roadmap reliance, third-party reliance, AMC effort and risk.

The detailed responses will also inform clarification, demonstration scenarios, technical validation, proof-of-concept scope, requirements refinement, due diligence, final-offer requirements, contract schedules, implementation traceability and acceptance.

6. Demonstrations and proof of concept

Demonstrations, technical validation and any proof of concept (if required) will test and substantiate selected aspects of the Proposal. They do not remove the Respondent's obligation to provide a structured response to each applicable Capability Domain.

AMC may select demonstration and proof-of-concept matters based on material requirements, high-risk requirements, ambiguous responses, Partially Met responses, Not Met responses, roadmap claims, third-party dependencies, customisation, material assumptions, implementation risks and weak or unsupported evidence.

7. Phase 2A requirements refinement

The Target State Requirements Baseline is the baseline against which Phase 1 Proposals are submitted. It is not automatically the final contracted baseline.

Following demonstrations, technical validation and any proof of concept, AMC will conduct Phase 2A requirements refinement. AMC may confirm, clarify, amend, add, reprioritise, defer, remove, group or split requirements or identify a matter as a Controlled Discovery Item.

Requirements refinement will consider Phase 1 requirements responses, areas of inconsistent market interpretation, solution gaps, demonstration evidence, proof-of-concept evidence, integration and data information, implementation assumptions, customisation and roadmap reliance, AMC capacity, affordability and the proposed operating model.

8. Requirements disposition and controlled addendum

AMC will maintain a requirements disposition record capturing the original requirement identifier, original wording, proposed disposition, revised wording where applicable, revised priority, AMC business owner, reason for change, supporting evidence, materiality, evaluation impact, solution impact, implementation impact, pricing impact, schedule impact, acceptance impact, Respondent communication and approval. Disposition categories are Confirmed, Clarified, Amended, Added, Reprioritised, Grouped, Split, Deferred, Removed and Controlled Discovery Item.

Approved Phase 2.5 changes will be issued through a Requirements Baseline Addendum or another controlled RFP communication. Affected Respondents will receive materially equivalent information and a reasonable opportunity to update the affected parts of their Proposal. The delta response must address revised requirements coverage, solution impact, design impact, implementation impact, AMC contribution, assumptions, dependencies, timing, price, risk, acceptance and proposed contractual commitment. The delta response is limited to the changes authorised by AMC and is not an unrestricted opportunity to rewrite unrelated parts of the Proposal.

9. Gate 2A

Gate 2A approves the Confirmed Requirements Baseline before AMC requests final offers or BAFO. AMC will not request a final offer or BAFO against an unapproved requirements baseline.

Gate 2A confirms the approved requirements version, requirement dispositions, Controlled Discovery Items, revised scenario and acceptance mapping, evaluation and reassessment treatment, solution impacts, implementation impacts, commercial impacts, Respondent communications, AMC capacity, affordability and authority to proceed.

10. Post-award detailed system design

Post-award discovery and detailed design will elaborate the Confirmed Requirements Baseline and establish the detailed implementation baseline.

Post-award design must not be used to remove an agreed requirement, conceal a known solution gap, transfer an undisclosed responsibility to AMC, introduce unpriced scope or materially change the accepted solution without approved change control.

Each Controlled Discovery Item must identify the unresolved matter, why it could not reasonably be resolved before award, the accountable party, the required activity, the expected output, the decision point, commercial treatment, schedule treatment, acceptance impact and change-control pathway. A known gap, excluded capability or unpriced obligation must not be converted into a Controlled Discovery Item merely to defer resolution.

Appendix

Definitions

Term	Definition
Addendum	A written amendment, clarification or supplement issued by AMC as part of the RFP.
AMC	Australian Medical Council Limited.
BAFO or Best and Final Offer	A revised and final offer requested by AMC under Section 20.
Base Proposal	The Respondent's principal conforming Proposal.
Closing Time	The date and time stated in Part A, as amended by Addendum.
Confirmed Requirements Baseline	The requirements baseline approved by AMC at Gate 2A.
Consortium	Two or more organisations collaborating to submit and deliver a combined solution, bringing together complementary capabilities, products or services.
Controlled Discovery Item	A matter approved by AMC for further investigation or elaboration after contract award within defined scope, responsibility, commercial and change-control boundaries.

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Configuration	Delivered through supported configuration using standard product tools.
Current standard capability	Available in the proposed product, edition or service without implementation change beyond normal activation.
Customisation	Requires bespoke code or modification that may affect support, testing or upgradeability.
Extension	Delivered through a supported extension that remains separate from the product core.
Gate	A formal AMC decision point determining whether and how the procurement will proceed.
Gate 2A	The AMC decision point for approval of the Confirmed Requirements Baseline and authority to request final offers or BAFO.
Initial Requirements Baseline	The requirements issued by AMC for response in Phase 1.
Joint venture	Two or more organisations establish a formal joint arrangement, potentially through a separate legal entity, to jointly pursue and deliver the opportunity.
Lead Respondent	The organisation nominated as the primary point of responsibility for preparing, coordinating and submitting the response on behalf of multiple participating organisations. Unless otherwise specified, being the lead respondent does not necessarily mean it will hold sole contractual accountability if the proposal is successful.
Partnership or coordinated supplier team	Two or more organisations working together to provide an integrated solution or service, with each organisation contributing defined capabilities or responsibilities. The arrangement may be less formally structured than a consortium or joint venture but should clearly establish accountability and interfaces between suppliers.
Phase 2A	The requirements-refinement phase conducted after solution validation and before final offers or BAFO.
Prime contractor	One entity acts as the principal contractor and holds overall contractual accountability for delivery, while engaging and managing subcontractors or other third parties to deliver components of the solution or services.
Proof of Concept	A limited and controlled activity used to test one or more material uncertainties or high-risk requirements.
Requirements Baseline Addendum	An Addendum issued after Phase 2 that records approved changes to the Initial Requirements Baseline.
Respondent	The legal entity that submits a Proposal.
Respondent Team	The Lead Respondent and each disclosed consortium member, implementation partner, software publisher, subcontractor or other material participant.
Professional or managed service	Delivered through a professional or recurring managed service rather than product capability.
Proposal	The Respondent's complete response, including any approved clarification, delta response, final offer or BAFO.
Proposal Material	All information, documents, models, demonstrations, data and other material supplied by or for a Respondent during the procurement.

Roadmap	Not currently available and dependent on a future product release. The response must state whether it is publicly committed, contractually committed, subject to a target release, dependent on another party or indicative only.
Single entity	One legal entity submits the response and, if successful, enters into the contract and assumes responsibility for delivery of the proposed technology solution and services.
Third-party capability	Delivered by another identified product, supplier or service.
Unavailable capability	The proposed solution does not provide the capability.

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