

Industry Briefing

Orthopaedic Prostheses

– Hips and Knees

HPVITS2018-047



Thursday 26 July 2018

Presented by: Minh Truong

Senior Category Manager (Implantables)

James Jayalath - Sourcing Analyst

Sandra Ireland – Head of Sourcing Operations

Agenda

	Time
1. Introduction	20 mins (2:30pm – 2:50pm)
2. Invitation to Supply (ITS)	20 mins (2:50pm – 3:10pm)
3. Tender Response Worksheet (TRW)	15mins (3:10pm – 3:25pm)
4. HPV Procurement Portal	20 mins (3:25pm – 3:45pm)
5. Questions and Answers	15 mins (3:45pm – 4:00pm)
6. Meeting Close	4:00pm

1. Introduction

- Background
- Objectives
- Legislative Function
- Health Service Coverage

Background

- HPV was first established in 2001 to improve the collective purchasing power of Victorian public health services and hospitals.
- We achieves best value outcomes in the procurement of health-related goods, services and equipment through more than 48 contract categories.
- We currently manage 950 million worth of spend across all our contracts.
- 120 million is under Implantables (Prostheses) across 9 contracts.

Objectives

- Facilitate access by public hospitals and health services to goods, services and equipment on best-value terms
- Combines the collective purchasing power of more than 76 legal entities to establish whole-of-health contracts
- Foster supply chain and process improvement, through developing relationships with suppliers and health services
- Ensure probity is maintained in purchasing, sourcing and contracting activities

Legislative Functions

HPV is an independent statutory authority under Section 129 of the *Health Services Act 1988* (Vic). HPV is responsible to the Minister for Health and works closely with the Department of Health and Human Services.

HPV is charged with a number of legislative functions under section 132 the Act that include:

- to **supply** or facilitate supply of goods and services
- to provide **advice** and **training**
- to develop **policies** and **practices** to promote **best value** and probity
- to monitor **compliance** by public hospitals and health services with HPV directions and purchasing policies and to report irregularities to the Minister for Health
- to foster improvements in use of **systems** and **e-commerce**
- to maintain **useful data** and share that with health services
- to ensure **probity** is maintained in the purchasing, tendering and contracting of public hospitals

Health Services Coverage



76
Health
Services

Health
Related
Services

2. Invitation to Supply (ITS)

- Category Management Framework
- Contract Strategy
- ITS Timelines
- ITS Documents
- ITS Categories
- Project Team
- Victorian health suppliers minimum standards

Category Management Framework



Contract Strategy



ITS timelines

Key Activities	Dates
Industry briefing	Thursday 26 July 2018
ITS Release	08 August 2018
ITS Close (after 20 working days)	05 September 2018
Evaluation	September 2018
Contract Negotiation	November 2018
Contract Award	December 2018
Implementation period	January – March 2019
Contract Start	1 April 2019

ITS Documents

- Part 1 – Invitation and Information
- Part 2 – Interpretation
- Part 3 – General Conditions of Tender
- Part 4 – Special Conditions of Tender
- Part 5 – Statement of Requirement
- Part 6 – Response Schedule (includes TRW) → To be presented
- Part 7 – Draft Agreement and Supply Schedule
- Part 8 – Returnable and Non Returnable Appendices

ITS Categories

Category Number	Category Name
1	Hip Prostheses
2	Hip Resurfacing
3	Complex Primary Hip Prostheses
4	Knee Prostheses
5	Complex Primary Knee Prostheses
6	Cement & Cement Accessories
7	Navigation Systems & Consumables
8	Revision Hip
9	Revision Knee
10	Miscellaneous

Project team

- **Executive Reference Group & Product Reference Group**
 - Representative from VIC public hospitals and health services
 - Determine scope, strategy, specification, weightings and outcomes
- **Hassan Pirov – HPV Head Clinical Sourcing**
- **Minh Truong – HPV Senior Category Manager**
 - Authorised Contact
 - Provide guidance and support to the project team throughout the sourcing process
- **James Jayalath – HPV Sourcing Analyst**
 - Develops analysis tools, provides financial analysis and assists with evaluation

Victorian health suppliers minimum standards



Australian Government
Department of Health
Therapeutic Goods Administration

- Goods – TGA approved



- GS1 data standards (NPC contract compliance obligation)



- Recall Health (contract compliance obligation)

Supplier Code of Conduct

The Victorian State Government (the State) is committed to ethical, sustainable and socially responsible procurement. In ensuring that our suppliers maintain the same values as the Government, the State has established a Supplier Code of Conduct (the Code).

The Code outlines the minimum ethical standards in behaviour that suppliers will aspire to meet when conducting business with, or on behalf of, the State in the areas of:

- integrity, ethics and conduct
- conflict of interest, gifts, benefits and hospitality
- corporate governance
- labour and human rights
- health and safety
- environmental management

For more information download the supplier fact sheet and frequently asked questions.

It is a mandatory requirement that you understand and acknowledge commitment to the code, and ensuring it is understood by related parties, contractors and sub-contractors.

3. Tender Response Worksheet (TRW)

- Tender Response Worksheet (TRW)
- Data Integrity in TRW
- Distributors
- Product Reference

Tender Response Worksheet (TRW)

1. Tender Response Worksheet contains detailed information on the products
2. Used for product evaluation in this tender and to submit pricing
3. Used to create the future pricing schedule for participating health services (PHS)
4. Used to add Referee information for new products

Instructions for completion

- Complete **all** requested information
- Find the subcategory for your product
- Do not add columns
- Provide responses in the requested format

Data Integrity in TRW

Poor quality information will be returned for correction:

- UNSPSC (at least to class level xx xx xx 00)
- UOM descriptor must be reflective of GS1 Packaging Type descriptor (e.g. 'carton' not 'sleeve')
- ARTG must have a number or be listed as EXEMPT
- Country of Manufacture must be populated and reflective of GS1 code lists (e.g. 1: Australia, not Aust, not Victoria, not Brunswick – e.g. 2: United States, not USA or America or Iowa)
- Ordering part numbers must be complete

This is not an opportunity to review your price – ensure it is correct (and the Net Content is correct) at time of submission

Any delay in the evaluation process due to poor quality data may result in HPV deeming your response non-complying and set it aside from further evaluation

Distributors

Respondents nominating Distributors must:

- provide HPV with a copy of the nomination letter
- provide details for all products available through the Distributor
- inform Distributors of the ITS outcome prior to contract commencement
- update Distributors with accepted contract amendments throughout the contract term

Successful respondents are directly accountable for:

- product availability
- sales reports
- correct invoice pricing

The contract is with **you**, not your Distributor

Product References

*NB this is not company information references

Reference sites are required for:

- minimum **three** clinical referees per product / product range (Orthopaedic/Neuro surgeon)
- HPV reserves the right to request and contact reference sites

Referees must be:

- Clinical end users (category specific requirements – refer to Part 5)
- Private or public hospitals within Australia
- Provide referee details in the Tender Response Worksheet
- Without Conflict of Interest
- Provided in the Tender Response Worksheet
- Where products tendered are not 'known and accepted' but represent value for money, HPV may conditionally accept

4. HPV Procurement Portal

- The process of responding to the online ITS
- HPV Website 'Single Sign On'
- Tips for responding
- Next Steps

The Process of Responding to the online ITS

1. Registration on the HPV Procurement Portal.
2. How to access RFQ's.
3. Buyer attachments.
4. Format of the RFQ.
 - Different sections.
 - Types of questions.
5. How to send a message.
6. How to respond & submit.
7. Help available.
8. Tips for responding.
9. Any questions?

HPV Procurement Portal

<https://www.hpv.org.au>

HPV website 'Single Sign On'

- Single Sign On went Live Apr-16
- Allow you to login via www.hpv.org.au and have your credentials automatically recognised for other systems you may access such as the Procurement Portal (e-sourcing) or the Victorian Product Catalogue System (VPCS)
- You will only need to login via the HPV website
- We migrated users across these platforms as best we could

What do I need to do?

- Check your registration works (or register if you haven't already done so)
- Expect an email from isoperations@hpv.org.au with a link to update your new password for registration if you haven't registered on the HPV Website before
- Contact HPV for assistance if you are expecting any difficulties

Go to <https://www.hpv.org.au> and click Register



Register

Welcome to Health Purchasing Victoria's website. To register for an account to access targeted content, please register as a supplier or health service below.

To create your account click on the 'Supplier' link

I am a Supplier

I am a Health Service

Type in your organisation specific email

Email (required)

Please use an organisation specific email, or contact HPV for assistance.

Next

Register as a Supplier

Fill in the
registration form

Email

supplier.one@supplier.com.au



Your email address has been accepted.
Please fill out the rest of the form to complete registration.

First Name **(required)**

Surname **(required)**

ABN or ACN **(required)**

Lookup

Click on the Lookup button and ensure the entity name matches the ABR

ABN Entity Name **(required)**

Company or Corporation Trading Name

Phone **(required)**

Mobile Phone

Registration Complete

✓ Registration Complete

Thank you for registering for a supplier account on HPV's website. Your registration has been received and you will shortly receive an auto-confirmation allowing you to update your password and access supplier content on the website and the HPV Procurement Portal.

SUBSCRIBE

Subscribe to receive the HPV newsletter

Subscribe



Resources

[Contact Us](#)

[General FAQs](#)

[Terms And Conditions](#)

[General Feedback](#)

Health Purchasing Victoria

Level 34, Casselden
2 Lonsdale Street
Melbourne, 3000

Phone: (03) 9947 3700

Fax: (03) 9947 3701

Update your password

Please enter a new password.

New Password (required)

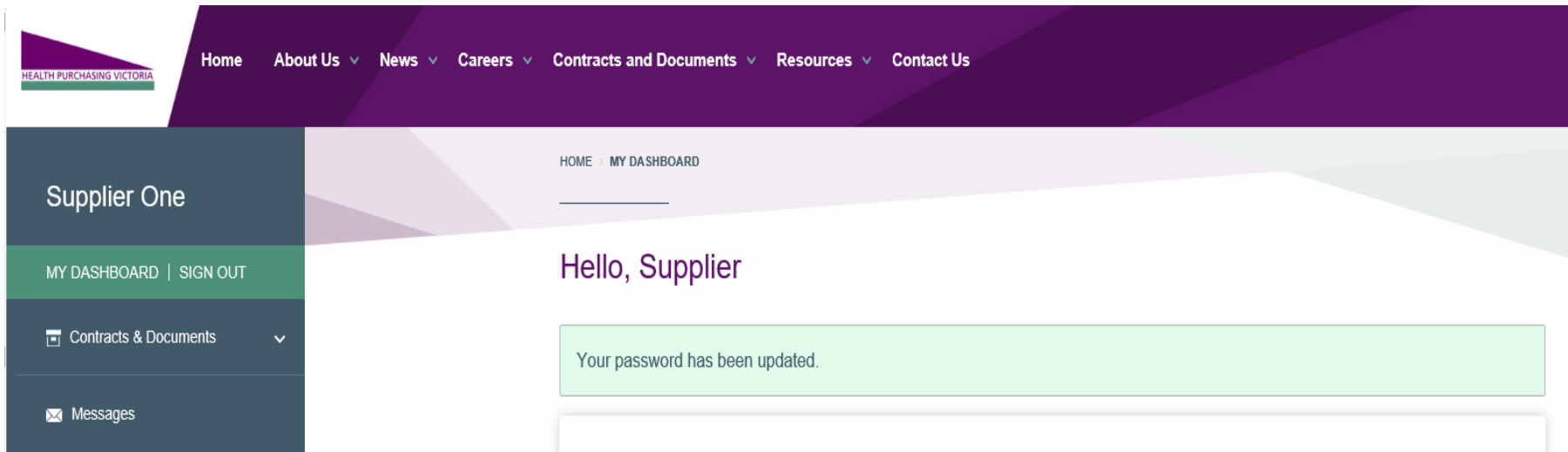
Type in a password

Confirm New Password (required)

* The password must have no spaces and have at least 6 characters, consisting out of a mixture of alphanumeric, upper and lower case letters and at least one of the following characters !@#\$%^&*

☐ I've read and accept the [terms and conditions](#)

Update Password



You are now signed in to the
HPV Website

Hello,

Quick Links

[Procurement Portal](#)

[Recall and Recall Health](#)

[Send Enquiry/Feedback](#)

[Submit Contract Variation](#)

You can now access the HPV Procurement Portal from the Quicklinks menu on your dashboard when you are signed in

15:43 AET - Australian Eastern Time

Help

15:43 AET - Australian Eastern Time

HEALTH PURCHASING VICTORIA

HPV Procurement Portal

Welcome Sarah Dooley

Home

Calendar

RFI

RFQ

Users

Main Dashboard

RFx Open to All Suppliers

	Currently Open	Next Closing Date
RFI	0	-
RFQ	0	-

New Messages (last 30 days)

No Unread Messages

My RFIs with Pending Responses

No RFIs to display

My RFQs with Pending Responses

No RFQs to display

Quick Links

Standard Links

Organisation Profile

Published Opportunities

My Auctions

My RFIs

My RFQs

My Contracts

When you click on the HPV Procurement Portal link, you will be redirected to your Dashboard

▼ User: Sandra Ireland

Role: Super User (with some Redefined Rights)

Division: Division

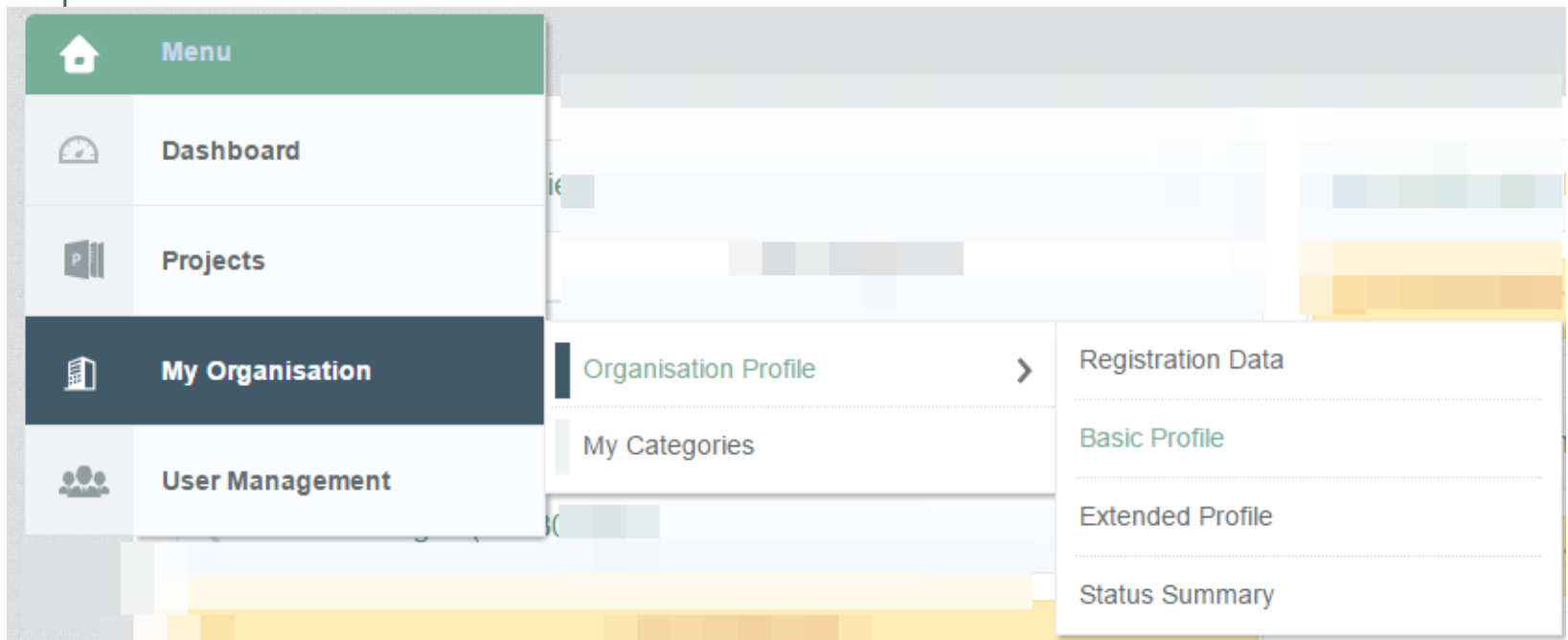
Save

✕ Cancel

User Details

* Last Name	<input type="text" value="Ireland"/>
* First Name	<input type="text" value="Sandra"/>
User Status	Active
User Tag for Codes	<input type="text"/>
* Email	<input type="text" value="s.ireland@hvp.org.au"/>
* Telephone Number	<input type="text" value="03 9947 3724"/>
The Mobile phone number must start with '+' and contain digits from 0 to 9 (min 8 max 15) with no spaces. The first number can not be 0.	<input type="text" value="+610409050188"/>
Division Name	Division
Department	<input type="text" value="---"/>
Role Name	Super User
* Choose your Username and check it is not already in use	<input type="text" value="s.ireland@hvp.org.au,sales@hvp.org.au"/>
* Preferred Language	<input type="text" value="English (UK)"/>
* Time Zone	<input type="text" value="(GMT +10:00) Sydney, Canberra, Melbourne"/>


If you are the Super User you will receive all system alerts. You can change or add email addresses using ; to separate



Update your organisation details if your organisation has not been registered on the HPV Procurement Portal before

15:53 AET - Australian Eastern Time

Help

HEALTH PURCHASING VICTORIA

HPV Procurement Portal

Welcome Sarah Dooley

Home

Registration Data

Basic Profile

Extended Profile

Status Summary

Title	Supplier Data Status		Document Expiry Date (First to Expire)	Last Modified Date	Order of Presentation
	Mandatory	Optional			
Company_Information	0%	0%			1
Total 1					Page 1 of 1

To update your details, click on the Title hyperlink



▼ Basic Profile Form: Company_Information

Registration

Click Edit and complete the simple registration form with your organisation details, making sure all mandatory fields are populated

Save & Continue

Cancel

Company Details

Please provide details about the Company Operations

Organisation Trading Name ★ Enter your Organisation's Trading Name

Characters available 2000

Company Details ★ Please provide the organisation's postal address

Characters available 2000

Company Details Please provide your organisation's head office address

Characters available 2000

Company Details ★ Please indicate whether your organisation operates on a multinational level?

Company Details ★ Is your organisation a Manufacturer, Distributor or both?

☐ Manufacturer
☐ Distributor

Company Details ★ Please select the option that best describes the corporate structure of the tendering entity.

Company Details If your organisation is a company, what is the organisation's date of Incorporation?

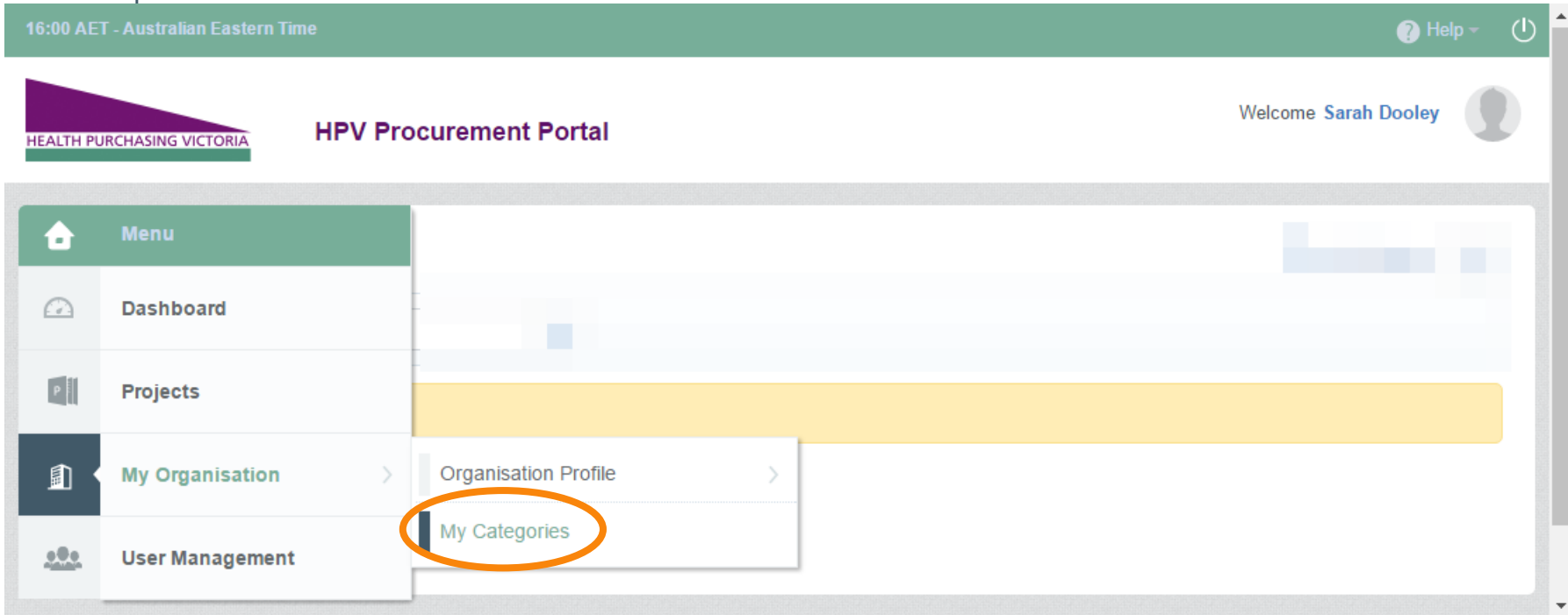
Company Details If your organisation is a company, what is the organisation's place of Incorporation?

Characters available 2000

Company Details ★ Please state number of years since the tendering entity commenced operations.

Company Details ★ Please state number of years since current ownership commenced doing business

Company Details ★ Please state the number of Full Time Equivalent (FTE) employees your organisation employs?



Next you will have to set up your organisation's categories.
Click on My Categories



HPV Procurement Portal

Welcome Sarah Dooley




 Add Category



Select a Filter



 No Categories to display

Click on Add Category

Select the categories you provide from the list. Use the search facility if required

Tree Navigation

Confirm Current Selection

Cancel

Free Text Search

Search

Deselect All

Display Selected Only

Expand All

Collapse All

Categories (selected items: 0)

- ▶  10000000 - Live Plant and Animal Material and Accessories and Supplies
- ▶  11000000 - Mineral and Textile and Inedible Plant and Animal Materials
- ▶  12000000 - Chemicals including Bio Chemicals and Gas Materials
- ▶  13000000 - Resin and Rosin and Rubber and Foam and Film and Elastomeric Materials
- ▶  14000000 - Paper Materials and Products
- ▶  15000000 - Fuels and Fuel Additives and Lubricants and Anti corrosive Materials
- ▶  22000000 - Building and Construction Machinery and Accessories
- ▶  23000000 - Industrial Manufacturing and Processing Machinery and Accessories
- ▶  24000000 - Material Handling and Conditioning and Storage Machinery and their Accessories and Components
- ▶  25000000 - Commercial and Military and Private Vehicles and their Accessories and Components
- ▶  26000000 - Power Generation and Distribution Machinery and Accessories
- ▶  27000000 - Tools and General Machinery

Search results are highlighted in yellow. Select the relevant boxes and click Confirm Current Selection

You will now receive an email when HPV engages in a relevant activity



Main Dashboard

RFX Open to All Suppliers

	Currently Open	Next Closing Date
RFI	1	22/03/2016 14:00
RFQ	3	23/03/2016 14:00

New Messages (last 30 days)

No Unread Messages

My RFIs with Pending Responses

No RFIs to display

My RFQs with Pending Responses

RFQ Title	Buyer Organisation	RFQ Closing Date/Time	Response Status
Tender Briefing - Surgical Gloves Test ITS	HPV	14/03/2016 14:00	No Response Prepared

Quick Links

Standard Links

- Organisation Profile
- Published Opportunities
- My RFIs
- My RFQs
- My Contracts

When you enter the system you will land on a dashboard

Click on the 'RFQ' line within the 'RFX Open to All Suppliers' Portlet

To find the tender that you wish to express interest in, select 'RFQs Open to All Suppliers'

Main Dashboard

RFX Open to All Suppliers

	Currently Open	Next Closing Date
RFI	1	22/03/2016 14:00
RFQ	3	23/03/2016 14:00

New Messages (last 30 days)

No Unread Messages

Select the tender you would like to express interest in from the list

My RFQs RFQs Open to All Suppliers

Select a Filter

	RFQ Code	RFQ Title	Project Code	RFQ Status	Time limit for Expressing Interest	Buyer Organisation
1	rfq_59	HPVITS2016-109 Workplace Supplies	tender_97	Running	23/03/2016 14:00	HPV
2	rfq_48	HPVITS2015-119 Automated Blood Culture and Mycobacterium Culture Equipment and Consumables	tender_85	Running	24/03/2016 12:00	HPV
3	rfq_86	HPVITS2016-124 Hand Hygiene, Disinfectants and Chemical Products	tender_113	Running	30/03/2016 14:00	HPV

Total 3

20 Page 1 of 1



▼ RFQ: rfq_59 - HPVITS2016-109 Workplace Supplies

Running

Project: tender_97 - HPVITS2016-109 Workplace Supplies

Closing Date: 23/03/2016 14:00:00

Express Interest

Decide Later

Printable View

Response Status

Response Status

No Response Prepared

Overview

RFQ Code

rfq_59

Detailed Description

Provision of office supplies, domestic paper and cleaning equipment

Response Currency

AUD

Buyer Organisation

HPV

Title

HPVITS2016-109 Workplace Supplies

Type of Supplier Access

RFQ Open to All Suppliers

Test RFQ

No

Date & Time Information

Options for Viewing Responses

Sealed (parallel opening)

Closing - Date

23/03/2016 14:00:00

End Date for Buyer Replies to Messages - Date

Number of Hours before Closing Time to block Expressions of Interest

0

Awarding Strategy

Supplier Response Ranking

Best Technical Score

Review the overview information and take note of the deadline date and time. Click on 'Express Interest'. This is the only way to access the event

[Back to List](#)

RFQ: rfq_95 - Tender Briefing - Surgical Gloves Test ITS

Running

Project: **tender_133** - Tender Briefing - Surgical Gloves Test ITS

Closing Date: 14/03/2016 14:00:00

Response Last Submitted On: **Not Submitted Yet**

Warning: You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.

RFQ Details

Messages (Unread 0)

Settings

Buyer Attachments (1)

My Response

User Rights

[View Response Index Only](#)[Create Response](#)

1. Qualification Response (questions: 120)

1.1 1. READ ME FIRST - SUPPLIER'S TIPS FOR COMPLETING YOUR RESPONSE - Question Section

Note	Note Details
1.1.1 Requirement Attachment	Please note that we have uploaded attachments in the technical envelope. Companies must download these documents and consider the details before they complete their response
1.1.2 Note:	USE THE ONLINE 'HELP FOR RESPONDENTS' FUNCTION - The content is designed to explain the eSourcing platform in business terms, allowing you to quickly understand the features and benefits of the software.
1.1.3 Note:	SAVE REGULARLY - For security reasons your access to the portal will 'time out' if inactive for 15 minutes if you do not click "save" within this time. Failure to do so means you risk losing your work. This is to maintain security and tender integrity and cannot be changed. NOTE: typing does not mean you are active on the portal!
1.1.4 Note:	Please ensure that 'pop ups' are NOT blocked on your browser. Should you be inactive for 15 minutes, the portal will notify you through a 'pop up'. It is vital that that you are able to see this in order to click the 'Refresh' link in this 'pop up' so you are not disconnected from the portal and lose any unsaved information.
1.1.5 Note:	DO NOT leave your response until the last minute/hours before the deadline (if you experience connection problems you will miss the deadline. Always upload generic information early to avoid last minute time pressure).
1.1.6 Note:	Please SUBMIT your RESPONSE when completed. This will submit your response to the buyer. FAILURE TO DO THIS WILL RESULT IN YOUR BID NOT BEING VISIBLE TO THE BUYER. The 'SUBMIT RESPONSE' button can be found at the top centre of the screen.
1.1.7 Note:	If the Buyer makes any changes to the settings and questions area of a live/running tender, suppliers MUST re-publish their response - this is to ensure that changes are brought to your attention - you may receive a message prompt from the Buyer - generally this will not mean re-entering information.
1.1.8 Note:	Whilst the portal allows for large individual attachment sizes (max 50Mb at a time), we recommend that you keep attachments to a manageable size (5Mb) to ensure ease & speed of access. Only attach documents that the Buyer has requested and make sure that you attach them in the correct area.

[Back to List](#)

RFQ: rfq_95 - Tender Briefing - Surgical Gloves Test ITS

Project: tender_133 - Tender Briefing - Surgical Gloves Test ITS

Closing Date: 14/03/2016 14:00:00

Response Last Submitted On: Not Submitted Yet

Will advise you that you haven't submitted yet

Warning: You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.

RFQ Details

Messages (Unread 0)

[Settings](#) [Buyer Attachments \(1\)](#) [My Response](#) [User Rights](#)

My Response Summary

1.	Qualification Response	Missing mandatory responses (87)
2.	Technical Response	Missing mandatory responses (23)
3.	Commercial Response	Mandatory fields missing (3)

Total Price (excluding optional sections)

0

[View Response Index Only](#)

1. Qualification Response (questions: 120)

1.1 1. READ ME FIRST - SUPPLIER'S TIP \$ FOR COMPLETING YOUR RESPONSE - Question Section

Note	Note Details
1.1.1 Requirement Attachment	Please note that we have uploaded attachments in the technical envelope. Download and review these documents and complete the details before you complete the response.

The tender questions are divided into three sections. A summary of remaining mandatory questions is summarised at section level

You can submit as many times as you like. The latest submission will overwrite previous submissions

[Submit Response](#)

Click on 'Edit Response'

[Edit Response](#)



RFQ: rfq_95 - Tender Briefing - Surgical Gloves Test ITS

Project: tender_133 - Tender Briefing - Surgical Gloves Test ITS

Closing Date: 14/03/2016 14:00:00

Response Last Submitted On: Not Submitted Yet

Running

Edit Mode

Save and Return

Save and Continue

Cancel

Validate Response

2. Technical Response (questions: 34)

2.1 QUALITY MANAGEMENT - Section of Profile Questions

Question	Description
2.1.1 Quality Management	★ Please state whether your organisation has a
2.1.2 Quality Management	Please attach a current certificate for your certifi
2.1.3 Quality Management	Please state the expiry date of your certificate fo
2.1.4 Quality Management	If your organisation does not have a certified Qu

The response will be made up of various question types:

- Yes / No
- Text
- Numeric
- Options List
- Multiple Choice
- Date
- Attachment

Response

+ Click to attach file

dd/mm/yyyy



Characters available 2000

HEALTH PURCHASING VICTORIA

HPV Procurement Portal

Welcome Diana Test

RFQ: rfq_95 - Tender Briefing - Surgical Gloves Test ITS

Project: tender_133 - Tender Briefing - Surgical Gloves Test ITS

Closing Date: 14/03/2016 14:00:00

Response Last Submitted On: Not Submitted Yet

Running

Send MessageSave as DraftCancel

Message

Subject

Message

Attachments

Attachments

Attachment Name	Attachment Description	Comments
No Attachments		

Questions for HPV?
If you need to send a clarification question to HPV use the secure messaging function

When you reply to a message in the 'Received Messages' section, the message will automatically be moved to the 'Sent Messages' folder

[Back to List](#)

RFQ: rfq_95 - Tender Briefing - Surgical Gloves Test ITS

Running

Project: **tender_133** - Tender Briefing - Surgical Gloves Test ITS

Closing Date: 14/03/2016 14:00:00

Response Last Submitted On: **Not Submitted Yet**

RFQ Details

Messages (Unread 0)

Settings

Buyer Attachments (1)

My Response

User Rights

My Response Summary

1.	Qualification Response	Missing mandatory responses (87)
2.	Technical Response	Missing mandatory responses (23)
3.	Commercial Response	Mandatory fields missing (3)

Total Price (excluding optional sections)

0

[View Response Index Only](#)[Submit Response](#)

You'll be unable to submit a response if there are any mandatory fields outstanding

Ignore the Total Price field if the response is an attached spreadsheet

VERY IMPORTANT!
When you have finished populating your tender response, make sure that click on 'Submit Response' to publish your response to HPV

Contact Us

Health Purchasing Victoria

Location and postal address:

2 Lonsdale Street (corner Spring Street)
Level 34, Casselden, Melbourne, VIC 3000



Health Services

HPV Health Service Helpdesk:
Ph: (03) 9947 3900
Email: healthservices@hpv.zendesk.com

Suppliers

HPV Supplier Assistance (tender and contract queries):
Ph: (03) 9947 3700
Email: suppliers@hpv.zendesk.com

General

HPV general enquiries:
Ph: (03) 9947 3700

Media

0418 568 628

Have a general query or want to provide feedback? Go to our [Feedback Form](#)

For details on HPV's compliance to the Freedom of Information Act, download HPV's [FOI Policy](#)

For details on how to make a complaint, download HPV's [Complaints Process](#)

Bravo procurement portal

Bravo Solutions:
Ph: (02) 8072 0644
Email: help_au@bravosolution.com

Tips for Responding

- Make sure that you read and digest all documentation thoroughly and make note of key actions and deadlines
- Utilise the appropriate people within your organisation
- Answer every question, including bullet points
- Do not assume your company is known or well known by the evaluators – instead; provide all requested information
- Do not use acronyms or abbreviations
- Do not cross-refer to other questions or answers in your responses
- Remember to save regularly
- Unanswered mandatory questions will prevent your response from uploading.

Tips for Responding

- If you have a slow internet connection and the size of the response is in excess of 10mb, your session could time out while trying to upload the response
- Try to submit your response on the day before closing, this will give you time to address any issues that might be stopping your submission from uploading, e.g. Unanswered mandatory questions or file sizes larger than 10mb. Don't leave it till the last minute to submit your response – leave plenty of time.
- Resubmit as many times as you like, only the latest version will be visible to HPV. **Note: Multiples users can work on the submission. However, when submitting, only one user should be logged on to ensure the latest data is submitted and to avoid a concurrency error.**
- Use the secure messaging to communicate with the HPV and seek clarifications
- Call the BravoSolution helpdesk for technical guidance, tel (02) 8072 0644

Next Steps

- Draft specification questions to be sent to the Category Manager (m.troung@hpv.org.au) in writing by 10:00 AEDT, Friday 03 August 2018
- ITS available for download on Wednesday 08 August 2018 via HPV Procurement Portal
- Link to HPV Procurement Portal can be found on HPV website (<https://www.hpv.org.au>)
- Clarifications must be sought through HPV Procurement Portal to authorised contact by 14:00 AEDT, Wednesday 29 August 2018
- HPV reserves the right to not respond to queries raised after this time
- ITS closes 14:00 AEST, Wednesday 05 September 2018

Questions



HEALTH PURCHASING VICTORIA

Level 34
Casselden Place
2 Lonsdale Street
Melbourne 3000

T: 03 9947 3700

www.hpv.org.au