

REQUEST FOR TENDER (RFT)

Nauru Health System Support Project Radiology Information System (RIS) and Picture Archiving and Communication System (PACS)

The Nauru Health System Support Project (NHSSP) seeks to engage a suitably qualified Service Provider for the provision of a Radiology Information System (RIS) and Picture Archiving and Communication System (PACS) for the Republic of Nauru's Ministry of Health and Medical Services (MHMS).

I. PROGRAM BACKGROUND

The Nauru Health System Support Project (NHSSP)

The NHSSP is a DFAT-funded project managed by Palladium International Pty Ltd (Palladium). The NHSSP is supporting the Government of Nauru (GoN) to strengthen health systems and improve the prevention and management of lifestyle disease.

Nauru has commenced the journey into digital transformation and the health sector, with support from Nauru Health System Support Project (NHSSP), continues its reforms and transition from paper-based data collection to digital health. NHSSP has supported Nauru's MHMS to introduce Tamanu as its electronic medical record (EMR) that will enable unique patient identification by creating patient IDs for all individuals that access health services. It is anticipated that all patient demographics will be captured in the EMR, and all other patient-related or diagnostic services (Laboratory and Radiology) will use the same patient ID across the health management information systems to ensure patient records are synchronised and adequately linked for better patient treatment plans and outcomes.

II. ENGAGEMENT OBJECTIVES

Engagement Objective

Palladium is supporting Nauru's MHMS to expand the HMIS into a Radiology Information System (RIS) and Picture Archiving and Communication System (PACS) and is approaching the market for software solutions. The solution will be initially implemented for Radiology and other health/medical services departments. The modalities that work within these clinical departments are typically; X-ray, CT, fluoroscopy, OPG (dental), and ultrasound.

In future, the solution may be implemented in other departments such as Ophthalmology and Endoscopy. Ideally, the solution will have the capability to store other types of images such as Medical Photography and Point of Care ultrasound (as used in the Emergency Department) for use in the local Wellness Centres (WCs).

Each WC may exclude/include other services and prioritise rollout of the solution. The selected solution needs to be scalable and modular to allow for additions and changes as GoN MHMS develops and expands.

III. SCOPE OF WORKS

Scope of Works

The NHSSP requires an experienced Software Solution Provider who can deliver an appropriate RIS/PACS software solution for the GoN. The proposed RIS/PACS software must include the following services:

- An integrated RIS and PACS solution that will improve current clinical practices and operation output.
- Image viewer
- Research and reporting tool
- Dose tracking
- Critical result management
- Integration with other enterprise systems of GoN MHMS such as Electronic Medical Records (EMR)

Appendix 1 of this RFT provides a detailed list of RICS/PACS System Requirements and Functional Elements. Respondents are required to provide a response against each of the Functional Elements where indicated.

Potential Models

Respondents are required to provide multiple options on solution procurement and hosting. The approaches that are currently under consideration include:

- a) Capital purchase (hardware and software)
- b) Software only (hardware provided by GoN MHMS/NHSSP)
- c) Managed Service (annual operating cost)

Value Add

Respondents must demonstrate an ability to add to and improve on existing medical imaging operations, including but not limited to RIS/PACS, its interaction with EMR, Enterprise Imaging Repository (EIR), Vendor Neutral Archive (VNA). For example, technologies and innovations to deliver improved patient experience, operational efficiencies for the MHMS, and ultimately improving patient-focused services.

Other Key Considerations

Respondents must demonstrate an ability to operate efficiently in the implementation of software in a developing country, specifically:

- Problem resolution
- Process improvements that will facilitate the provision of urgent order management as per requisitions from various MHMS divisions;
- Ability and willingness to work with “internal to facility” staff, with a view to maximising medical imaging efficiency;
- Ability to work in partnership with GoN MHMS and NHSSP Advisers throughout implementation; and
- Highly effective training capability.

Work planning

Respondents will be required to prepare a brief Implementation Plan that proposes the stages of software implementation for consideration. As a guide, the implementation is scheduled to commence in January 2022.

Upon award, the selected Service Provider is required to undertake relevant background reading and consultations with appropriate stakeholders. Once completed, the successful Service Provider will provide an updated Implementation Plan that captures:

- a) Personnel that will conduct the work;
- b) Proposed methodology;
- c) Quality assurance measures;
- d) Identification of Risks and proposed mitigations; and
- e) Timelines for expected outputs/reports.

IV. ORGANISATION OF WORK

Service delivery location

Due to the current COVID travel restrictions, the successful Software Provider will be ideally Brisbane (QLD) based, however this is not mandatory. Compliant submissions received from domestic Australian based Respondents based outside of Brisbane will be accepted for Evaluation.

Regardless of the successful Service Providers base location, they must be prepared to undertake travel to Brisbane and/or Nauru for stakeholder engagement. The only travel route to Nauru is currently through Brisbane, and mandatory hotel quarantine of up to two weeks may be required in Brisbane before travel to Nauru.

Travel costs such as airfares, accommodation, quarantine expenses and travel allowances/per diems are to be **excluded** from the Respondent's Financial Proposal.

Contract award timeline

Contract award is expected to be completed by late December 2021 and with the engagement expected to commence in early January 2022, subject to final agreement negotiation.

Agreement term

Initial Agreement Term

The initial agreement term will be up to 6 months.

Resource provision

Palladium / NHSSP will provide:

- A single point of contact for the duration of the activity; and
- On-going relevant background documentation and access to relevant stakeholders, including MHMS personnel and other stakeholders, as necessary throughout the activity.

The Service Provider will provide:

- A single point of contact for the duration of the activity;

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- Appropriately qualified personnel to undertake the software implementation and support;
 - Reports (and other requested outputs, including PowerPoint presentations) delivered by the specified deadlines that capture progress throughout implementation stages.

Working Group

The implementation of the software solution may be governed by a HMIS Technical Working Group (TWG) comprised of members from multiple stakeholder groups including: NHSSP and GoN MHMS.

V. SUBMISSION GUIDELINES

Submission requirements

Respondents shall include in their submission:

1. Cover letter highlighting software capability and your organisation's competency in implementing similar projects, preferably in a developing country (max 2 pages).
2. Completed **Appendix 1**: RIS/PACS Systems Requirements. Responses are required for each Functional Element described in the Vendor Response section of the 'RS-RIS' and 'RS-PACS' sheets. The third sheet, 'RS-Statistics' is a guide to the volume of work in the Radiology Dept and existing equipment.
3. Proposed Implementation Plan (max 4 pages) that includes:
 - a) approach and methodology,
 - b) timeline with clearly defined key activities, milestones (including critical activities/requirements for each) and delivery dates; and
 - c) assessment of potential risks and a plan for how you intend to manage any issues that may arise during the delivery of the requirements.
4. Completed Conflict of Interest (COI) Declaration forms by all proposed Personnel (**Appendix 2**).
5. Contact details for three (3) relevant customer referees with overviews of projects delivered for these customers (**Appendix 3**). Overviews of projects must include a succinct description of work delivered, the work period, and the benefits derived by the client.
6. Resume(s) for all proposed delivery Personnel (max 2 pages per resume).
7. Complete financial proposal (incl. all elements specified in Section VI - Financial Proposal).
8. Evidence of approved assurance systems/certifications.
9. Completed Contract Departure template (**Appendix 4**). If no contract departures, please state this.

Respondents may email NHSSP-Procurement@thepalladiumgroup.com to request the documents and templates included in the Appendices to this RFT.

Compliance requirements

All Respondents are to provide a comprehensive response, ensuring all requirements are addressed. Failure to respond to **all** requirements may result in Evaluation disqualification.

Respondent's impartiality

All representatives of the Respondent organisation must complete an individual COI Declaration (Appendix 2). To be considered compliant, your submissions must contain COI Declarations for all proposed Personnel.

Agreement review

Respondent's are required to review the Palladium Subcontract Template (Appendix 5 – Subcontract Template) and complete the Contract Departures Template (Appendix 4) if relevant.

Post Subcontract review, if there are no contract departures to submit please formally indicate the same in your submission.

Additional information

Potential Respondents are advised that:

- As a DFAT-funded project, NHSSP's RFT process will be consistent with the principles of the Commonwealth Procurement Rules (CPR's);
- Palladium, as managing contractor to DFAT for the implementation of NHSSP, is required to pass on certain terms and conditions to subcontractors and service providers – these terms and conditions are included in the Subcontract Template (Appendix 5 – Subcontract Template) and
- The commercial elements of the submissions received will be evaluated in line with Value for Money (VfM) principles.

Commonwealth Procurement Rules (CPR's)

The latest version of the CPR's can be found at the Australian Government, Department of Finance's website. The website link is as follows:

<https://www.finance.gov.au/government/procurement/commonwealth-procurement-rules>

It is the Respondent's responsibility to familiarise itself with the requirements stipulated in the CRP's.

Respondent's Costs

All Respondents are required to bear all their own costs in relation to this RFT, including any attendance at briefings or interview panels.

VI. FINANCIAL PROPOSAL

Financial proposal

Respondents shall submit a detailed proposal that includes the following components:

| Financial proposal components |
|---|
| 1. Implementation Costs |
| a) Planning and Stakeholder consultations b) Development of a detailed Implementation Plan c) Reporting requirements d) Integration, testing and User training e) Other ongoing service and support costs |
| 2. Software Costs |
| a) Initial Software Costs b) Ongoing subscriptions (eg annual) Identify any per user costs. |
| 3. Hardware Costs |
| a) Itemised cost of hardware (refer Section 5 - Minimum Hardware Specifications (RS-PACS sheet) of Appendix 1: RIS/PACS Systems Requirements. |
| Proposed Payment terms (Proposed payment terms aligned with the below) |

All costs shall be submitted in Australian Dollars (AUD) and are to be detailed excluding GST.

Payment terms

Payments will be made in instalments, linked to the delivery of agreed project milestones.

Milestone payments will be made in Australian dollars into the successful Respondent's domestic bank account under the relevant contractual terms.

VII. PROPOSAL EVALUATION

Proposals received will be evaluated by an established evaluation panel.

The following section details the evaluation criteria developed to facilitate the assessment, shortlisting and selection process.

Evaluation criteria

The following criteria will be used for the evaluation of all submitted tenders and determination of the successful Respondent:

- 1. Administrative Compliance**
Respondent's compliance with the Submission Requirements specified in Section V – Submission Guidelines.
- 2. Functional Specifications and Delivery**
 - Functional capability of software to meet the requirements set out in Appendix 1: RIS/PACS Systems Requirements.
 - Respondent's demonstrated capability to deliver scope of works, including previous experience implementing similar projects in other medical facilities.
- 3. Product Demonstration (GUI, intuitive etc)**

Product design aspects: software usability, graphic user interface (GUI), intuitive design etc.

4. Pricing Schedule

Competitive pricing.

Applications will be assessed on a **value-for-money** basis. This means that although price is considered, the response containing the lowest price may not necessarily be accepted. Other important value components include quality, fitness for purpose, experience/performance history, flexibility/innovation, whole of life costs (maintenance, ongoing operating costs, licencing, transitioning costs) etc.

Compliance to Submission Requirements

Compliance to the Submission Requirements included in this brief will be assessed as pass or fail criteria. Failure to satisfy the requirement may result in discontinuation from the assessment process.

Proposal technical suitability assessment

At any time during the evaluation process, the NHSSP may request clarification or additional information.

Following shortlisting and prior to contract award, one (1) or more Respondents may be approached to make a presentation to the NHSSP Evaluation Team. Presentations will be via a virtual platform, such as Skype or Microsoft Teams.

Post contract award

A kick-off session will be held with the NHSSP team, upon selection of the preferred respondent. During this time, there will be the opportunity to further develop the final engagement.

VIII. SUBMISSION OF PROPOSAL

Proposal submission

Respondent shall submit their proposal via email to: NHSSP-Procurement@thepalladiumgroup.com.

Please add 'RIS/PACS Tender' in the subject line.

Submission timeline

Proposal submission deadline: 3:00pm (AEST) on Friday, 3rd December 2021. Late submissions will be ineligible for progression to the Evaluation stage.

Questions timeline

All questions and requests for clarification must be made through by emailing NHSSP-Procurement@thepalladiumgroup.com before 3pm (AEST) on Friday, 26th November 2021. Direct communications with individuals or stakeholders related to the project may impact on eligibility.

NHSSP/Palladium reserve the right to publish questions and official responses publicly through an Addendum or email.



*Palladium International Pty Ltd
Level 7, 307 Queen Street
Brisbane Qld 4000
Australia
T: +61 7 3025 8500
<http://www.thepalladiumgroup.com>*

Appendices List

Appendix 1: RIS/PACS System Requirements (Microsoft Excel)

Appendix 2: Conflict of Interest (COI) Declaration Form

Appendix 3: Previous Project Experience Template

Appendix 4: Contract Departures Template

Appendix 5: Subcontract Template

Please email NHSSP-Procurement@thepalladiumgroup.com for a copy of all Appendices.
