



Supplier Briefing

Enteral Feeding and Oral Nutrition Support
HSVITS2022-018

6 July 2021 14:00 AEST

Melanie Hallam

Category Manager

Acknowledgement of Country

'I would like to acknowledge the Traditional Owners of the Land we are meeting on today, the Wurundjeri people of the Kulin Nations. I pay my respects to their Elders past, present and emerging and extend that respect to all Aboriginal people here today.'

About This Presentation

- Thank-you for joining us today for this industry briefing relating to the forthcoming Enteral Feeding and Oral Nutrition Support ITS.
- Housekeeping! Please mute your microphones to avoid feedback and disruption during the session.
- **HSV will not be taking any questions during this session today. Information on how to submit questions will be covered during the presentation.**
- Please be prepared with a pen and paper/note application to record any information you wish to submit questions about.

HSV Project Team for This ITS

Product Reference Group (PRG)

Specialist subject matter experts from Health Services

Melanie Hallam – Category Manager

Authorised person for this ITS and ongoing contract management, supported by Jared Tang – Senior Category Manager

Judy Esson – Clinical Product Manager

Clinical interface with Health Services and assists with evaluation

Sophia Javier – Sourcing Analyst

Provides financial analysis and assists with evaluation

HSV Team Presenting Today

Melanie Hallam – Category Manager

- Will lead the presentation and speak to the overall ITS process.

Trang Tran – Supply Chain Clinical Data Analyst

- Trang will discuss the product description guidelines

Sophia Javier – Sourcing Analyst

- Sophia will discuss the tender response worksheet

Briefing Pack

The following documents will be available on HSV website after this briefing. Please see the following location: Contracts and Documents > Tenders (ITS) > HSVITS2022-018 Enteral Feeding and Oral Nutrition Support:

- Draft Statement of Requirement (SOR)
- Product Reference Letter Template
- Industry briefing presentation slides

Please ensure to 'favorite' the following cabinet: 'HSVITS2022-018 Enteral Feeding and Oral Nutrition Support' to receive further updates.

Questions about the industry briefing and the associated documents can be forwarded to m.hallam@healthsharevic.org.au and will close at 14:00 AEST on Tuesday, 13 July 2021. HSV responses to Q&A will be posted after this date. Please be assured any identifying information will be edited for confidentiality on response without changing the context of the question.

Agenda

- **HSV Overview**
- **Invitation to Supply (ITS)**
 - ITS objectives
 - Scope & contract terms
 - Product categories & changes
 - Tentative timeline
 - Distributors
 - Product references
- **Product Description Guidelines**
- **Tender Response Worksheet (TRW) Demonstration**
- **HSV Procurement Portal**

HealthShare Victoria(HSV)

Our purpose

- HSV is an independent public sector and commercially oriented supply chain, procurement and corporate services organisation.
- HSV partners with public health services and suppliers to deliver significant public health system benefits including consistent access to goods, improved quality of care and substantial savings, helping to deliver better healthcare for all.

Our core functions

- Manage a state-wide supply chain for medical consumables, including PPE
- Coordinate state-wide strategic procurement
- Deliver more efficient corporate services

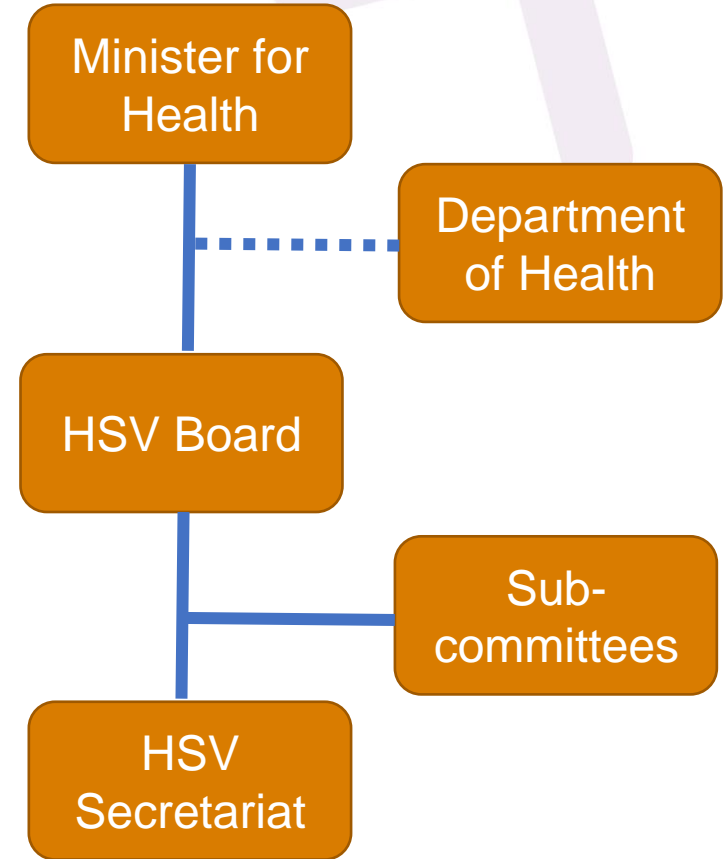
Our vision

- We help to deliver safe, affordable and sustainable healthcare.



About HSV as an Organisation

- HSV is an independent statutory authority funded by the Department of Health
- Established on 1 January 2021, HSV brings the former Health Purchasing Victoria's existing functions and major supply chain assets under single management
- HSV receives legislative support to establish whole of health contracts
- Our processes are based on the Victorian Government Procurement Board's Strategic Sourcing Principles



Victorian Health Supplier's Minimum Standards



Australian Government
Department of Health
Therapeutic Goods Administration



- **Therapeutic Goods**
– TGA approved
- **GS1 data standards**
(National Product Catalogue(NPC)
contract compliance obligation)
- **Recall Health**
(contract compliance obligation)

Supplier Code of Conduct

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

- A. integrity, ethics and conduct
- B. conflict of interest, gifts, benefits and hospitality
- C. corporate governance
- D. labour and human rights
- E. health and safety
- F. environmental management

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

Modern Slavery

The Australian Government is taking a global leadership role in combating modern slavery. The *Modern Slavery Act 2018* (Cth) established a national Modern Slavery Reporting Requirement, which applies to health services.

To support health services in addressing the risks of modern slavery in their supply chains, HSV has introduced a new modern slavery clause into its agreements.

What you need to know

- The new clauses are designed to facilitate structured engagement on modern slavery
- HSV aims to assist health services to work collaboratively with suppliers to address modern slavery risks in health service supply chains

Invitation to Supply (ITS)

Melanie Hallam – Category Manager

ITS Objectives

- Achieve best value for money
- To source for innovative and better-quality products for this contract
- To have surety of supply
- Create efficiency in tendering and category management through use of the National Product Catalogue
- Transparent and efficient bidding process
- Develop supplier relationship management

Scope

Coverage

The scope of this ITS includes:

- i. Enteral Feeding and Oral Nutrition Support products used in most clinical settings, including:
 - all critical care areas, from neonate to adult
- ii. general wards, aged care and departments
- iii. Products that are compatible with a range of equipment systems, including:
 - Volumetric Enteral Feeding Pumps
 - Syringe Driver Enteral System pumps

Out of Scope for this ITS

This ITS does not include:

- infant formulae & special paediatric formulae;
- integrated Enteral Feeding System
- Nasogastric tube



Commercial Information

Proposed Contract Term:

- 3-year principal period with a 2-year option (3+2)

Pricing Structure:

- Fixed base pricing with volume pricing

Pricing Review/s:

- Mid-term of principal period (at discretion of HSV)
- Prior to exercising option

Award:

- Put your best base price forward. The evaluation committee will only see the base UOM (e.g. the box or carton) for evaluating value for money
- HSV reserves the right to enter direct negotiations with suppliers



ITS Product Categories & Key Changes

Category No.	Category Name	Changes
1	Enteral Formula Products	Addition of sub-category 1.26
2	Oral Nutrition Support Products	Addition of sub-category 2.16
3	Thickened Beverages	
4	Thickened Agents	
5	Modular Products	
6	Enteral Feed Administration Sets, Feeding Bags & Accessories	
7	Enteral Feeding Pumps	Additional cyber security requirements
8	Nutritional Meal Replacement Products	
9	Oral Dispensers	

Note: Please ensure products tendered comply to specification called out on the HSV Statement of Requirement (SOR) document on this ITS.

Product Samples

- Respondents are required to provide 2 units of samples per range
- **Each sample must be clearly labelled with supplier name, product part number, product description and subcategory number as per the tender response worksheet**
- If a product range is being tendered, please provide samples of the 2 most common items (e.g. different length or size) in that range.
- Incumbent suppliers - samples are only required for products not currently on an HSV contract on all sub-categories.
- New suppliers - samples are required from all new respondents on all sub-categories tendered.
- Any samples not submitted in the tender will not be evaluated.
- **Samples must be delivered to HSV before the tender closes** at 14:00 AEST Wednesday 18 August 2021. Please do not leave this until the last minute. **It is preferable to send 1 to 2 weeks before closing to allow for issues – transport etc.**
- Please refer to Parts 1-7 Invitation to Supply tender document for instructions (please refer to Part 2 - Conditions of Participation, Clause 19, Items a. – f.)
- **Delivery address: HealthShare Victoria - Level 34, 2 Lonsdale Street, VIC 3000. Attention to Melanie Hallam, Category Manager**

Tentative Timeline

Key Activities	Date
Industry Briefing:	14:00 AEST Tuesday 6 July 2021
Last time and date to submit questions on Industry Briefing:	14:00 AEST Tuesday 13 July 2021
ITS release time and date:	14:00 AEST Wednesday 21 July 2021
Last time and date for ITS questions:	14:00 AEST Wednesday 11 August 2021
ITS closing time and date:	14:00 AEST Wednesday 18 August 2021
Evaluation:	August to October 2021
Respondents advised of outcome:	November 2021
Transition:	January 2022
Agreement Commencement Date:	Monday 14 February 2022

Note: These dates may be subject to change to meet the operational requirements of HSV.

Distributors

Respondents nominating Distributors must:

- Provide HSV 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
- It is the responsibility of the Contract Holder (you) to manage their distributor in all contractual requirements and to ensure they support you with the sales reporting and communication of risks related to the distributor which may affect supply (e.g. warehouse or transport issues)

Successful respondents (Contract Holders) are directly accountable for:

- Product availability
- Sales reports
- Correct invoice pricing and inclusion of the health service's purchase order number
- Advance communication of shortages, risks and changes to product information

Product References

**Note: this is not company information references*

Reference sites are required for:

- Products that are not on the current HSV contract
- **Minimum three clinical referees** per product or product range
- A product reference letter for new products will now be required to be done prior to tender closure by your nominated referee. **The reference letter must be provided directly to HSV by the referee.** It must be sent back directly to HSV by email to: helpdesk@healthsharevic.org.au

Referees must:

- Have no conflict of interest
- Be informed and agree to provide reference to HSV (as above)
- **Be clinical person**
- Be from private or public hospitals within Australia.
- Be included in the referee details section of the Tender Response Worksheet
- Be provided in the Tender Response Worksheet

A template will be provided after this briefing and in the tender package so that you can provide it to your referees. HSV suggests commencing the referee process as soon as possible after this briefing.

Product Description

Trang Tran - Supply Chain Information Team

- **Source 1: ORAL NUTRITION SUPP NOVASOURCE RENAL 2.0KCAL/ML 237ML TETRA #12358289 (CARTON 24)**
- **Source 2: NOVASOURCE Renal 24x237 mL**
- **Source 3: DIETARY SUPPLEMENT NOVASOURCE RENAL 237ML**
- **Source 4: NESTLE NOVASOURCE RENAL HEALTHCARE NUTRITION 24x237ml ACDL605**

- **BRAND**

- **Source 1: NOVASOURCE RENAL**
- **Source 2: NOVASOURCE Renal**
- **Source 3: NESTLE**
- **Source 4: NOVASOURCE**

- **Manufacturer Part Number**

- **Source 1: 12358289**
- **Source 2: 12358289**
- **Source 3: -**
- **Source 4: 12358289**

Proposed Description

SUPPLEMENT NUTRITIONAL ORAL HIGH PROTEIN WITHOUT FIBRE 2kcal/mL 237mL TETRA (NOVASOURCE RENAL) 12358289

- Major Noun: SUPPLEMENT
- Minor Noun: NUTRITIONAL ORAL
- Properties:
 1. HIGH PROTEIN
 2. WITHOUT FIBRE
 3. 2kcal/mL
 4. 237mL
 5. TETRA
- Brand: NOVASOURCE RENAL
- Manufacturer Part Number/Item Number: 12358289



MAJOR NOUN MINOR NOUN PROPERTY 1 PROPERTY 2 PROPERTY 3 PROPERTY 4
PROPERTY 5 PROPERTY 6... (BRAND NAME) MANUFACTURER PART NUMBER/ITEM
NUMBER

Product Description Guidelines

MAJOR NOUN MINOR NOUN PROPERTY 1 PROPERTY 2 PROPERTY 3 PROPERTY 4
PROPERTY 5 PROPERTY 6... (BRAND NAME) MANUFACTURER PART NUMBER/ITEM NUMBER

1. Product description will start with a major noun, minor noun and followed by adjectives or properties to further describe the product
2. Brand name as visible on the packaging will be enclosed in brackets (**AGANI**)
3. The manufacturer part will be included at the end unless the product has a printed item number visible on the packaging. The manufacturer part number or item format will be displayed as per printed on the packaging.
 - Spacing and symbols (.//*+) will be retained as is.
 - Source 1: AN2525R1
 - Source 2: AN 2525 R1
 - Packaging: AN*2525R1
 - Final MPN > **AN*2525R1**



Product Description Guidelines

- Description string will be devoid of commas and symbol unless to represent the strengths
 - & = **AND**
 - + = **WITH**
 - / = **OR** unless it's to represent a strength
- Description will be in **UPPER CASING** except for the unit of measurement
- All measurement units will be displayed as per the **International System of Units standards** (SI or also known as the **metric system**) with no spacing between the value and unit.
 - The unit will be expressed in lower casing (1**cm** x 5**cm**) with a lower-case **x** to separate the dimensions, unless specified otherwise by the SI system (ie. **L**= litre)

METRIC SYSTEM EXACT EQUIVALENTS

<i>Length:</i>	1 meter (m)	=	100 centimeters (cm)
	1 meter (m)	=	1000 millimeters (mm)
	1 kilometer (km)	=	1000 meters (m)
<i>Mass:</i>	1 gram (g)	=	1000 milligrams (mg)
	1 kilogram (kg)	=	1000 grams (g)
	1 metric ton	=	1000 kilograms (kg)
<i>Volume:</i>	1 liter (L)	=	1000 milliliters (mL)
	1 liter (L)	=	10 deciliters (dL)
	1 milliliter (mL)	=	1 cubic centimeter (cm ³)

Product Description Guidelines

7. The unit of measure is expressed between **1** to **999**.
 - If the unit is less than 1, the next lower metric unit level will be used (0.9kg > **900g**)
 - If the unit is greater than 999, the next higher metric unit level will be used (1200mL > **1.2L**)
 - For units relating to length, the unit of measure is expressed between **1** to **99** (65mm > **65mm**, 125cm > **1.25m**)
8. Where required, a maximum of **2** decimal places will be displayed
9. For unit of measurements specific to a type of product, they will be represented as per below:
 - Gauge (needle): **G**
 - French Gauge (catheter): **Fr**
10. Unit of Measure and Unit of Issue are excluded from the description to keep the description item specific
11. Description will be up to a maximum of **140** characters in length, inclusive of spacing
12. All words in the description will follow the **Australian English** spelling as defined in the Macquarie Dictionary

Proposed Description Examples

Examples

SUPPLEMENT NUTRITIONAL ORAL CHOCOLATE WITHOUT FIBRE 200mL TETRA (ENSURE) S256.120

SUPPLEMENT NUTRITIONAL ORAL FIBRE COFFEE WITH ADDED FIBRE 200mL BOTTLE (RESOURCE 2.0 FIBRE) 12100781

SUPPLEMENT NUTRITIONAL ORAL STANDARD PROTEIN VANILLA WITHOUT FIBRE 2kcal/mL 237mL TETRA (RESOURCE 2.0) 12358321

SUPPLEMENT NUTRITIONAL ENTERAL 1L HIGH-PROTEIN WITHOUT FIBRE (NUTRISON) 132385

SYRINGE ENTERAL 20mL PURPLE DISPOSABLE STERILE (ENFIT) LPE20

Tender Response Worksheet (TRW) Demonstration

Sophia Javier- Supply Chain Information Team

Tender Response Worksheet Introduction

- The TRW is used to collect detailed data on the products tendered, including price and supplier/distributor data. **The TRW has changed since the last tender! Please note there is a commercial and clinical tab for each category**
- Data will be used to evaluate your products. If your data is wrong or incomplete **your product may be (inadvertently or consciously) not awarded**
- Data may ultimately feed into Pricing Schedules, the Common Catalogue, EDI (purchasing systems), WMS etc. **It's not just for clinicians.**
- **Processes in HSV and Health are becoming more automated** – If your data is incorrect, ultimately it will be harder for your customers to find, use, understand and buy your products!

Tender Response Worksheet (TRW)

Instructions for completion

- Complete **all** requested information
 - Mandatory data missing = Product won't be awarded
- If a product could be tendered in more than one sub category, tender it once only in the most appropriate sub category
- The "Commercial" and "Clinical" tabs are linked for each Category by the "Auto populated" (Grey) Cells. Do not override or delete these formulas
- To add rows (if >500 products per category) ensure that rows are added to both the "Commercial" and "Clinical" tabs & all formulas "fill down". Contact HPV if required
- Do not add or delete columns, or individual cells, this may create unforeseen issues with the "Auto populated" cells for that category
- Provide responses in the requested format (and units if applicable)

Data Integrity in TRW

Poor quality information will be returned for correction (or product not awarded)

- Human and machine understandable descriptions i.e. it must be easier for non-specialists to interpret e.g.
- No (or very limited) abbreviations, especially if not common or ambiguous to a non-expert (Don't write N/S for non-sterile, Sz for size, Disp for disposable, similarly L/LG/LRG may not appear in a search for "Large")
- Give appropriate units where required: Don't write 100x5; Use 100mm x 5mm.
- If sizing is not standardised among suppliers, consider adding dimensions or a more standardised sizing measure as well
- Avoid using symbols such as ®, ™, and company specific jargon unless required. Add standard terminology if jargon may not be understood by non-expert
- Please include brand name of range (not just company name)
- All components of Kits must be listed
- Ordering part numbers & descriptions must be complete and unique*

Data Integrity in TRW

Poor quality information will be returned for correction (or product not awarded)

- The UNSPSC must be given to at least Level 3 (preferably L4) (L3 = 42xxxx00)
- The ARTG must have a number or be listed as "EXEMPT" (TBC/TBA = non award)
- UOM descriptor must be reflective of the standardised GS1 Packaging Type descriptor (e.g. 'carton' not 'sleeve')
- Country of Manufacture must be populated and reflective of GS1 code lists (e.g. 1: Australia, not Aust, not Victoria e.g. 2: United States, not USA or America or Iowa)
- Use S.I. Avoid mixing units and imperial measurements

ITS Submission

Tender submissions shall comply with the following:

- Tenders shall be completed electronically and uploaded online via the **HSV Procurement Portal**
- Submit early – you can overwrite your information up to the time of closing. The latest version submitted is what will be evaluated.
- Your response is secure by the portal system and HSV can only be opened after the tender closes.
- Late tenders will cause delay to everyone and in most cases will not be accepted. It may only be accepted under strict late tender clause of the ITS conditions and adequate supporting evidence (refer Part 2 – Conditions of Participation, Clause 14, Items a. – c.)

HSV Procurement Portal

Melanie Hallam – Category Manager

Procurement Portal

- **This ITS will be conducted within the HSV Procurement portal only.** Whilst the 'shell' of the project is outlined on the Buying for Victoria site, the full package and submissions will only be conducted via the HSV website.
- Documents will be available to be completed and submitted via the RFI section of the HSV Procurement Portal. This is accessible from the HSV website located at: healthsharevic.org.au.
- Respondents must register on the HSV website to access the HSV Procurement Portal, hosted by Jaggaer. Details of this process will be presented on the next slide.
- The HSV Procurement Portal supports one Superuser who is responsible for managing sub-users, including visibility to the ITS documentation
- **Issues? HSV Procurement Portal Contact Details**
 - HSV cannot provide responses to website (Jaggaer) problems.
 - Please contact Jaggaer for any enquiries related to usage/problems:
 - Telephone: 02 8074 8627
 - Email: customersupport@jagger.com

How to Register on the HSV Website



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

Remember!

- HSV cannot provide responses to website (Jaggaer) problems.
- Please contact Jaggaer for any enquiries related to usage/problems:
- Telephone: 02 8074 8627
- Email: customersupport@jagger.com

Register

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

I am a Supplier

I am a Health Service

Email (required)

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

ABN or ACN (required)

Please use your company's ABN or ACN number. No spaces, comma, or dash. Example format: 00123456789

Next

To create your account:

1. Select the 'I am a Supplier' option
2. Enter your business specific email address
3. Click 'Next'

Your registration is now complete

An automatic email will be sent to the designated email address with a link to reset account password

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

HOME > MY DASHBOARD

Hello

Quick Links

[Procurement Portal](#)

[Send Enquiry/Feedback](#)

[Submit Contract Variation](#)

You will be directed to your Dashboard where you can access any open RFQ or edit your personal profile

Main Dashboard



My Running Surveys

No Scorecards to display

New Messages (last 30 days)

No Unread Messages

My RFQs with Pending Responses

No RFQs to display

RFx Open to All Suppliers

	Currently Open	Next Closing Date
RFI	2	15/01/2021 14:00
RFQ	2	13/01/2021 23:59

My RFIs with Pending Responses

No RFIs to display

Quick Links

Standard Links

[My Contracts](#)

[Projects](#)

[My RFIs](#)

[My RFQs](#)

[Profile](#)

Custom Links

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

▼ User: Active
Division: Division

User Details

* Last Name	<input type="text" value="Smith"/>
* First Name	<input type="text" value="Jane"/>
User Status	Active
User Tag for Codes	<input type="text"/>
* Email	<input type="text" value="j.smith@example.com"/>
* Telephone Number	<input type="text" value="01557330165"/>
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="+6141000000"/>
Division	Division
Department	---
Role	
Username	3m australia
* Preferred Language	English (UK) ▼
* Time Zone	(GMT +10:00) Sydney, Canberra, Melbourne ▼

From your Dashboard click on the 'RFQ' line within the 'RFx Open to All Suppliers'

Main Dashboard

My Running Surveys

No Scorecards to display

New Messages (last 30 days)

No Unread Messages

My RFQs with Pending Responses

No RFQs to display

RFx Open to All Suppliers

	Currently Open	Next Closing Date
RFI	2	15/01/2021 14:00
RFQ	2	13/01/2021 23:59

My RFIs with Pending Responses

No RFIs to display

Quick Links

Standard Links

[My Contracts](#)

[Projects](#)

[My RFIs](#)

[My RFQs](#)

[Profile](#)

Custom Links

To open the list of open RFx:
Click the hyperlinked number

Note: any RFx names/titles or reference numbers shown here are examples only. The list of active available entries will vary.

Select the tender you would like to express interest in by clicking the hyperlinked name



My RFQs

RFQs Open to All Suppliers

Enter Filter (type to start search)

Code	Title	Project Code	Time limit for Expressing Interest	Status
1 rfq_978	BRHS Kitchen Asset Upgrade	tender_7531	13/01/2021 23:59	Running
2 rfq_992	ITS2020-071 Rehab Supply Services	tender_9530	25/01/2021 15:00	Running
Total 2				

Note: any RFX names/titles or reference numbers shown here are examples only. The list of active available entries will vary.

Click on 'Express Interest'. This is the only way to access the event. Please do this early!



For technical support, please contact the Jaggaer helpdes
If you are in Australia please call: 02 8074 862
If you are outside of Australia, please (click here) for overseas phone number
Email: customersupport@jaggaer.com

RFQ: rfq_992 - ITS2020-071 Rehab Supply Services

Running

Project: tender_9530 - ITS-2020-071 - Rehab Supply Services

Closing Date: 25/01/2021 15:00:00

Express Interest

Decide Later

Printable View

Response Status

Response Status

No Response Prepared

Overview

Code

rfq_992

Description

Title

ITS2020-071 Rehab Supply Services

Supplier Access

RFQ Open to All Suppliers

Note: any RFx names/titles or reference numbers shown here are examples only. The list of active available entries will vary.

To populate the content of your tender response, click on 'Create Response'

The screenshot shows a web interface for creating a tender response. At the top, there is a 'Back to List' button. Below it, the tender details are displayed: 'RFQ: rfq_95 - Tender Briefing - Surgical Gloves Test ITS' with a status of 'Running'. Project information includes 'Project: tender_133 - Tender Briefing - Surgical Gloves Test ITS', 'Closing Date: 14/03/2016 14:00:00', and 'Response Last Submitted On: Not Submitted Yet'. A yellow warning banner states: 'Warning: You have 1 unread Buyer Attachment(s). Please click here to read the file(s) before submitting your response.' Below the warning, there are tabs for 'RFQ Details', 'Messages (Unread 0)', 'Settings', 'Buyer Attachments (1)', 'My Response', and 'User Rights'. A 'Create Response' button is highlighted with a red circle. Below the tabs, there is a 'View Response Index Only' button. The main content area shows a section for '1. Qualification Response (questions: 120)' with a sub-section '1.1 1. READ ME FIRST - SUPPLIER'S TIPS FOR COMPLETING YOUR RESPONSE - Question Section'. This section contains a table of notes.

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.

Note: any RFx names/titles or reference numbers shown here are examples only. The list of active available entries will vary.

Make sure you save regularly. If you are inactive on the site for more than 15 minutes you will need to sign in again and any unsaved data will be lost.

▼ 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

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	Response
2.1.1	Quality Management * Please state whether your organisation has a certified Quality Management System?	<input type="text" value="v"/>
2.1.2	Quality Management Please attach a current certificate for your certified Quality Management System	+ Click to attach file
2.1.3	Quality Management Please state the expiry date of your certificate for your Quality Management System	<input type="text" value="dd/mm/yyyy"/> <input type="button" value="📅"/>
2.1.4	Quality Management If your organisation does not have a certified Quality Management System please advise how you intend to ensure that you meet the customers requirement and industry standards for Quality	<input type="text"/> <input type="button" value="📄"/> <small>Characters available 2000</small>

Note: any RFX names/titles or reference numbers shown here are examples only. The list of active available entries will vary.

← Back to List

RFQ: rfq_95 - Tender Briefing - Surgical Gloves Test ITS Running

Project: tender_133 - Tender Briefing - Surgical Gloves Test ITS
 Closing Date: 14/03/2018 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

Submit Response

My Response Summary

1. Qualification Response	Missing mandatory responses (67)	
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) **Edit Response**

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!

Note: any RFx names/titles or reference numbers shown here are examples only. The list of active available entries will vary.

If you need to send a clarification question to HSV during the period the tender is open, you must use the secure messaging function prior to the closing date for questions. Please complete all fields.

▼ 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

Send Message

Save as Draft

Cancel

Message

Subject

Message

Attachments

Attachments

Attachment Name	Attachment Description	Comments
No Attachments		

Once your submission is complete, ensure you click '**Submit Response**'.

Do not leave this until the last minute!!

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

The screenshot shows a web interface for an RFQ. At the top left is a 'Back to List' button. The main content area displays the RFQ title 'RFQ: rfq_95 - Tender Briefing - Surgical Gloves Test ITS' with a 'Running' status indicator. Below the title, it shows 'Project: tender_133 - Tender Briefing - Surgical Gloves Test ITS' and 'Closing Date: 14/03/2018 14:00:00'. The 'Response Last Submitted On:' field contains the text 'Not Submitted Yet', which is circled in red. Below this is a navigation bar with tabs for 'RFQ Details', 'Messages (Unread 0)', 'Settings', 'Buyer Attachments (1)', 'My Response', and 'User Rights'. The 'My Response' tab is active. In the bottom right corner of the main content area, a 'Submit Response' button is circled in red. Below the navigation bar is a 'My Response Summary' section with a table showing the status of responses.

My Response Summary	
1. Qualification Response	Missing mandatory responses (87)
2. Technical Response	Missing mandatory responses (23)

Tips for Responding

- ❑ Make sure that you read and digest all documentation thoroughly and make note of key actions and deadlines. Please do not underestimate the time required to submit a complete response to give you the best opportunity of success.
- ❑ Utilise the appropriate people and subject matter expert within your organisation. Multiple users can work on the submission. **However - when performing the final submission, only one user should be logged on to ensure the latest data is submitted and to avoid a concurrency error.**
- ❑ **Nominate a key person or coordinator for this ITS and its final submission.**
- ❑ Do not assume your company is known or well known by the evaluators – provide all requested information
- ❑ Do not use acronyms or abbreviations, refer to the guidelines for naming as discussed earlier in this presentation
- ❑ Do not cross-refer to other questions or answers in your responses. Avoid using attachment to answer questions, use the space provided
- ❑ Remember to save regularly
- ❑ Check all questions on every tab of worksheets are answered.
- ❑ 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
- ❑ **Submit early! You can overwrite your information up to the time of closing.** The latest entry will be what HSV receives when the tender box is opened. HSV cannot see anything previous versions submitted, and we do not have access to open the tenders at any point until after the closing date and time
- ❑ **All mandatory questions marked with an asterisk * must be answered. If answer is an attachment, please attach what is required or attach a note to explain.**
- ❑ **Do not be late!! Late tenders may only be accepted under the late tenders clause of the ITS conditions (Part 2 – Conditions of Participation, Clause 14, Items a. – c.)**
- ❑ Call the Jaggaer helpdesk for technical assistance and guidance. **HSV cannot aid with Jaggaer usage or problems.** Contact telephone: (02) 8072 0644

Questions?

Any questions relating to this briefing?

Please email it to: m.hallam@healthsharevic.org.au

Last date for briefing questions: 14:00 AEST Tuesday 13th July 2021

Once the tender is released:

Last date for ITS questions: 14:00 AEST Wednesday 11th August 2021

Tender Closing Date: 14:00 AEST Wednesday 18th August 2021

