eHealth NSW

eHealth NSW Supplier Playbook

Working in partnership

NSW
GOVERNMENT

Contents

Aims of our Supplier Playbook

- Provide guidelines on how we work.
- Outline the qualities we look for when selecting a supplier partner.
- Detail the way we manage supplier partnerships.
- Offer advice on how to build a mutually beneficial partnership.

Key links

eHealth Strategy for NSW Health 2016-2026

Gateway to NSW Government procurement resources and services

Tendering support for small businesses

Register as a supplier

Aboriginal Procurement Policy

SME and Regional Procurement Policy

Australian Disabilities Enterprises

For supplier general enquiries email
EHNSW-HealthTechnologyContracts@health.nsw.gov.au

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Overview

Introduction

About eHealth NSW

As NSW Health's digital centre of excellence, eHealth NSW plans, implements and supports ICT and digital capabilities right across the state.

Since our inception in 2014, we've strived to establish a digitally enabled and integrated health system that provides patient-centred health experiences and quality health outcomes.

Our three key digital health goals ensure that:

- patients are supported, well informed and actively engaged in their health
- NSW Health staff have the tools to make effective decisions with access to the very best training
- NSW Health organisations have the capacity for smart, transparent, and efficient management, business and service planning.

Working in partnership

Introducing digital technology and information systems capability across the NSW Health landscape is a complex and evolving challenge.

We rely on strong partnerships and collaborations with our suppliers to achieve this.

NSW Health's Vision

A sustainable health system that delivers outcomes that matter to patients, is personalised, invests in wellness and is digitally enabled.
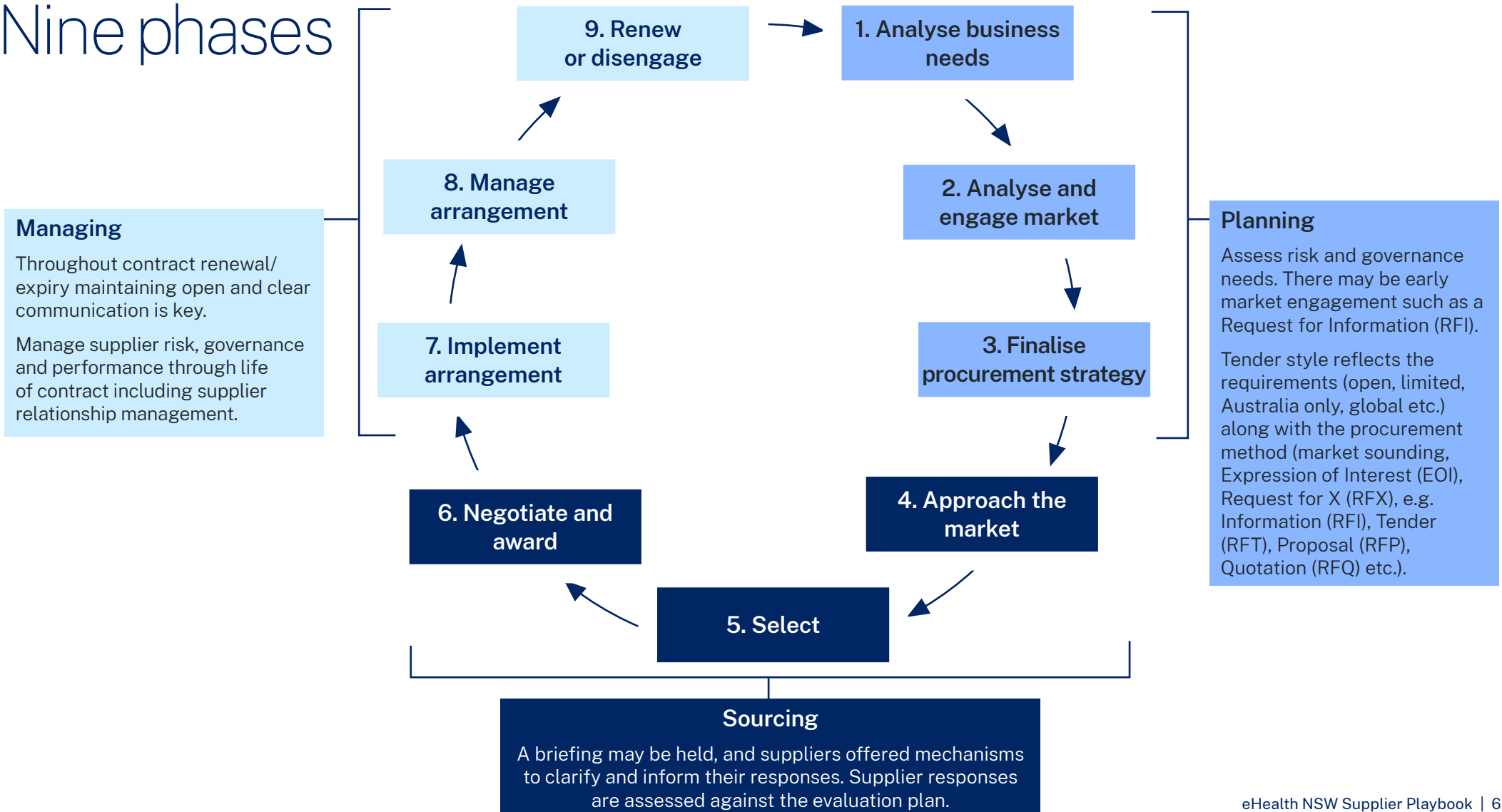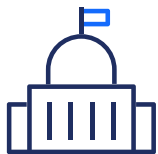
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Our ways of working

Procurement lifecycle
Nine phases

9. Renew or disengage → **1. Analyse business needs**

2. Analyse and engage market

3. Finalise procurement strategy

4. Approach the market

5. Select

6. Negotiate and award

7. Implement arrangement

8. Manage arrangement

Managing

Throughout contract renewal/expiry maintaining open and clear communication is key.

Manage supplier risk, governance and performance through life of contract including supplier relationship management.

Planning

Assess risk and governance needs. There may be early market engagement such as a Request for Information (RFI).

Tender style reflects the requirements (open, limited, Australia only, global etc.) along with the procurement method (market sounding, Expression of Interest (EOI), Request for X (RFX), e.g. Information (RFI), Tender (RFT), Proposal (RFP), Quotation (RFQ) etc.).

Sourcing

A briefing may be held, and suppliers offered mechanisms to clarify and inform their responses. Supplier responses are assessed against the evaluation plan.

How we contract

Purchasing framework: Master ICT Agreement (MICTA) and ICT Agreement (ICTA

July 2021: New ICT Purchasing Framework (MICTA/ICTA) issued by Department of Customer Service (DCS).

September 2021: Mandatory requirement under Procurement Board Direction PBD-2021-02.

Highlighting enhanced agency privacy, security and liability provisions.

Modernising legacy contract concepts, positions and language.

Engaging with the framework

- The Purchasing Framework requires familiarity with terms and conditions.

- Approvals for non-beneficial variations are the exception not the norm.

- Non-beneficial variations will be scrutinised.

- The new framework is now the standard and provides an appropriate balance of risk between the parties.

Key resources

- **MICTA/ICTA contracting framework**
- **MICTA/ICTA user guide**
- **Government contracts and schemes - buy.nsw**

Other key framework contracts

'Core&' contract

The **Core& contract** is to be used for purchases which are low risk and less than $1 million total value.

Low risk means purchases such as items of hardware or PC user software which don't integrate with health systems and don't contain sensitive data.

Enterprise-wide contracts

Contracts can either be specific to NSW Health or the whole of NSW Government.

A whole-of-government contract allows all NSW Government agencies to buy from the one contract.

A whole-of-NSW-Health contract means any NSW health organisation within the cluster can buy under the contract.

Rules of engagement

ICT Procurement Team is engaged:

- in all ICT contracts with an estimated total contract value above $150,000 (including variations) regardless of the risk rating

- when the estimated total contract value is below $150,000 but the risk is assessed as high.

These guidelines apply for all NSW Health organisations – including local health districts.

Understanding Proof of Concept (PoC) and Pilot

- **PoC:** a defined exercise with both entry and exit criteria. It does not guarantee further commitment on completion and does not result in a contract.

- **Pilot:** is a stage-gate. Based on the success of the pilot there may be a commitment to a further extended term, under the contract, which in turn may have potential for further expansion across the health system.

Any post-PoC activities require a renewed procurement process.

Reminder

All procurement activity is bound by **NSW Government and NSW Health policies** which require standard contracts.
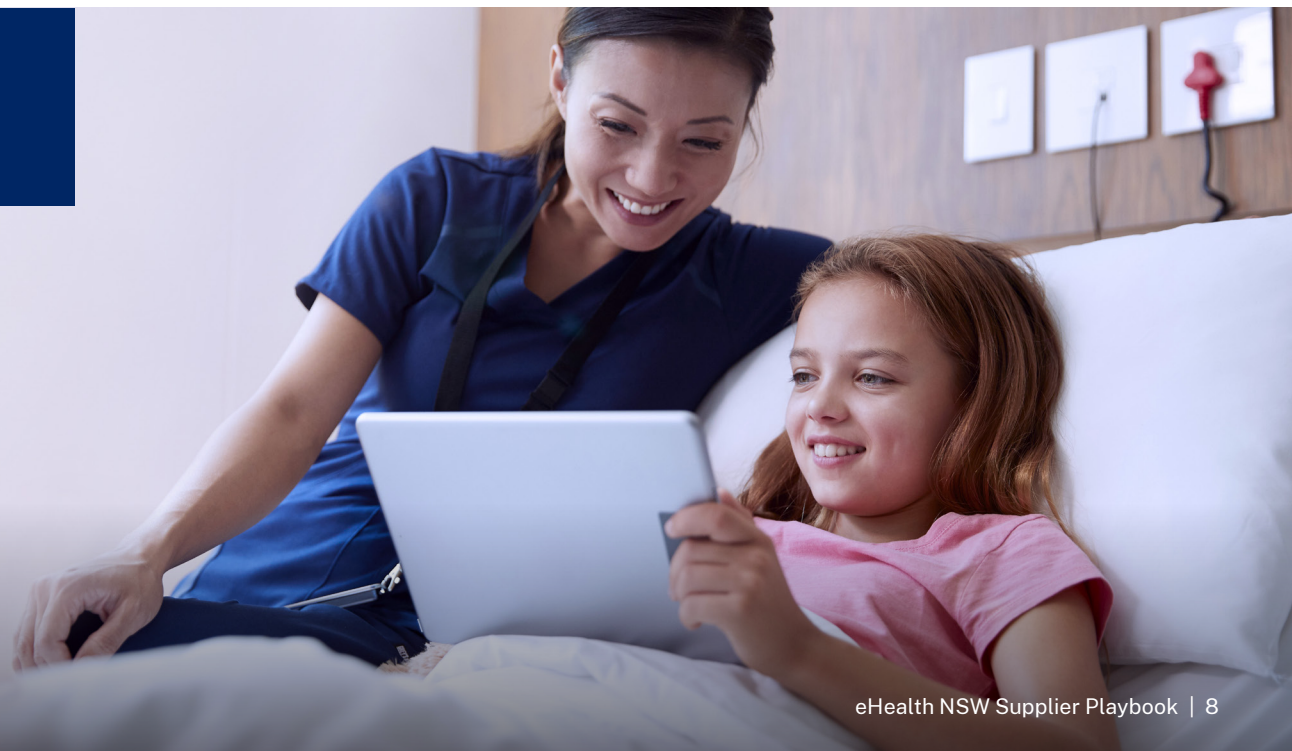
Rules of engagement

Probity – a shared responsibility

The focus of effective probity management is transparency and fairness in processes rather than outcomes.

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1. Conflicts of interest

- Actual, potential or perceived conflict of interest must be declared.
- A conflict may emerge between the public duty and private interests where a public official or their family has private interests which could improperly influence their official duties and responsibilities.

2. Accountability and transparency

- Ensure good records to provide an audit trail.
- Ensure readiness to open a project and processes to scrutiny.
- Provide reasons for all decisions and access to information for relevant stakeholders.

3. Best value for money

- Does not necessarily mean the lowest price.
- Value for money = (Total lifetime benefit – total lifetime cost).

4. Impartiality

- Ensure no bias of any kind which could threaten the integrity of the project.

5. Confidentiality

- Commercially sensitive information is treated with the strictest of confidence and follows the GIPA process as required.

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Key supplier attributes

Core capabilities and attributes

We expect our suppliers to have:

- systems in place to appropriately manage risk and compliance
- appropriate privacy and security safeguards for any handling of personal, patient or confidential information
- financial stability
- documented systems and processes underpinning the goods and services supplied.

Key information

We are committed to supplier diversity. We also require our suppliers and their supply chain to commit to the highest ethical standards as well as our social and sustainability accountabilities.

- **Supplier Code of Conduct**
  This ensures open and transparent behaviour.

- **Aboriginal suppliers**
  We are making it easier for Aboriginal businesses to work with us.

- **SMEs and regional business support**
  There is dedicated support and resources for small, medium or regional suppliers.

- **Procurement social outcome and sustainability**
  Procurement is working to create jobs and develop skills for a fairer NSW.

- **Supplier Hub**
 Prospective partners should register via the Supplier Hub.

Innovation and emerging tech

Partner assurances:

- Solutions can be assessed, co-designed, or sourced with agility and speed.

- All probity, value and transparency principles are met.

- Relevant experience or understanding of NSW Government commercial frameworks.

- Appropriate and established processes are in place to support implementation and delivery.

- Systems are usable and safe ensuring the privacy and security of health information.

- Strategic and architectural requirements are met and there is alignment to integration standards with NSW Health.

- Clarity on the implementation requirements to support a solution delivery.

Pathways
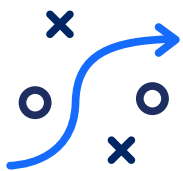
Health Prototyping Centre

The Health Prototyping Centre is a prototyping and innovation facility located in Macquarie Park, Sydney NSW. It is a joint partnership between eHealth NSW, HealthShare NSW, Health Infrastructure NSW and NSW Health Pathology to develop health solutions suitable for statewide implementation.

Government approach

The NSW Government is creating **innovation procurement** pathways to make it easier to find and develop the best solutions to problems people face in NSW.

Contact us via the eHealth NSW Innovation mailbox: **EHNSW-Innovation@health.nsw.gov.au**

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Relationship management

Governance

Partnerships with our suppliers develop over time and governance is key to ensuring alignment. The scale and scope of the delivery will shape the style of governance.

Expectations:

- Regular cadence of operational and strategic meetings.

- Performance program to resolve quality issues.

- Clear escalation process for both partners.

- Share innovative and improvement opportunities.

Performance uplift

You may be asked to undertake performance improvement in order to resolve issues and build competencies and capabilities. The focus is on the holistic performance of suppliers not only on technical delivery.

Voice of supplier

You may be asked to take part in our Voice of Supplier (VoS) survey. This is part of our commitment to become better listeners and learn more about your experience of working with eHealth NSW.

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Developing partnerships

Moving from contracting to partnership

How to partner with eHealth NSW

- Build an understanding of eHealth NSW's strategy.
- Understand the evolving needs of eHealth NSW and our customers.
- Work to raise performance to bring consistency across value, quality, functionality and reliability.
- Gather regular feedback.
- Share innovation and joint opportunities.

NSW Health snapshot

The NSW public health system is world class. It is the largest public health system in Australia.

8 Million
NSW Residents on 809,444 SQ KM

228
Hospitals

290,167
Surgeries performed

$33.5 Billion
for 2022-23

15
Local Health Districts

1.8 Million
Inpatient episodes

>178,000
Total staff

3 Million
Emergency Department attendances

1 Million
Ambulances emergency responses

Source: Annual Report 2021-22 NSW Health.

eHealth NSW

More information

For supplier general enquiries email
EHNSW-HealthTechnologyContracts@health.nsw.gov.au

For innovation pathway enquiries email
EHNSW-Innovation@health.nsw.gov.au

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