

# Request for Tender for Application Support and Maintenance Services for Digital Health Infrastructure

**Industry Briefing**  
**7 August 2025**



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.



# Join us in Slido to ask questions



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# Agenda

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	Tara Gould, Chief Financial Officer
4	Clinical Governance	Amandeep Hansra, Chief Clinical Adviser
5	Strategic Future Vision	Peter O'Halloran, Chief Digital Officer
6	Strategic Operational Context	John Borchio, Chief Technology Officer
7	RFT Scope Overview	Julian Martin, Branch Manager, Technology Planning and Delivery
8	RFT Process Overview	Tara Gould, Chief Financial Officer
9	Slido Questions and Discussion	Joanne Greenfield, Chief Operating Officer (facilitator)

# Probity Overview

Tara Gould, 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”***<sup>1</sup>

All communications to the Agency must be through the Contact Officer address: [ASMProcurement@digitalhealth.gov.au](mailto:ASMProcurement@digitalhealth.gov.au).

Tenderers should familiarise 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.

<sup>1</sup> <https://www.finance.gov.au/government/procurement/buying-australian-government/ethics-and-probity-procurement>

# Clinical Governance

Amandeep Hansra, Chief Clinical Adviser

# Clinical Governance, Safety and Quality Improvement

## Demonstrating Commitment to Safe and Effective Digital Health Products



- Safe and effective digital health products and services
- Structured commitment to ensuring the consumer (end-user) remains the centre of our thinking
- Safety culture that values reporting
- Clear roles and responsibilities



# Strategic Vision

Peter O'Halloran, Chief Digital Officer

# Agency Vision

A healthier future for all Australians through connected healthcare



Policy regulatory settings that cultivate digital health adoption, use and innovation

Driving Information Sharing

Share by default



Delivering national infrastructure

Health Connect Australia

The Directory

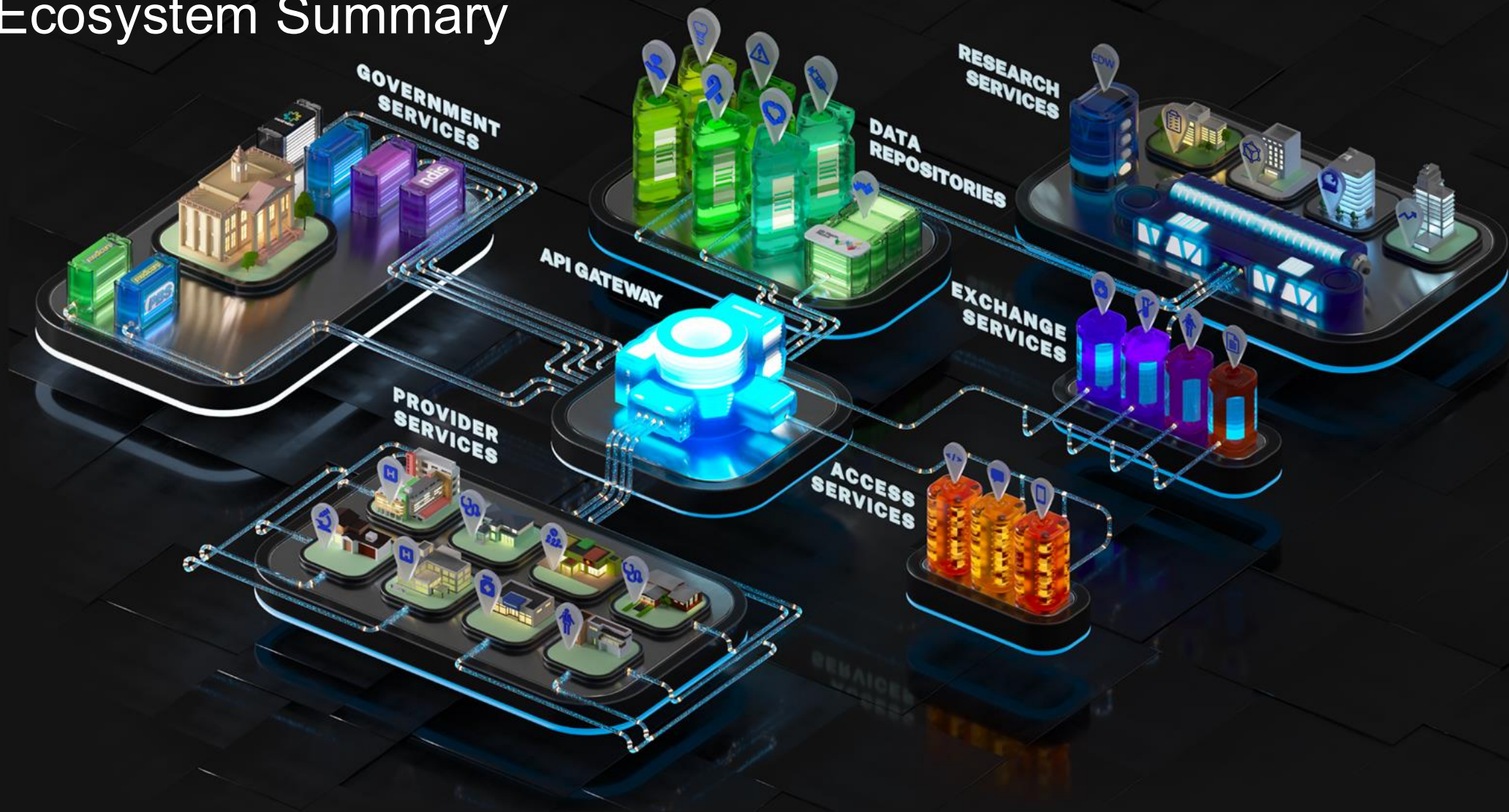


Catalysing digitally connected healthcare

Digital health standards

Digital health procurement guidelines

# Digital Health Ecosystem Summary





# Health Connect

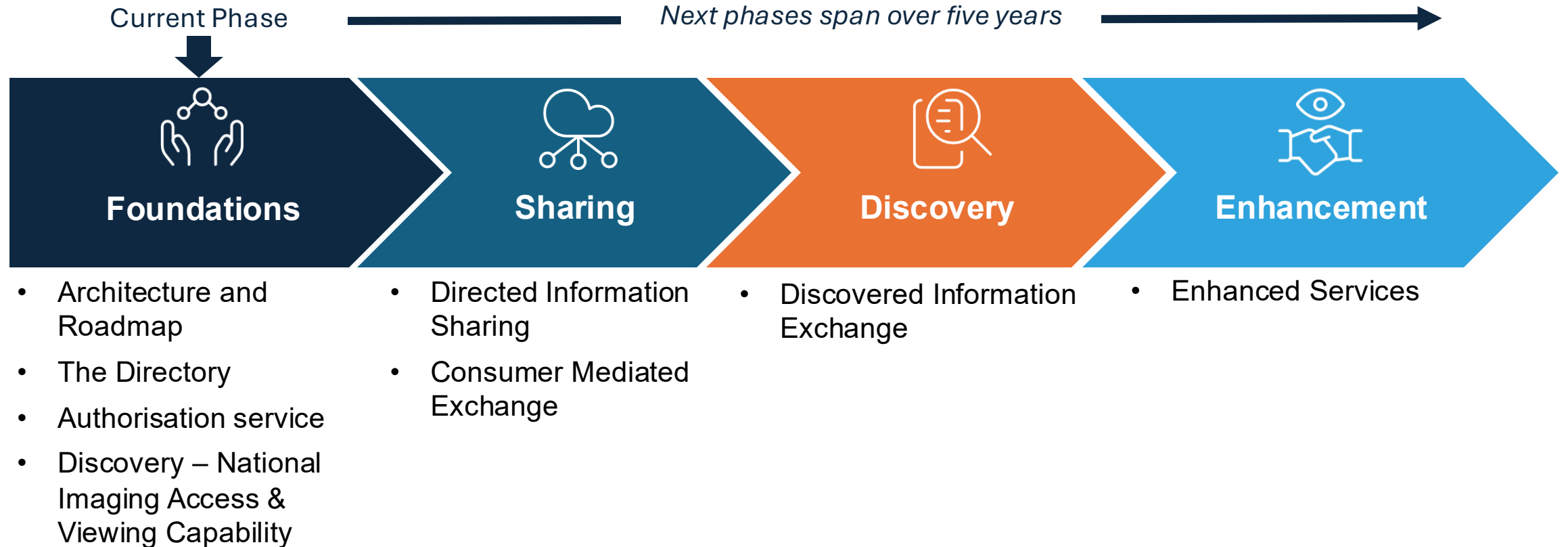


*Creating better healthcare outcomes for all  
Australians through secure information sharing*

- New and existing technology
- Common models
- Standards
- Design patterns
- Authentication
- Authorisation
- Discovery and access

# Program Phases

We are working to deliver the future of secure, connected digital healthcare.



# Request for Tender – Strategic Operational Context

John Borch, Chief Technology Officer

# ASM Request for Information (RFI)

*The RFI was conducted for research and planning purposes only. It was not a procurement and does not form part of this procurement process. Participation in the RFI is not a pre-requisite for participation in this RFT.*



# Operational Context

The Application Support and Maintenance contract has been developed to allow the Agency flexibility to add or remove systems and products in support of our modernisation journey



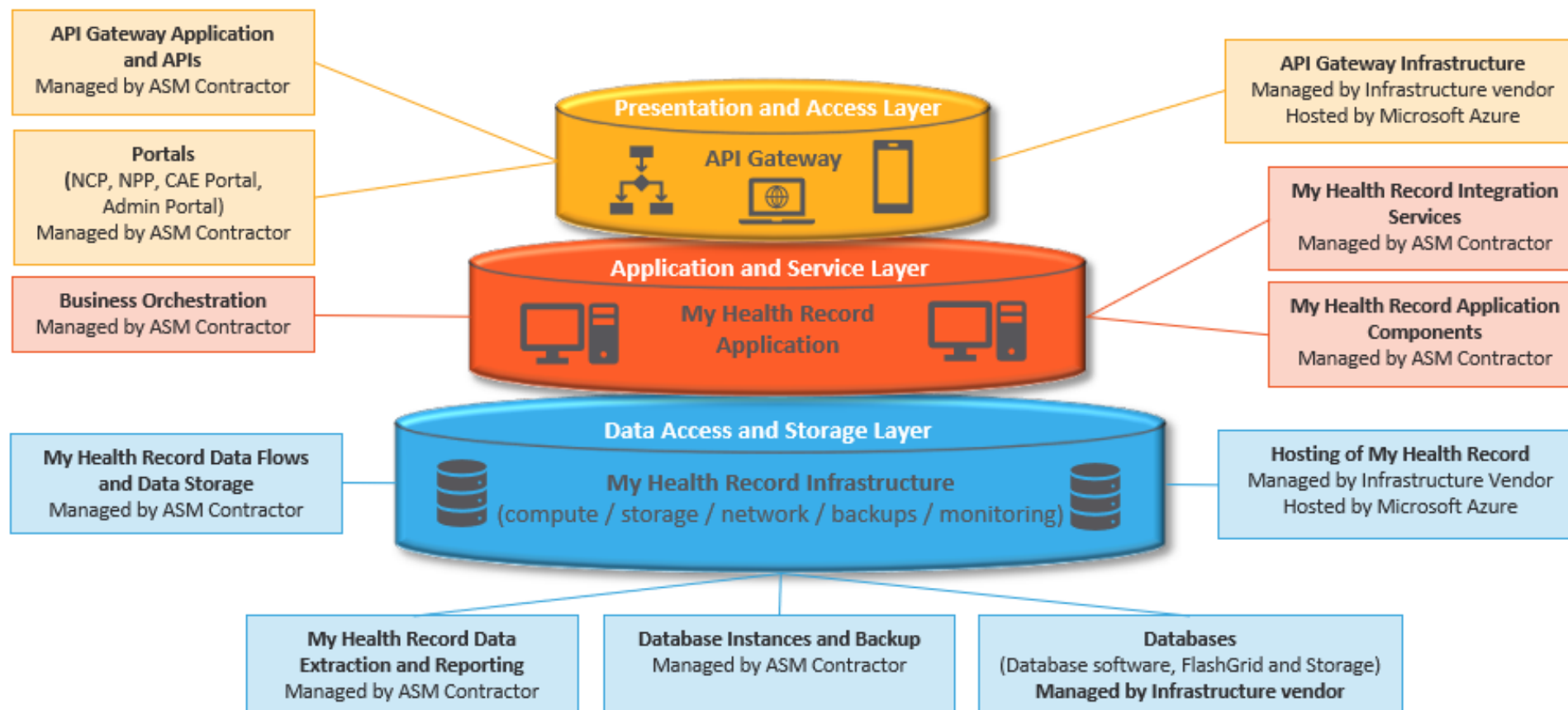
# RFT Scope Overview

Julian Martin, Branch Manager,  
Technology Planning and Delivery

# Scope of the ASM RFT

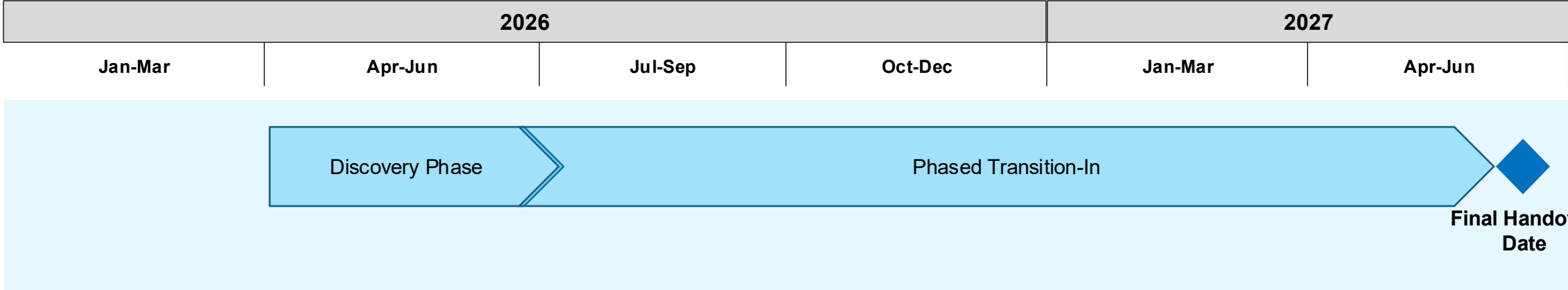
Scope of the services				In accordance with
Operations management	Services management	Security services	Governance	
Operations and maintenance	Clinical safety and quality management	Assurance and conformance	Contract management	Privacy
Deployment management	Incident management	Authentication and authorisation	Contractor personnel	Legislative and policy compliance
Monitoring and event management	Availability management	Data protection	Documentation	Lifecycle management
Onboarding – access management and Notice Of Connection (NOC)	Problem management	Risk management	Risk management	Accessibility and compatibility
Backup and recovery	Release management	Security event management	Reporting	Usability and compatibility
Data archiving and retention	Service request management	Application security	Service level management	Scalability
	Service catalogue management	General security services		Integrations
	Service configuration management	Regulatory compliance		
	Change enablement	System security		
	Service validation and testing			
	Capability and performance management			

# Application System Components

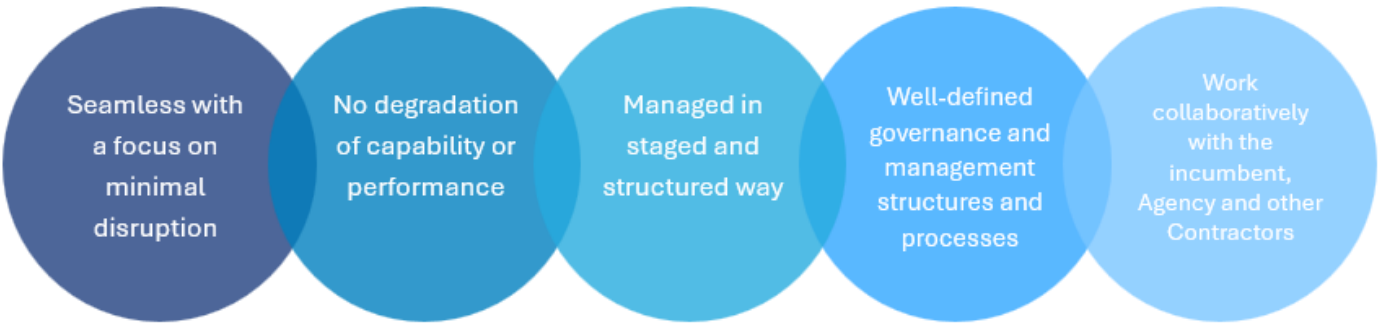


# Transition-In

## Indicative Timeline



## Expectations



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# Request for Tender – Process Overview

Tara Gould, Chief Financial Officer

# RFT Suite of Documents

Refer to clause 1.2 of the RFT Terms and Conditions for full details

Document(s)	Purpose
RFT Terms and Conditions (including 4 attachments)	Describes the process and expectations for the RFT
Schedule 1 – Statement of Requirements (including 26 attachments)	The requirements of the Agency to be met by successful Tenderer
Schedule 2 – Evaluation Criteria	The criteria on which the Agency will evaluate the Tenders received
Schedule 3 – Tender Response Forms (including 5 attachments)	Forms to be completed by Tenderers in submitting a Tender
Schedule 4 – Draft Contract (including 18 schedules and 4 attachments)	The Draft Contract, which the Agency intends to enter into with the successful Tenderer
Schedule 5 – Glossary	Describes all defined terms utilised in the RFT

# Data room

Refer to clause 2.4 of the RFT terms and conditions for full details



- Data room is scheduled to be open on 11 August 2025.
- Access to the data room requires registration and completion of a request.



# Mandatory Requirements

To be found compliant, Tenderers must satisfy all Minimum Content and Format Requirements and Conditions for Participation



# Minimum Content and Format Requirements

Refer to clause 10.2 of the RFT Terms and Conditions

## Conditions for Participation

Refer to clause 10.3 of the RFT Terms and Conditions

**Note to Tenderers:**  
Familiarise yourself  
with the Shadow  
Economy  
Procurement  
Connected Policy:  
[https://treasury.gov.au  
/publication/p2019-  
t369466](https://treasury.gov.au/publication/p2019-t369466)

# Evaluation Criteria

The Agency will use the following Evaluation Criteria in its assessment of the Tenders

# Scored evaluation criteria

## Refer to Schedule 2 – Evaluation Criteria

#	Criteria		Weighting (Sub)
<b>A</b>	<b>Overall approach to provisioning the Services</b>		<b>50%</b>
	A-1	General approach and objectives	(9%)
	A-2	Integrations	(9%)
	A-3	Operations management	(9%)
	A-4	Service management	(9%)
	A-5	Security	(9%)
	A-6	Documentation	(5%)

#	Criteria		Weighting (Sub)
<b>B</b>	<b>Transition</b>		<b>15%</b>
	B-1	Transition approach	(9%)
	B-2	Transition experience	(6%)
<b>C</b>	<b>Governance</b>		<b>10%</b>
<b>D</b>	<b>Organisational capability and capacity</b>		<b>25%</b>
	D-1	Experience and past performance	(10%)
	D-2	Personnel	(10%)
	D-3	Capacity	(5%)

# Unscored evaluation criteria

Refer to Schedule 2 – Evaluation Criteria

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





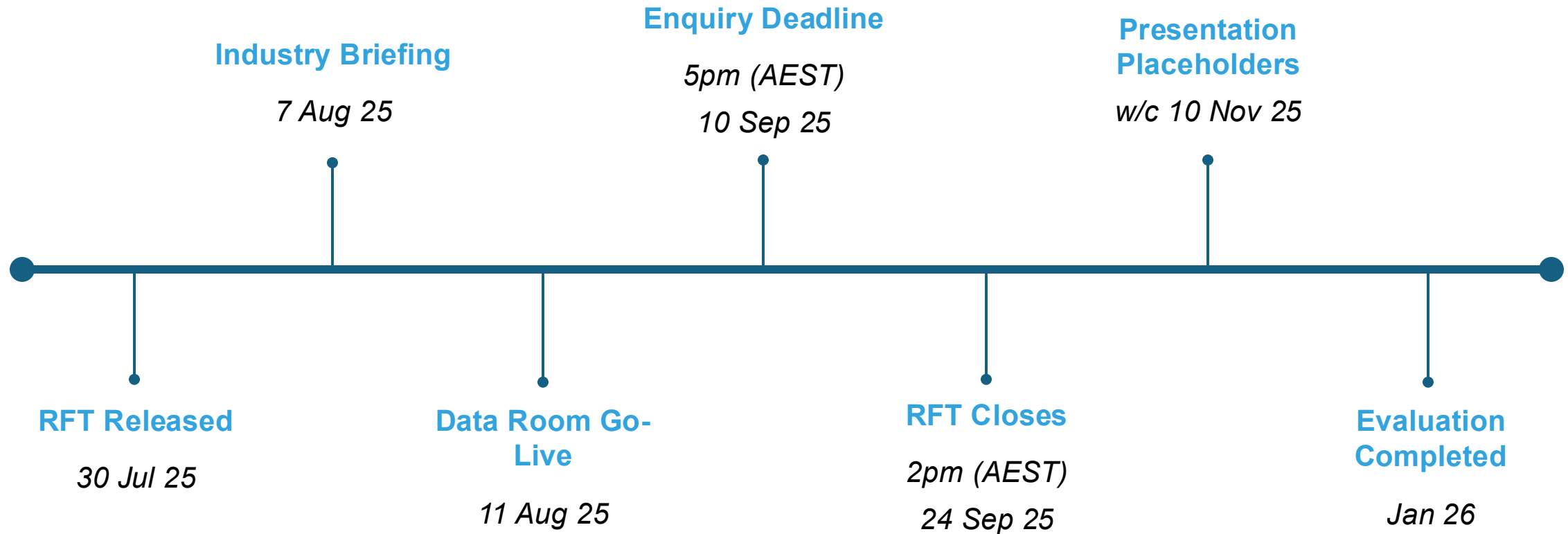
# Forming a tender

- Review the instructions included in Schedule 3 - Tender Response Forms.
- Only include pricing information in Attachment 4 to Schedule 3 – the pricing specific Tender Response Form.
- A checklist is provided at section 1 of Schedule 3 – Tender Response Forms.
- Tenders are required to be valid for 6 months from submission.

## AusTender

- Tenders must be lodged electronically via AusTender.
- 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](mailto: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



# Communication during RFT

All communication from Tenderers (potential or actual) must be in writing and through the Contact Officer – [ASMProcurement@digitalhealth.gov.au](mailto:ASMProcurement@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.

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



# Slido questions and discussion



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# Contact

## Australian Digital Health Agency

**email:** [asmprocurement@digitalhealth.gov.au](mailto:asmprocurement@digitalhealth.gov.au)

**WEB:** [digitalhealth.gov.au](https://digitalhealth.gov.au)



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