



Official

Supplier Briefing

Medical Locum Agency Services
HSVITS2022-120

20 December 2021, 3pm - 4pm

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Questions

If you have any questions during today's session, please ask them via the chat and we will address them at the end.

In your question, please start with your **Name** and **Organisation**
e.g., Jane Smith (HealthShare Victoria) – Will a copy of the slides be available after the session?

Agenda

HSV Overview

HSV Procurement Portal

Invitation to Supply

- ITS Objectives
- Catering Supplies Scope
- Tentative Timeline
- ITS Process

Submission Guidance

Questions



HealthShare Victoria

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

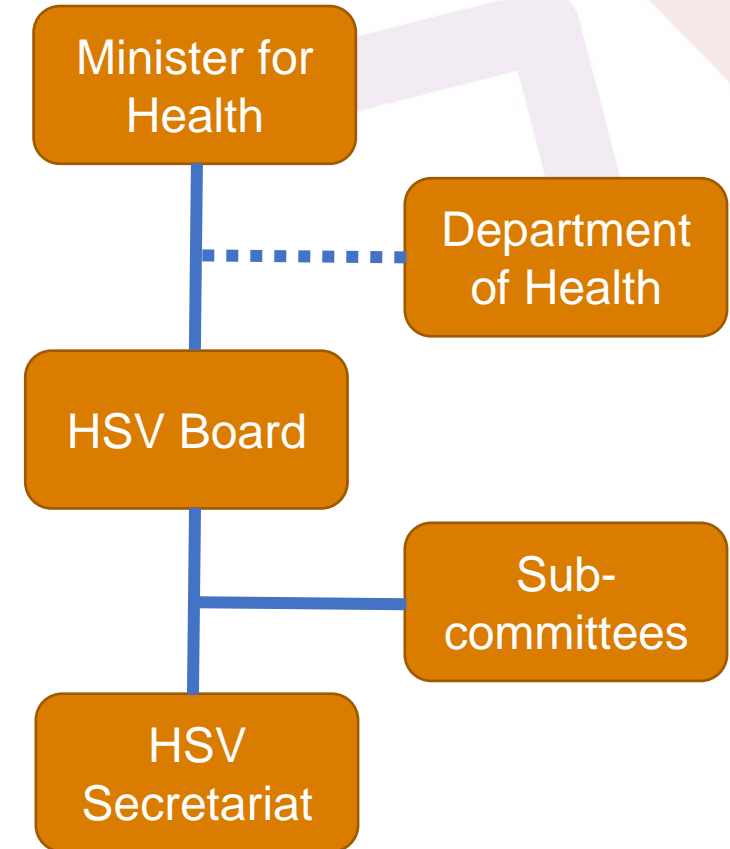
Our vision

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



HSV Organisation

- 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
- Receives legislative support to establish whole of health contracts
- Processes based on the Victorian Government Procurement Board's Strategic Sourcing Principles



HSV Objectives

- Facilitate access by public hospitals and health services to goods, services and equipment on best-value terms
- Combine the collective purchasing power of more than 80 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

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.

HSV Procurement Portal

Procurement Portal

Documents are available, to be completed and submitted via the RFI section of the HSV Procurement Portal accessible from the HSV website www.healthsharevic.org.au

Register on the HSV website to access the HSV Procurement Portal, hosted by Jaggaer.

The HSV Procurement Portal supports one Superuser who is responsible for managing subusers, including visibility to the ITS documentation

HSV Procurement Portal

Jaggaer:

Ph: 02 8074 8627

customersupport@jagger.com

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



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A woman with long brown hair, wearing a black jacket and a high-visibility yellow safety vest, is pointing her right index finger towards a whiteboard. The background shows a construction site with stone walls and white plastic sheeting.

Health Purchasing Victoria is now HealthShare Victoria. Find out more.

Delivering safe, affordable and sustainable healthcare

Sign in or register to access contracts, tools and more

[Sign In](#) [Register](#)

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

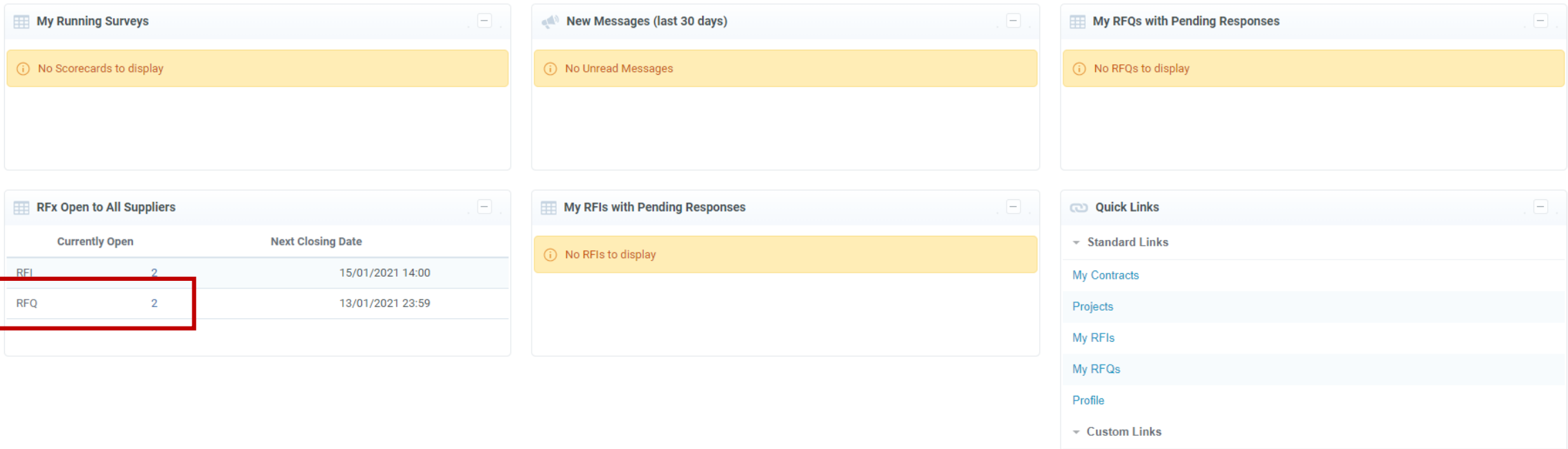
▼ User: Active
Division: Division

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



The dashboard contains several widgets:

- 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:** A table with columns 'Currently Open' and 'Next Closing Date'. The 'RFQ' row is highlighted with a red box.
- My RFIs with Pending Responses:** No RFIs to display.
- Quick Links:** A list of links including My Contracts, Projects, My RFIs, My RFQs, Profile, and Custom Links.

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

Select the tender you would like to express interest in



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					

Click on 'Express Interest'. This is the only way to access the event.

▼ 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

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

The screenshot shows a web interface for a tender response. At the top, there is a navigation bar with a 'Back to List' link. Below this, 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' (selected), 'Messages (Unread 0)', 'Settings', 'Buyer Attachments (1)', 'My Response', and 'User Rights'. A 'View Response Index Only' link is also present. On the right side, a 'Create Response' button is highlighted with a red circle. The main content area shows a section for '1. Qualification Response (questions: 120)' with a sub-section '1.1. READ ME FIRST - SUPPLIER'S TIP'S 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.

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"/>
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"/> <small>Characters available 2000</small>



← 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!



If you need to send a clarification question to HSV use the secure messaging function

▼ 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

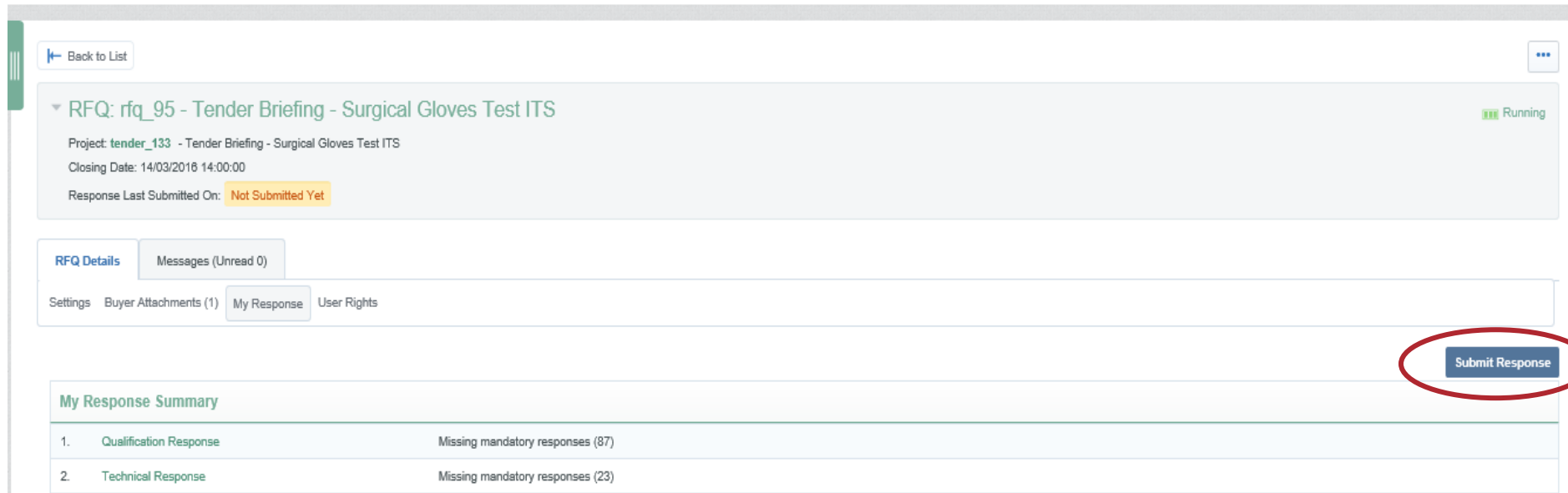
Message

Attachments [Attachments](#)

Attachment Name	Attachment Description	Comments
No Attachments		



Once complete ensure you click 'Submit Response' - 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 header is 'RFQ: rfq_95 - Tender Briefing - Surgical Gloves Test ITS' with a 'Running' status indicator. Below this, project details are listed: 'Project: tender_133 - Tender Briefing - Surgical Gloves Test ITS', 'Closing Date: 14/03/2018 14:00:00', and 'Response Last Submitted On: Not Submitted Yet'. A navigation bar includes 'RFQ Details', 'Messages (Unread 0)', 'Settings', 'Buyer Attachments (1)', 'My Response', and 'User Rights'. A 'Submit Response' button is circled in red. Below is a 'My Response Summary' table.

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

Tips for Responding

- Remember to save regularly
- Submit early – you can overwrite your information up to the time of closing. Late tenders may only be accepted under the late tenders clause of the ITS conditions
- Multiple users can work on the submission, however only one user should be logged on at a time to avoid data errors.

Invitation to Supply (ITS)

ITS Objectives

- Establish an agreement **focussed on delivering outstanding service** to the Health Services.
- Achieve best value for money by **implementing structured pricing model** which meets the requirements of Victorian Public Health Services.
- Create **strategic partnerships with suppliers**, to ensure continuity of service through future crises.
- Develop **supplier relationship management** through a comprehensive framework.
- **Transparent** and **efficient** bidding process

Scope

In Scope	Out of Scope
<ul style="list-style-type: none">• supply of Agency Medical Locums to Participating Health Services on Casual Shifts, Temporary Term or Long-Term bases.	<ul style="list-style-type: none">• shifts filled by medical locums from a Participating Health Service's own casual medical pool.• shifts filled by medical locums from publicly managed medical locum schemes.• Any permanent recruitment activities.

Scope

Categories	Spend
Category 1 - Hospital Medical Officer (HMO)	~\$5.5M
Category 2 - Medical Officer (MO)	~\$2.8M
Category 3 – Registrar	~\$7.9M
Category 4 - Senior Medical Officer (SMO)	~\$1.3M
Category 5 – Specialist	~\$6.9M
Total (contract spend p.a.)	~\$24.4M

Scope

Pricing

- State-wide **standardised pricing**
- Standard Base Rate pricing + **Supplier margin fee**
- **Surcharge for modifiers** (night, public holiday, weekend and regional)

Award Structure

- Aiming for broad award scenario to provide **maximum geographic service coverage and Locum availability**

Contract Management

- **Framework to be established** to ensure continuity of service

Margin Service Fees Review

- **Additional margins based on contract performance** tied back to supplier KPIs

Contract Summary

Health Services

- HSV contract
 - Covering approx. 75 customers
 - Approx. 421 sites across the state
- Wide geographic spread
- Unique customer and site needs
 - Public hospitals running 24/7
 - Small rural and regional sites
 - Differing volume bookings / frequency requirements



Tentative Timeline

Key Activities	Date
Industry Briefing Session - Pre-ITS	20 December 2021
ITS Release Date	*22 December 2021
Last date for ITS questions	31 January 2022 14:00:00 AEDT
ITS Closing Date and Time	*7 February 2022 14:00:00 AEDT
Evaluation completed by	22 February 2022
Respondents advised of outcome	30 April 2022
Agreement Commencement Date	1 June 2022

*subject to change

Who should participate?

REGISTER

- Consider **registering** on the portal:
 - If you are a Medical Locum services provider.
 - If you wish to obtain further information to determine whether you wish to bid
 - If you wish to have access to the tender information for the purposes of submitting or otherwise participating in a bid.

REGISTER AND SUBMIT A BID

- Consider **registering** on the portal and **submit** your bids:
 - If you are a Medical Locum services provider.
 - If awarded, you be entering into a contract with HSV to supply the services; and
 - If awarded you will be engaging with Health Services directly (accepting purchases, providing the services, providing customer service support, invoicing etc.)

ITS Process

Register on the HSV website to access the Procurement Portal

Read the instructions and familiarise yourself with the requirements

Complete all response requirements

Check the submission thoroughly & **complete** submission checklist

Submit on time



ITS Deliverables

Responses to
the Qualitative
and Technical
envelopes in
Procurement
Portal

Completed
Tender
Response
Worksheet

Completed
response
sheets and
forms

Submission Guidance



General Guidance

- Read all instructions carefully
- Answer all questions in full
- Provide all requested information
- Provide clear labelling of attachment files names
- Check the messaging system often
- Ask questions if unsure
- Check everything thoroughly
- Aim to submit a week prior to close- you can amend and resubmit up to close date



General Guidance

- Do not assume your company is known or well known by the evaluators
- Do not use acronyms or abbreviations
- Do not cross-refer to other questions or answers in your responses
- Avoid incomplete or inconclusive answers
- Avoid illegible scanned PDFs
- Avoid unnecessary marketing material



Tender Response Worksheet (TRW)

- Tender Response Worksheet contains detailed information
- Used for product evaluation in this tender and to submit pricing
- Used to create the future pricing schedule for participating health services (PHS)

Instructions for completion

- Complete **all** requested information
- Do not add columns
- Provide responses in the requested format

Data Integrity in TRW

- Clarification may be required for poor quality information
- There won't be opportunity to amend submissions after the close date – ensure it is correct at time of submission
- Poor quality data may result in HSV deeming your response non-complying and set it aside from further evaluation

Wording to avoid

- 'Will be provided on request'
- 'Will be provided if successful'
- 'Refer to section XX'
- 'Refer to attachment XX'
- 'Refer to covering letter'
- 'Already provided in previous tender'





Questions

Further questions until ITS release may be submitted to helpdesk@healthsharevic.org.au

All participant questions during the ITS must be raised via the HSV Procurement Portal messaging function within the ITS event.

Questions and responses will be available to participants as an FAQ register included in the ITS files.