

## Request for Proposal for Government Provider Management System - Release 9 Onwards under the Digital Marketplace Standing Offer Notice SON3413842

### 1. Purpose:

- 1.1. To procure professional services for the design, build, test and warranty of the Government Provider Management System for Release 9 onwards for 12 months.

### 2. Background:

- 2.1. As an outcome of the Aged Care Royal Commission the Government committed initial funding for the Aged Care digital transformation work in the 2021/22 financial year to replace the existing National Application Providers System (NAPS) with a new centralised aged care provider digital capability called the Government Provider Management System (GPMS).
- 2.2. Since that initial funding, the Government has continued to invest and scale out this capability over the next 2 years with the Department implementing the following capabilities:
  - Design, delivery and implementation of key of the core GPMS platform-to meet Royal Commission findings.
  - Design, development and implementation of Star Ratings and Quality Indicators – to provide information to providers and citizens on the performance of aged care providers.
  - Design, development and implementation of Quarterly Financial Reporting for aged care providers.
- 2.3. This work culminated in the delivery of the core GPMS components in November 2023 with further key enhancements and stability work on this platform scheduled for February 2024 (Release 7) and June 2024 (Release 8).
- 2.4. The Government has approved a plan of work that will substantially reform the current Aged Care Act that will result in major digital transformation of aged care capabilities and require further enhancement and capability development of the GPMS platform and related capabilities. This will become the focus of Release 9 (November 2024) and future ICT development work.
- 2.5. The Department is moving to a new methodology to deliver on future releases that takes into account the scale of work and learnings from the

last few years of development and that provides a balance of delivery, quality and change management for aged care providers.

- 2.6. As a result of this major refocus, the Department is taking the opportunity to establish a new contract for these pieces of work. This Request for Proposal seeks a proposal that will meet the requirements detailed in this RFP. In addition to submitting a proposal that fully meets the requirements, the Seller may offer an alternative proposal(s). Any alternative proposal will be evaluated to ensure it represents greater value for money to the Department.

### 3. Requirement [can be a separate Statement of Requirement to be attached]

3.1. The seller is required to provide the following:

- a. Ability to supply the services with resources who are all Australian Citizens and security assessed (Baseline minimum).
- b. Ability to provide the resources required by 1 July 2024
- c. The quality and skills of the resources provided
- d. The experience, expertise, methodology, accelerators and other value added services the Seller can provide to deliver value for money outcomes for the Department.
- e. Provide and manage a a team of over 100 multi discipline resources working on multiple streams to develop, enhance, and support Aged Care reforms on the newly established GPMS capability. Key resource and delivery capabilities required in include:
  - a. Designers to assist with requirement definition and articulation;
  - b. Architects to assist in solution design of requirements based on Department enterprise architecture, roadmap and standards;
  - c. Project leads to manage engagements and streams of work;
  - d. Scrum masters to manage scrum teams in the delivery of backlogs;
  - e. System analysts to capture and document requirements;
  - f. Salesforce and Mulesoft developers and engineers to configure and deliver on the requirements;
  - g. Testers to develop, execute and manage testing of the delivered solutions; and
  - h. Other specialist resources as required to meet workstream outcomes.
- f. Provide expertise in management of large scale transformational programmes of work. Bringing strategic leadership, best practice, acceleraters and technology expertise to support the digital reforms.

## 4. Pricing

- 4.1. The Seller is to provide a rate card of its team and identify where any discounts might apply for length of engagement or for multiple resources. This price must not exceed the rates offered by the seller under their RFP response to Health for the Supplementary Teams Arrangement Health E22-292004.
- 4.2. The Seller may *additionally* provide an alternative proposal which has an alternative pricing option rather than using the Supplementary Teams Arrangement Health E22-292004 rate card.

## 5. Key Dates

| Activity                              | Date                       |
|---------------------------------------|----------------------------|
| Release of Request for Proposal (RFP) | DATE                       |
| Enquiry Cut-off Time                  | DATE 23:59 hrs AEST        |
| Closing Time                          | DATE 23:59 hrs AEST        |
| Commencement Date of Services         | 1 July 2024 Or Insert date |

- 5.1. Responses to this RFP MUST be submitted by the Closing Time. Late responses will be excluded from participation in this RFP process.

## 6. Response is via the DTA Portal.

- 6.1. By submitting a response to this RFP, the seller accepts the terms and conditions as set out in this request, Master Agreement and the BuyICT terms. Sellers must advise any terms and conditions they do not or partially comply with at the time of responding to this RFP.
- 6.2. All responses must be submitted through the BuyICT portal. BuyICT will not accept late responses and sellers will be unable to submit a response once the opportunity has closed.
- 6.3. Sellers are responsible for any costs associated with responding to this RFP.

6.4. The Buyer will accept responses in .DOCX .XLSX .PPT or .PDF format.

## 7. Validity Period

7.1. Your response remains valid for a period of up to 3 months from the RFP Closing Time.

## 8. Work, Health and Safety

8.1. As per clause 19 of the Comprehensive Terms.

## 9. Security Requirements

9.1. All Personnel working within the Buyers environment and dealing with the Buyer's Personal Identifiable Information (PII) must:

- hold a current or be able to obtain and hold a minimum Security Clearance of Baseline
- be able to provide the Buyer with a Police Check which is no older than 6 months of age from execution of this Work Order
- all Security Clearance and Police Check costs are the responsibility of the Seller
- all Nominated Personnel must complete the mandatory Buyer training (within the designated timeframe allotted within the online training portal):
  - work, health and safety training
  - security awareness training
  - any other training.

9.2. An exception may apply to the above requirement for certain roles or work where it meets the Buyer requirements for cyber security, privacy, and value for money requirements.

## 10. Additional Terms and Conditions

10.1. The Work Order will incorporate the following additional Terms and Conditions:

| Clause | Clause wording      |
|--------|---------------------|
| All    | Comprehensive Terms |

## 11. Evaluation Criteria

11.1. The Sellers response will be assessed against the following unweighted evaluation criteria:

### Mandatory Criteria

| Criteria                      | Mandatory Criteria Description  |
|-------------------------------|---|
| 1. Security cleared resources | Ability to supply the services with resources who are all Australian citizens with the ability to obtain a baseline security clearance. |

11.2. Failure to meet the Mandatory Criteria will result in the exclusion of the seller's response from further consideration.

### Non-Weighted Criteria

| Criteria      | Description   |
|---------------|---|
| 2. Capacity   | Ability to Provide Service(s)<br>Capacity to provide the resources required by the proposed commencement date.      |
| 3. Capability | Technical Skills and Experience<br>Technical skills and experience of resources proposed to undertake the services. |

### Pricing

| Criteria | Description  |
|----------|--|
| 4. Price | Rate card if vendor proposal is time and materials.<br>Whole of life costs for any fixed price proposal. |

11.3. The Evaluation Criteria may be modified by issuing an addendum prior to the RFP Closing Time.

11.4. The Buyer seeks value-for-money in requesting a proposal from the Seller. The extent to which the Seller has demonstrated that its fees, when considered in conjunction with all other evaluation criteria and information considered (including insurances held or proposed to be procured,

technical, commercial and legal risks and referee reports if sought) constitutes value for money.

## **12. Economic Benefit to the Australian Economy**

12.1. The Seller should provide detail on how their proposal (and any alternative proposal) provides an economic benefit to the Australian economy.

## **13. Shadow Economy Procurement Connect Policy**

13.1. The Seller should provide a statement from the Australian Taxation Office showing they have a satisfactory tax record.

## **14. Indigenous Procurement Policy**

14.1. The Seller should provide detail on how it will meet the minimum requirements of the Indigenous Procurement Policy (IPP) for their proposal (and any alternative proposal).

## **15. Australian Industry Participation Policy**

15.1. The Seller should provide detail on how it will meet the Australian Industry Participation Plan for their proposal (and any alternative proposal).

## **16. Disclosure of Country of Tax Residency**

16.1. The Seller is required to provide their country of tax residency (including their ultimate parent entity's country of tax residence)

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THE FREEDOM OF INFORMATION ACT 1982 (CFI)  
BY THE DEPARTMENT OF HEALTH AND AGED CARE

## **Request for Quote for Design, Delivery Support and Sustainment Team for Whole of Government Provider services under the Digital Marketplace Standing Officer Notice SON3413842 and the Supplementary Teams Arrangement Deed Health E22-292004**

### 1. Purpose

To engage a suitable seller to provide Design, Delivery, Support and Sustainment services to:

- Design and deliver packages.
- Provide application support and sustainment of the whole of Government platform; and
- Ensure that the build aligns with the established Aged Care Digital Platform patterns and practices.

### 2. Background

The Department is currently engaged in a major digital transformation programme of work supporting the recommendations from the Aged Care Royal Commission and the Governments response to this report.

A key part of this digital transformation has been the establishment of a new systems platform utilising Salesforce/Mulesoft to deliver improved interactions with aged care providers, improved compliance of the sector, and greater transparency to citizens. The Department utilises Salesforce as a software as a service. The first major capability established on this new platform is a central provider management solution known as the Government Provider Management System (GPMS), that centralises all of the Department interactions with aged care providers.

In March 2021, the Department conducted a study to gain a greater understanding on the opportunities to share common data across Commonwealth agencies to reduce the burden on aged care providers interacting with Government and to improve the efficiencies across Commonwealth agencies.

As part of the development of the new GPMS, an opportunity was identified to expand the use of the platform to inform a Whole of Government (WofG) GPMS across Aged Care, the Department of Veterans Affairs and the NDIS, including the following use cases:

- Home Care Packages Program (HCP);
- Commonwealth Home Support Programme (CHSP);
- Residential Aged Care (RESI);
- The National Disability Insurance Scheme (NDIS); and
- The Department of Veterans' Affairs (DVA).

In July 2023, DTDD proposed provisioning the DVA and NDIS Commission with a sandpit environment of the GPMS to explore whether the GPMS can be leveraged by other government agencies to consolidate the various provider management capabilities onto a

centralised platform to drive efficiencies for providers and Government. Government approved initial funding over the next twelve months to explore these opportunities.

This exploration will take the form of proof of value projects with limited scope and short turnarounds to assess and learn the opportunities. This work may lead to further opportunities to expand on these initiatives including delivering these into production. Separate funding will need to be sought to expand and productionise these solutions.

This RFQ seeks to engage a suitable seller to support this work till 30 June 2025 initially, and potentially continue this work for future years if required.

### 3. Requirement

The seller is requested to provide the following:

1. Ability to supply the services with resources who are all Australian Citizens and security assessed (Baseline minimum).
2. Ability to provide the resources required by the 11 March 2024
3. Ability to provide the technical skills and experience of resources proposed to undertake the services.

The buyer has identified the following roles for the delivery of these services, these may vary over the term of the engagement. Sellers are requested to complete the below table with the SFIA level, resource name and provide a resume for each resource proposed to provide the initial work.

| Role                           | High-level Job Description  | SFIA Level | Resource name |
|--------------------------------|---|------------|---------------|
| Solution Architect             | <ul style="list-style-type: none"> <li>• Collaborate with stakeholders to align the architecture with business needs.</li> <li>• Map the capabilities with the out of the solutions with the low or no code approach.</li> <li>• Ensure Salesforce best practices are implemented across solutions.</li> </ul>  |            |               |
| Business analyst               | <ul style="list-style-type: none"> <li>• Gather proof of value business needs/ requirements</li> <li>• Able to translates business needs into features and user stories.</li> <li>• Act as a liaison between end-users and Salesforce development teams</li> </ul>  |            |               |
| Data modeler                   | <ul style="list-style-type: none"> <li>• Develop logical data model for the requirements.</li> <li>• Collaborate with the stakeholders to understand and design data flows.</li> <li>• Ensure data integrity across Salesforce implementations.</li> </ul>  |            |               |
| Solution designer (Salesforce) | <ul style="list-style-type: none"> <li>• Design extensible solutions based on features and user stories.</li> <li>• Collaborate with architecture and developers to ensure solution feasibility.</li> <li>• Provide design guidance for Salesforce customizations and integrations.</li> </ul>  |            |               |
| Salesforce Senior developer    | <ul style="list-style-type: none"> <li>• Lead the development of the proof-of-value Salesforce solution.</li> <li>• Engage with architects, designers, and testers to identify delivery challenges early on.</li> <li>• Provide guidance to developers for rapid development using prototyping.</li> <li>• Ensure code quality and adherence to Salesforce best practices.</li> </ul> |            |               |



|  |  |  |  |
|--|--|--|--|
| Salesforce Developer (With Deployment Skills)  | <ul style="list-style-type: none"> <li>Ability to develop the features using the low or no code solution options.</li> <li>Able to deploy the Salesforce solution along with the development</li> <li>Ensure a smooth release of updates and features.</li> </ul>                                |  |  |
| Salesforce Developer (With Integration Skills) | <ul style="list-style-type: none"> <li>Ability to develop the features using the low or no code solution options.</li> <li>Able to simulate the integration using the stubs along with Salesforce development.</li> <li>Resolve any Salesforce and integration-simulation challenges.</li> </ul> |  |  |
| Tester   | <ul style="list-style-type: none"> <li>Develop the test scripts and conduct the functional testing.</li> <li>Identify and reports bugs, ensuring solution quality.</li> </ul>  |  |  |

#### 4. Pricing

The Seller is to provide a rate card of its team and identify where any discounts might apply. This price must not exceed the rates offered by the seller under their RFQ response to Health for the Supplementary Teams Arrangement Health E22-292004.

#### 5. Key Dates

| Activity                                       | Date   |
|--|--|
| Release of Request for Quote (RFQ)             | 30 January 2024                                |
| Enquiry Cut-off Time                           | 9 February 2024                                |
| Closing Time                                   | [11:59pm ACT Local Time] –<br>13 February 2024 |
| Negotiation with preferred Supplier            | 26 February 2024                               |
| Execution of Contract with successful Supplier | 28 February 2024                               |
| Commencement Date of Services                  | 4 March 2024                                   |

Responses to this RFQ **MUST** be submitted by the Closing Time. Late responses will be excluded from participation in this RFQ process.

## 6. How to respond

- a. You must comply with all requirements set out in this request, the terms of use of the Digital Transformation Agency's Digital Marketplace and the Digital Marketplace Master Agreement.
- b. Responses must be lodged via the Digital Marketplace BuyICT Procurement Portal by the Closing Time.
- c. The Buyer will accept responses in .DOCX .XLSX .PPT or .PDF format.

## 7. Validity Period

Your response remains valid for a period of up to 3 months from the RFQ Closing Time.

## 8. Work, Health and Safety

As per clause 19 of the Comprehensive Terms.

## 9. Security Requirements

All Personnel working within the Buyers environment and dealing with the Buyer's Personal Identifiable Information (PII) must:

- hold a current or be able to hold a minimum-Security Clearance of Baseline
- be able to provide the Buyer with a Police Check which is no older than 6 months of age from execution of this Work Order
- all Security Clearance and Police Check costs will be borne by the Seller
- all Nominated Personnel must complete the mandatory Buyer training (within the designated timeframe allotted within the online training portal):
  - work, health and safety training
  - security awareness training
  - any other mandatory training as required.

## 10. Additional Terms and Conditions

The Deeds of Standing Offer and any subsequent Work Orders will incorporate the following additional Terms and Conditions:

| Clause | Clause wording                 |
|--------|--------------------------------|
| All    | Comprehensive Terms (Attached) |

## 11. Evaluation Criteria

The Sellers response will be assessed against the following evaluation criteria and weightings:

### Mandatory Criteria

| Criteria                      | Mandatory Criteria Description  | Weighting  |
|-------------------------------|---|------------|
| 1. Security cleared resources | Ability to supply the services with resources who are all Australian Citizens and security assessed (Baseline minimum). | Unweighted |

Failure to meet the Mandatory Criteria will result in the exclusion of the seller's response from further consideration.

### Capability and Technical Assessment Criteria

| Criteria      | Description   | Weighting |
|---------------|---|-----------|
| 2. Capacity   | Ability to Provide Service(s)<br>Capacity to provide the resources required by the proposed commencement date.      | 40%       |
| 3. Capability | Technical Skills and Experience<br>Technical skills and experience of resources proposed to undertake the services. | 60%       |

## Non-Weighted Pricing Criteria

| Criteria | Description  | Weighting  |
|----------|--|------------|
| 4. Price | Pricing for each resource proposed.<br><br>Note – prices must not exceed the rates offered by the seller under the STA Deed. | Unweighted |

The Evaluation Criteria may be modified by issuing an addendum prior to the RFQ Closing Time.

The Buyer will use the above criteria to determine the preferred seller/s.

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BY THE DEPARTMENT OF HEALTH AND AGED CARE