Request for Tender for a FHIR Server Solution

Industry Briefing
4 October 2024

Australian Government
Australian Digital Health Agency

Acknowledgement of Country

The Australian Digital Health Agency acknowledges the Traditional Custodians of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to Elders past and present.

RFT Industry Briefing

Agenda items

Item #	Topic	Presenter
1	Welcome and Acknowledgement of Country and Traditional Owners	Joanne Greenfield, Chief Operating Officer
2	Agenda	Joanne Greenfield, Chief Operating Officer
3	Probity Overview	Christopher Davis, A/g Chief Financial Officer
4	Clinical Governance	Herbert Down, Branch Manager, Clinical Governance and Assurance
5	Request for Tender - Strategic Context	Peter O'Halloran, Chief Digital Officer
6	Request for Tender - Scope Overview	Timothy Panoho, Branch Manager Architecture
7	Request for Tender - Process Overview	Christopher Davis, A/g Chief Financial Officer
8	Slido Questions and Discussion	Joanne Greenfield, Chief Operating Officer (facilitator)

Probity Overview

Christoper Davis, A/g Chief Financial Officer

Probity related to the RFT

Probity is: *"the evidence of ethical behaviour, and can be defined as complete and confirmed integrity, uprightness and honesty in a particular process"* [1]

The Agency is committed to ensuring the highest standards of accountability, fairness and transparency in all procurement processes.

The Agency's expectations in relation to the conduct of itself and Tenderers are outlined in the RFT.

Approaches, direct or indirect, to other officers, employees or agents of the Agency for the purpose of obtaining information in respect of this RFT are prohibited.

All communications to the Agency must be through the Contact Officer address: FHIRProcurement@digitalhealth.gov.au.

Tenderers should address any concerns to the Contact Officer in the first instance. These may include potential conflicts, a confidentiality concern, or any other ethical or fairness question relating to the procurement.

Tenderers should familiarize themselves with the Supplier Code of Conduct (https://www.finance.gov.au/sites/default/files/2024-06/commonwealth-supplier-code-of-conduct.pdf) which applies to this activity and is incorporated into the Draft Contract.

[1] https://www.finance.gov.au/government/procurement/buying-australian-government/ethics-and-probity-procurement

Clinical Governance

Herbert Down, Branch Manager, Clinical Governance and Assurance

Clinical Governance, Safety and Quality Improvement

## Demonstrating Commitment to Safe and Effective Digital Health Products

- Australians want safe and effective digital health products and the Agency has engaged with industry for some time on the need to build capability in this specialist area

- The Agency seeks to understand how Tenderers ensure the safety and effectiveness of their product through the application of a rigorous clinical governance approach

- Submissions will need to contain detailed information about clinical governance and should align with the *Clinical Governance Framework for Digital Health* (2023)

- A standalone non-weighted evaluation criteria for Clinical Governance and Safety forms a critical part of the requirements.

Request For Tender - Strategic Context

Peter O'Halloran, Chief Digital Officer
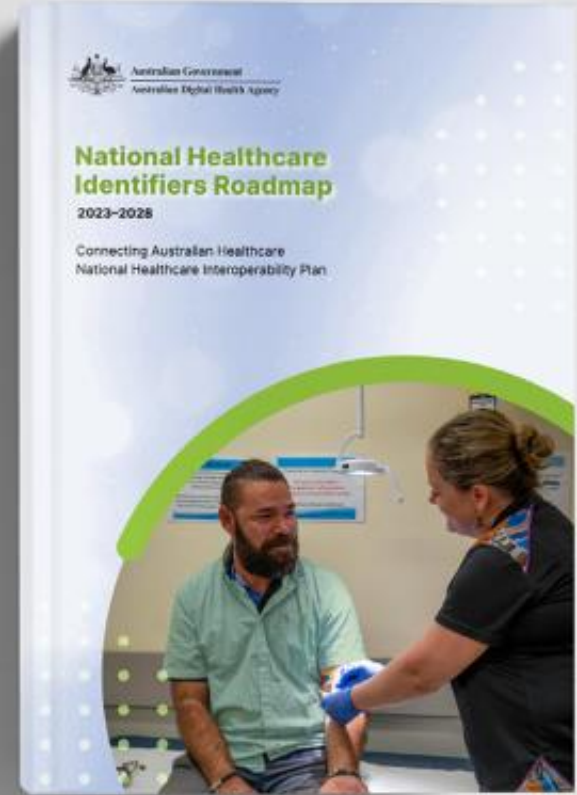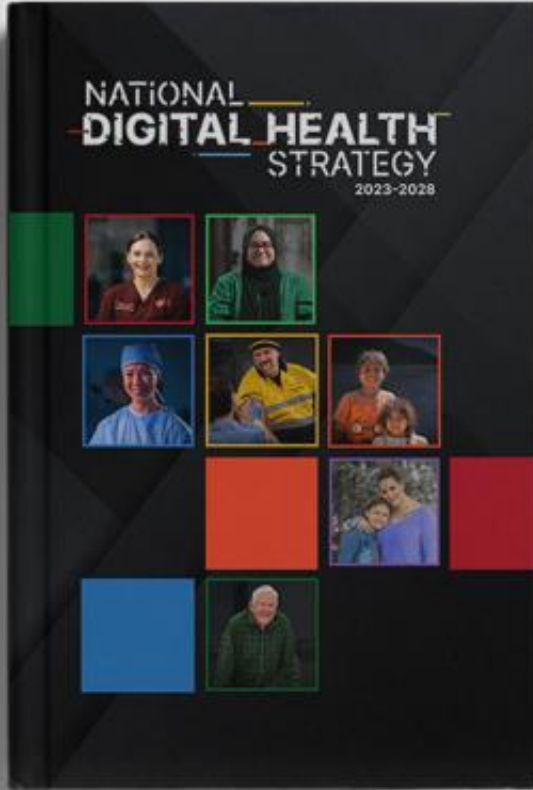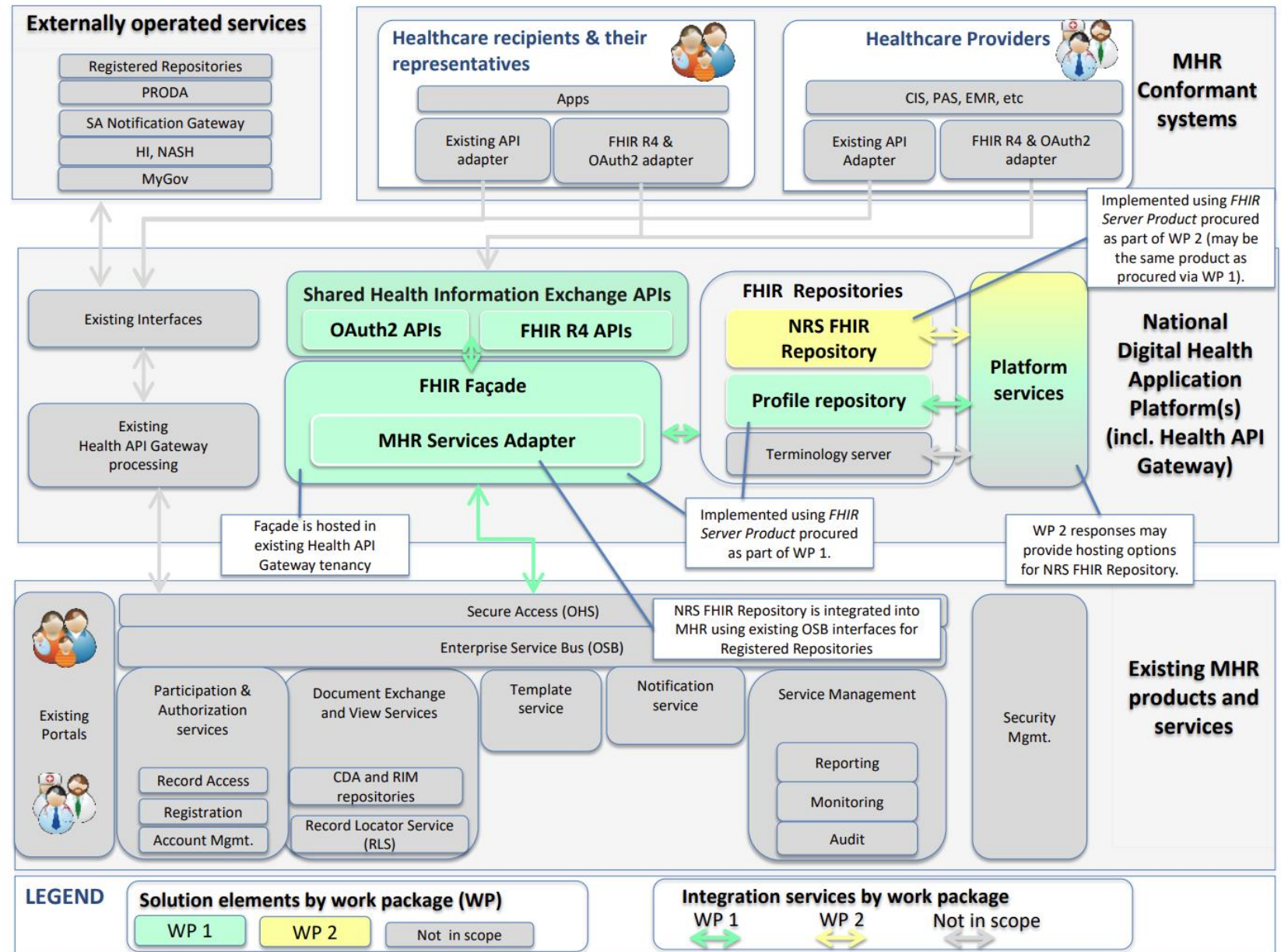
My Health Record on FHIR Project

A foundational step towards:

- Modernisation of the My Health Record system;

- Enabling the longer-term strategy to transform Australia's Digital Health Infrastructure, including a national Health Information Exchange (HIE);

- Assisting clinical workflow, enabling clinicians and consumers to discover and access healthcare information where and when it is needed, in a standardised structured format;

- A contemporary, structured data-rich ecosystem capable of connecting systems across settings and supporting real-time access to information for the patient and the broader care team – anywhere anytime.

More information on this transformation may be found here: https://www.digitalhealth.gov.au/healthcare-providers/transforming-australias-digital-health-infrastructure

Conceptual Solution Architecture

(Context for FHIR Server Solution)

Externally operated services
- Registered Repositories
- PRODA
- SA Notification Gateway
- HI, NASH
- MyGov

Healthcare recipients & their representatives
- Apps
- Existing API adapter
- FHIR R4 & OAuth2 adapter

Healthcare Providers
- CIS, PAS, EMR, etc
- Existing API Adapter
- FHIR R4 & OAuth2 adapter

MHR Conformant systems

Implemented using *FHIR Server Product* procured as part of WP 2 (may be the same product as procured via WP 1).

Existing Interfaces

Existing Health API Gateway processing

Shared Health Information Exchange APIs
- OAuth2 APIs
- FHIR R4 APIs

FHIR Façade
- MHR Services Adapter

FHIR Repositories
- NRS FHIR Repository
- Profile repository
- Terminology server

Platform services

National Digital Health Application Platform(s) (incl. Health API Gateway)

Façade is hosted in existing Health API Gateway tenancy

Implemented using *FHIR Server Product* procured as part of WP 1.

WP 2 responses may provide hosting options for NRS FHIR Repository.

Secure Access (OHS)

Enterprise Service Bus (OSB)

NRS FHIR Repository is integrated into MHR using existing OSB interfaces for Registered Repositories

Existing Portals

- Participation & Authorization services
  - Record Access
  - Registration
  - Account Mgmt.
- Document Exchange and View Services
  - CDA and RIM repositories
  - Record Locator Service (RLS)
- Template service
- Notification service
- Service Management
  - Reporting
  - Monitoring
  - Audit
- Security Mgmt.

Existing MHR products and services

LEGEND

Solution elements by work package (WP)
- WP 1
- WP 2
- Not in scope

Integration services by work package
- WP 1
- WP 2
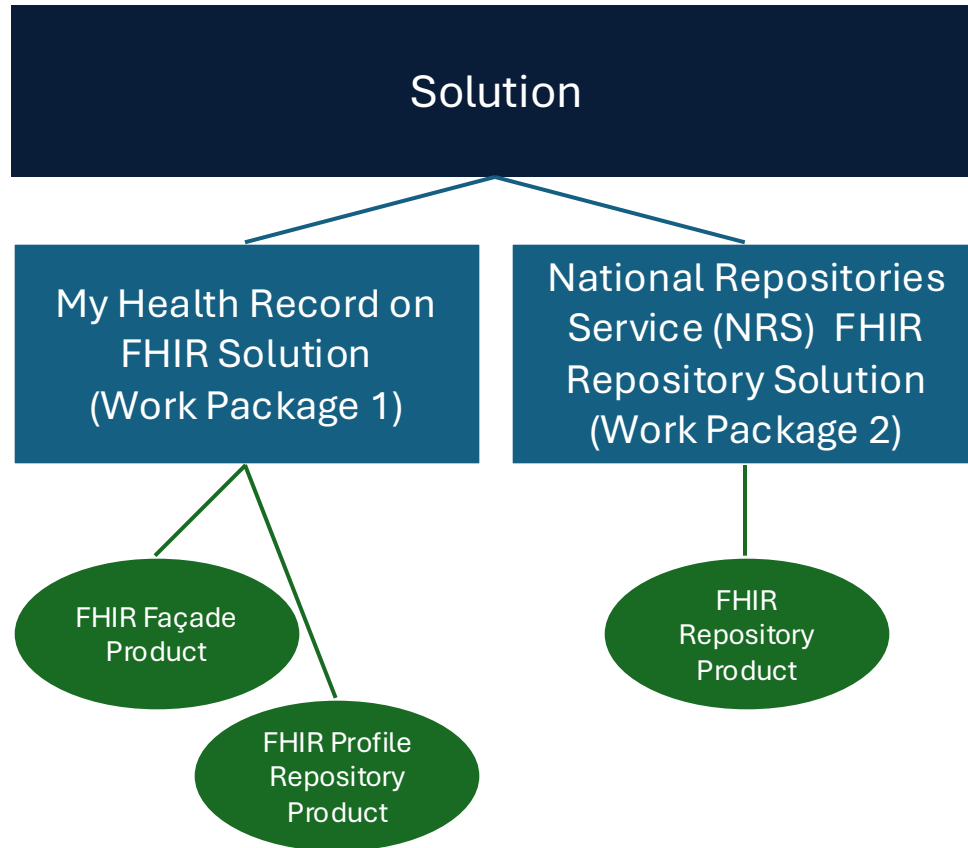- Not in scope

Join us in Slido to ask questions

Slido code is: 5013231

Scan the code to ask questions

Request for Tender – Scope Overview

## Timothy Panoho, Branch Manager Architecture

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Request For Tender for a FHIR Server Solution

Solution

My Health Record on FHIR Solution (Work Package 1)

National Repositories Service (NRS) FHIR Repository Solution (Work Package 2)

FHIR Façade Product

FHIR Profile Repository Product

FHIR Repository Product

- The Agency is seeking a FHIR Server Solution, a foundational component to support the My Health Record on FHIR Project, and potentially other national digital health initiatives.
- There are two Work Packages specified.
- Tenderers can bid for one or both Work Packages however, the Agency reserves the right to award the Work Packages in any combination.
- Tenders for each Work Package should stand alone.

Conceptual Solution Architecture

(Context for FHIR Server Solution)
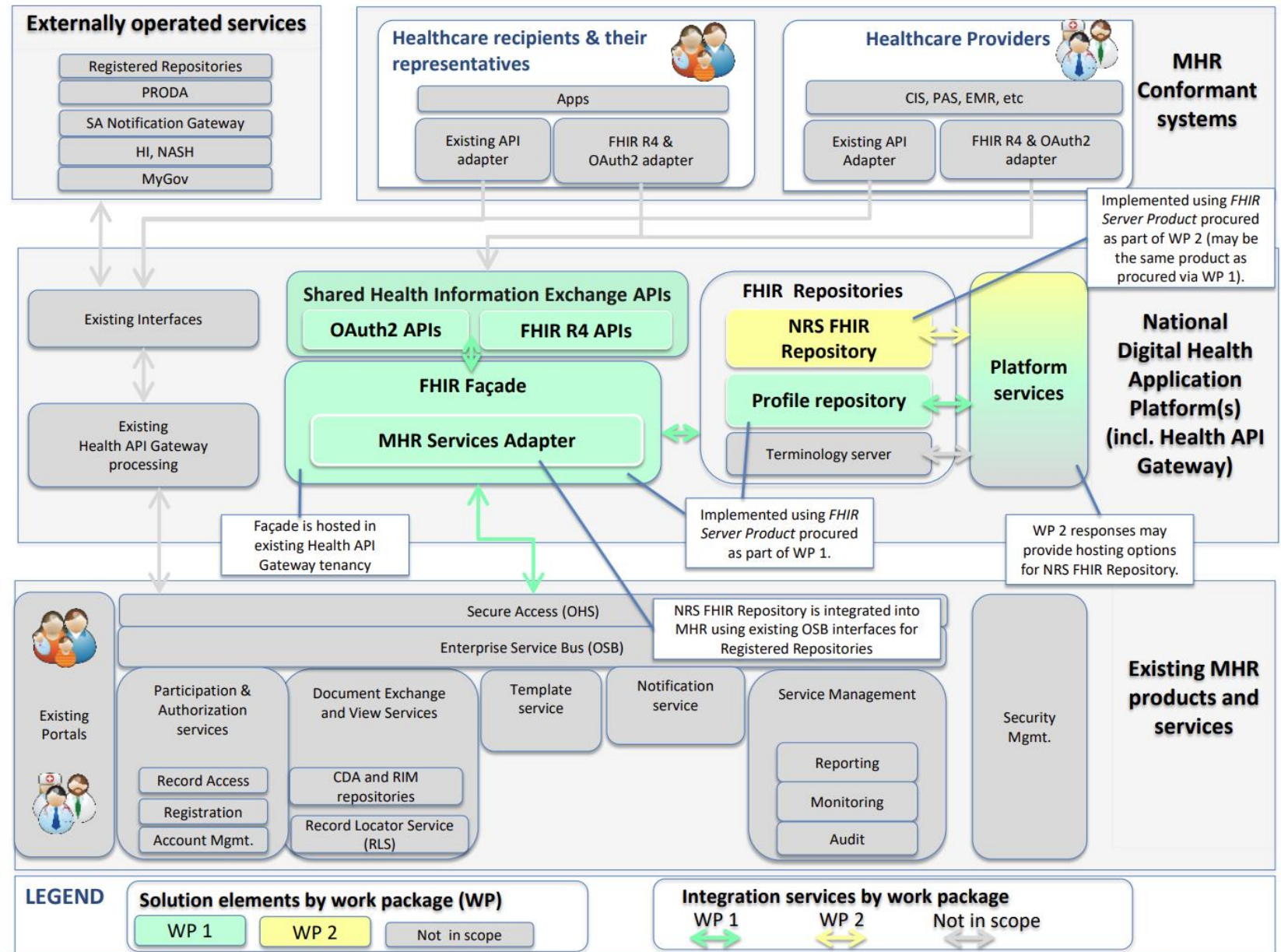
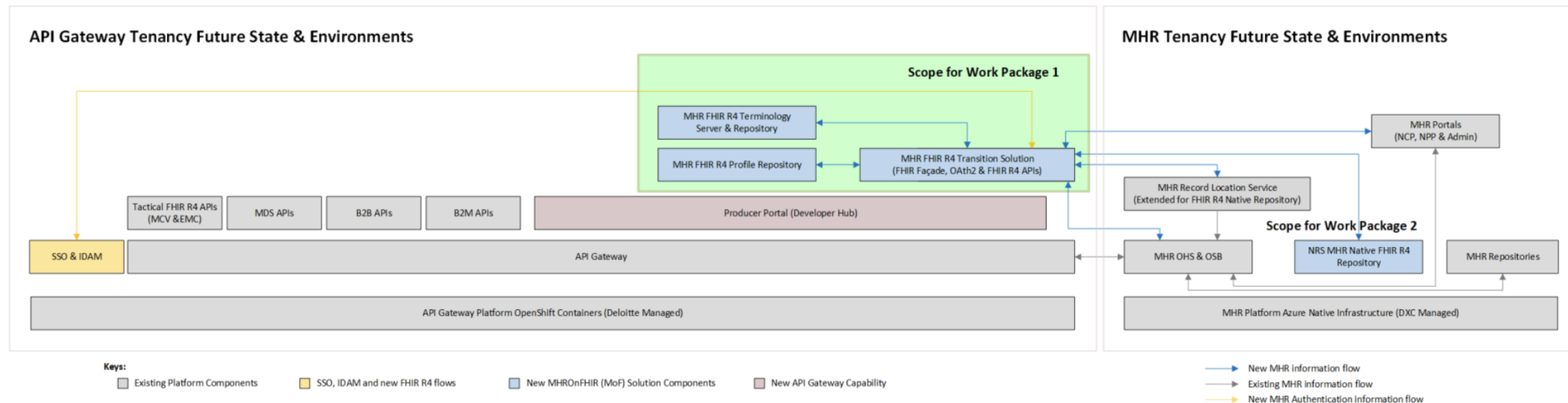# Work Package 1 – My Health Record on FHIR Solution

Includes:

- Suitable commercially available products (including FHIR Façade and FHIR Profile Repository).

- Implementation Services - configuration, build, integration, testing and deployment.

- Integration with the Agency's current systems and services, and with the new National Repositories Service (NRS) FHIR Repository Solution (resulting from Work Package 2).

- Operation, support and maintenance.

Conceptual Solution Architecture
Work Package 1

Figure 11 Work Package 1 Solution Hosting

Work Package 2 – National Repositories Service (NRS) FHIR Repository Solution

Includes:

- Suitable commercially available products.

- Implementation Services - configuration, build, integration, testing and deployment.

- Integration of the NRS FHIR Repository Solution with the MoF Solution (resulting from Work Package 1).

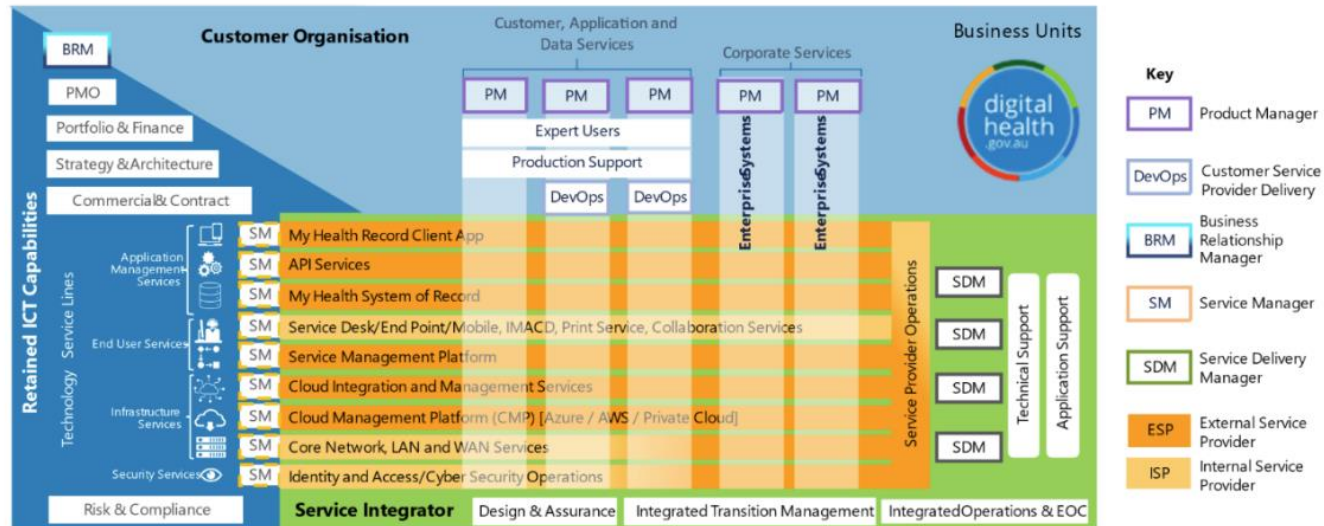- Operation, support and maintenance.

Conceptual Solution Architecture
Work Package 2

Figure 12 Work Package 2 Solution Hosting
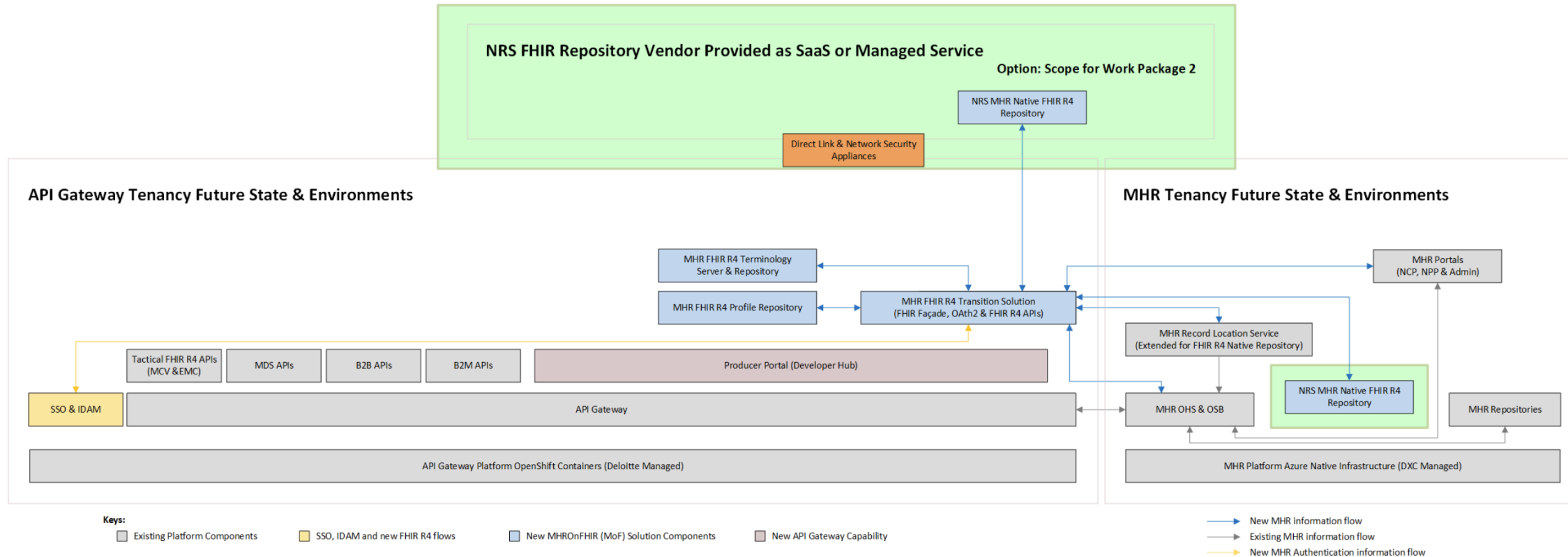
Implementation / Run and Operate
Operating model

Figure 15 SIAM Roles

- The scope of this tender is part of a broader system landscape with different parts operated by different vendors i.e. DXC, Accenture, Deloitte, Chamonix.
- As part of this multi-vendor environment successful tenderers will be required to work with incumbent vendors to enable both the implementation and operation of the service.

Join us in Slido to ask questions

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Request for Tender – Process Overview

Christopher Davis, A/g Chief Financial Officer

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RFT Suite of Documents

Document(s)	Purpose
RFT Terms and Conditions	Describes the process and expectations for the RFT
Schedule 1 – Statement of Requirements (including 23 attachments)	The requirements of the Agency to be met by successful Tenderer(s)
Schedule 2 – Evaluation Criteria	The criteria on which the Agency will evaluate the Tenders received
Schedule 3 – Tender Response Forms (including 14 attachments)	Forms to be completed by Tenderers in submitting a Tender
Schedule 4 – Draft Contract (including 16 attachments)	The Draft Contract, which the Agency intends to enter into with the successful Tenderer(s)
Schedule 5 – Glossary	Describes all defined terms utilised in the RFT

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Evaluation

Seeking the Tender that represents best value for money

Value for money is comprehensive assessment including technical, commercial and risk components.

The evaluation process is covered in detail in section 10 of the RFT Terms and Conditions.

Broadly:

- Tenders will be assessed against the Minimum Content and Format Requirements, Conditions for Participation, and Essential Requirements – those not meeting any of these requirements will be set aside from further consideration.

- Tenders will be assessed against evaluation criteria based on the submitted written response – the Agency may shortlist at this stage and not progress Tenders further.

- The Agency may seek clarifications, including presentations and interviews during the evaluation process.

- A value for money assessment will be completed of Tenders remaining in contention – possibly resulting in a preferred Tenderer or Tenderers.

Mandatory Requirements

In order to be found compliant, Tenderers must satisfy all Minimum Content and Format Requirements, Conditions for Participation and Essential Requirements

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Minimum Content and Format Requirements

Refer to clause 10.2 of the RFT Terms and Conditions

A.   Tenders are written in English.

B.   All measurements are expressed in Australian legal units of measurement.

C.   Completed and signed Tenderer's Deed of Undertaking.

D.   Tenderers must provide all Valid and Satisfactory Statements of Tax Record

relevant to the Tenderer's entity type.

Conditions for Participation

Refer to clause 10.3 of the RFT Terms and Conditions

A.   The Tenderer must exist as a legal entity at the Closing Time.

B.   The Tenderer holds:

   i.   all Valid and Satisfactory Statements of Tax Record required for the Tenderer's entity type; and

   ii.   All Valid and Satisfactory Statements of Tax Record required for the entity type of any first tier subcontractors that it proposes.

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RFT Number: 11598
Closing Time: 2:00pm (AEDT) Friday, 1 November 2024

Essential Requirements

Refer to clause 10.4 of the RFT Terms and Conditions

A. The product(s) proposed in the Solution are within their general support lifecycle and have a published end of support date (which must be no earlier than 30-June-2028).

B. The Solution will ensure compliance with Australian data sovereignty laws, guaranteeing that all data remains within Australian borders. This includes, but is not limited to, any Protected Health Information (PHI) and Personally Identifiable Information (PII) stored within the solution. Additionally, all sensitive documentation artifacts related to the project, such as support, handover, designs, architecture, and email correspondence, will be securely contained within Australia.

Evaluation Criteria

All Scored Evaluation Criteria will be assessed at a Work Package level. All Unscored Evaluation Criteria will be assessed at a Tenderer level.

Scored Evaluation Criteria

Refer to Schedule 2 [Evaluation Criteria]

#		Criteria	Weighting (Sub)
1		Solution and Products	**40%**
	1A	Alignment to Objectives and benefits	(4%)
	1B	Alignment to Architecture	(12%)
	1C	Alignment with Frameworks, Polices, and Standards	(12%)
	1D	Compliance with Statement of Requirements	(12%)

#		Criteria	Weighting (Sub)
2		Implementation and operation Services	**35%**
	2A	Approach to Implementation	(15.75%)
	2B	Approach to Run and Operate	(14%)
	2C	Approach to governance, contract and performance management	(5.25%)
3		Organisational Capability and Capacity	**25%**
	3A	Solution past performance and experience	(10%)
	3B	Implement and Run and Operate past performance and experience	(10%)
	3C	Proposed Personnel experience and capability	(5%)

Unscored Evaluation Criteria

Refer to Schedule 2 [Evaluation Criteria]

Ref	Criteria
4	Price
5	Financial viability and corporate governance
6	Commonwealth requirements
7	Contractual compliance
8	Clinical governance and safety
9	Risks and other factors

Forming a Tender

In forming a Tender, Tenderers should:

- Review the instructions included in Schedule 3 [Tender Response Forms]

- Use the Tender Response Forms provided:
    - completing and submitting them as separate documents
    - submitting them in the file format they were provided (i.e., don't PDF)
    - maintain the structure and retain the headings and questions

- Include the Tenderer's name in the filename and the places indicated in the Tender Response Forms

- Minimise the use of attachments and where they are used, ensure they are clearly referenced in the Tender Response Forms and filenames

- Only include pricing information in pricing specific Tender Response Forms (#7 and #10)

There are four groups of Tender Response Forms:

- Those that must be submitted by every Tenderer
    - #2, #3, #4, #5, #13, #14

- Those that must be submitted if a Tenderer is responding to Work Package 1
    - #6, #7, #8, plus Sch. 1 Att. 1

- Those that must be submitted if a Tenderer is responding to Work Package 2
    - #9, #10, #11, plus Sch. 1 Att. 2

- Those that must be submitted if a Tenderer is responding to WP1 and WP2
    - #12

- A checklist is provided (Schedule 3 Att. 1)

- Tenders are required to be valid for 180 days from submission

AusTender

Tenders must be lodged electronically via AusTender.

Ensure you are familiar with the lodgement process in advance, there are some limitations, and it can be an extended process. Don't leave it to the last minute.
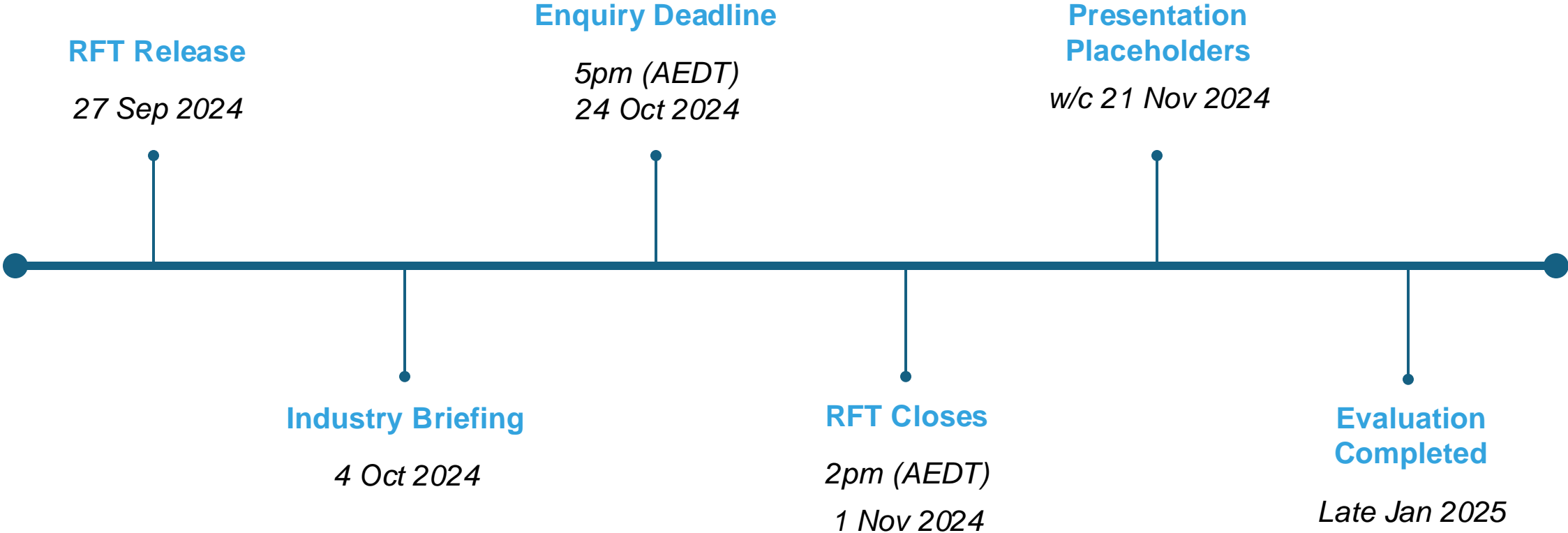
Understand the file naming conventions and file size limits (no special characters (colons, dashes, slashes, question marks, etc.)).

Late Tenders (refer to clause 4.5 of the RFT Terms and Conditions) **will not be accepted** except where it can be proven the Tender is late as a consequence of mishandling by the Agency.

For more information see the DemoATM2024 at: https://www.tenders.gov.au/Atm/Show?Id=5027ac2b-28d2-4daa-b3b4-53a800998553.

Any queries and requests for technical or operational support must be directed to the AusTender Help Desk at tenders@finance.gov.au or 1300 651 698. The AusTender Help Desk is available between 9am and 5pm ACT local time, Monday to Friday (excluding ACT and national public holidays).

RFT Timeline

RFT Release

27 Sep 2024

Enquiry Deadline

5pm (AEDT)
24 Oct 2024

Presentation Placeholders

w/c 21 Nov 2024

Industry Briefing

4 Oct 2024

RFT Closes

2pm (AEDT)
1 Nov 2024

Evaluation Completed

Late Jan 2025

Communication during RFT

All communication from Tenderers (potential or actual) must be in writing and through the Contact Officer - FHIRProcurement@digitalhealth.gov.au.

The Agency will issue all Addenda via AusTender. It is your responsibility to ensure that you check AusTender regularly for communication from the Agency.

Reminder that communication, other than the methods outlined above, should not occur in relation to this RFT.

Slido questions and discussion

Scan the code to ask questions

Slido code is: 5013231

Contact

Australian Digital Health Agency

email: FHIRProcurement@digitalhealth.gov.au

WEB: digitalhealth.gov.au

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