Acknowledgement of Country

"I would like to start by acknowledging the Traditional Owners of the land on which we are meeting. I pay my respect to their Elders past, present and emerging"

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HSV Project Team

Amal Vithanage – Senior Category Manager
Mark Zgudka – Category Manager
Authorised persons for this ITS and ongoing contract management

Hassan Pirov - Head of Sourcing - Clinical
Provide guidance and support for the ITS

Mel Jewell - Clinical Products Advisor
Diana Skratulja - Clinical Products Manager
Gordon Szegi – Senior Biomedical Advisor
Provide guidance and support on supplier and product compliance to the SoR and regulatory and general requirements of this ITS

Luke Dal Santo – Procurement Development Analyst
John Haigh – Sourcing Analyst
Trang Tran – Supply Chain Clinical Data Specialist
Stanley So – Master Data Manager

Commercial, Legal, BI Teams of HSV

Product Reference Group (PRG)
Representatives from VIC Public Hospitals
Assist with the development and endorsement of the ITS strategy and Specification & Award outcome

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Agenda

HSV Project Team

HSV Overview

Supplier Code of Conduct / Fair Jobs Code (FJC) / Local Jobs First (LJF)

Master Supply Agreement (MSA)

Invitation to Supply (ITS)
- ITS Objectives
- Tentative Timeline
- Scope (Statement of Requirements)
- Tender Response Worksheet (TRW)
- Reference and sample requirement
- Distributors
- National Product Catalogue (NPC) Fast Track
- Supply Chain Data Attributes
- Data Integrity – Product Description

HSV Procurement Portal (Jaggaer)

Next Steps

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Today's Meeting Notes

<u>Thank You ALL for your time today and the upcoming tender participation</u>

Please silent/mute yourselves on Microsoft teams

<u>Briefing only</u> as we have limited time and many topics to cover

No Q&A during this briefing, please emails any questions/feedback after briefing: **helpdesk@healthsharevic.org.au 03 9947 3900**

Briefing slide deck will be available on HSV website after this session. Please favourite the page to receive updates.

https://healthsharevic.org.au/contracts-and-tenders/tenders/details/521
HPVITS2025-163: Aids and Appliances

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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

Minister for Health

Department of Health

HSV Board

Sub-committees

HSV

HealthShare Victoria
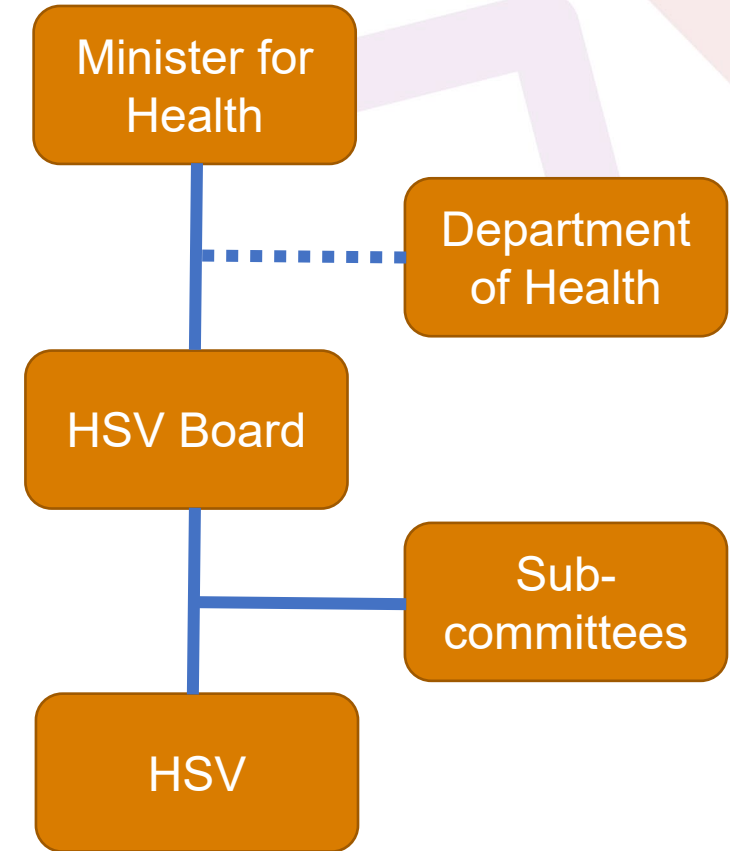
HSV Objectives

- 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

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Victorian health suppliers minimum standards

- **Therapeutic Goods**
  – TGA approved

- **GS1 data standards**
  (NPC contract compliance obligation)

- **Recall Health**
  (contract compliance obligation)

Official

Supplier Code of Conduct

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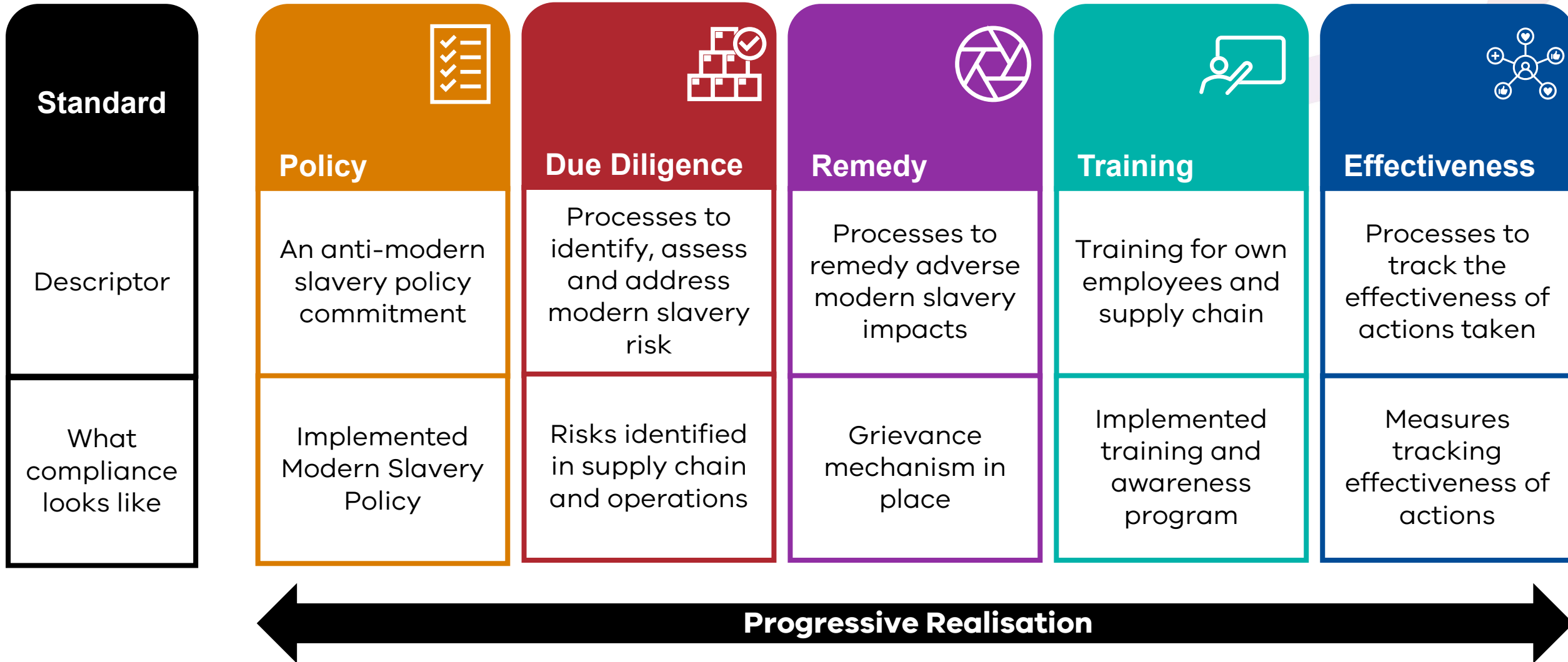
In ensuring that our suppliers maintain the same values as the Government, the State has established a [Supplier Code of Conduct](#).

The Code outlines minimum ethical standards in behaviour that suppliers will aspire to meet when conducting business with, or on behalf of, the State:
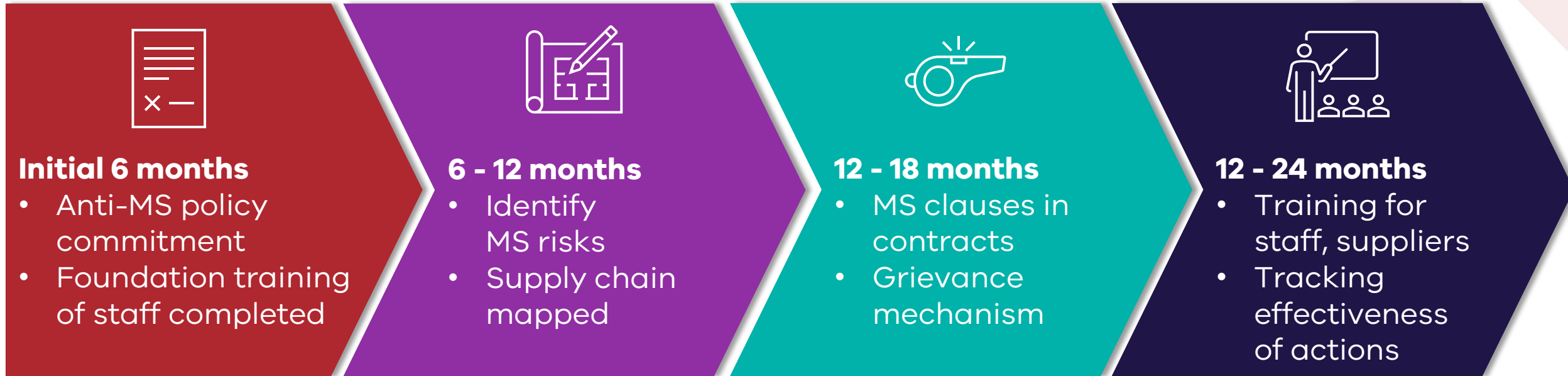
- integrity, ethics and conduct
- conflict of interest, gifts, benefits and hospitality
- corporate governance
- labour and human rights
- health and safety
- environmental management

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.

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Modern slavery mandatory minimum standards

Standard	Policy	Due Diligence	Remedy	Training	Effectiveness
Descriptor	An anti-modern slavery policy commitment	Processes to identify, assess and address modern slavery risk	Processes to remedy adverse modern slavery impacts	Training for own employees and supply chain	Processes to track the effectiveness of actions taken
What compliance looks like	Implemented Modern Slavery Policy	Risks identified in supply chain and operations	Grievance mechanism in place	Implemented training and awareness program	Measures tracking effectiveness of actions

Progressive Realisation

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Compliance with Mandatory Minimum Standards (MMS)

Initial 6 months
- Anti-MS policy commitment
- Foundation training of staff completed

6 - 12 months
- Identify MS risks
- Supply chain mapped

12 - 18 months
- MS clauses in contracts
- Grievance mechanism

12 - 24 months
- Training for staff, suppliers
- Tracking effectiveness of actions

HSV's modern slavery program requires suppliers to commit to and demonstrate progressive realisation of the above standards.

A link to HSV's Mandatory Minimum Standards can be found here

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Local Jobs First

Through Local Jobs First (LJF) policy, the Victorian Government is committed to improving opportunities for local suppliers to create more new jobs and grow the economy.

The policy is to ensure that small and medium size enterprises (SMEs) are given a full and fair opportunity to compete for government contracts, such as hospitals, schools and road projects, while still achieving value for money.

What you need to know

- You are **not** required to provide a Local Industry Development Plan (LIDP) at this stage
- If awarded to contract, you might be subsequently requested to produce a LIDP to support the evaluation of your offer

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Fair Jobs Code

The Fair Jobs Code (FJC) aims to improve employment outcomes for persons employed by suppliers and service providers to the Victorian Government. The FJC is implemented by Victorian Government departments, agencies and public bodies to help support and promote fair labour standards and to ensure compliance with employment law.

The FJC applies to the purchase of goods and/or services, regardless of the method of procurement.

The FJC applies to threshold procurement contracts (contracts with a value of $1 million or more exclusive of GST) and high value procurement contracts (contracts with a value of $20million or more exclusive of GST).

For further information, Respondents should refer to the FJC and FJC Guidelines which can be found at www.buyingfor.vic.gov.au/fair-jobs-code-guidelines-suppliers-and-businesses

Successful respondents must complete:

Fair Jobs Code Pre-Assessment Certificate

Fair Jobs Code Plan

Agreement and continuing FJC obligations

Please see Part 3 : Respondent's Offer section 11. Fair Jobs Code in the Part 1-7 ITS documents.

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Invitation to Supply (ITS)

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ITS Objectives

- <u>Transparent and efficient Invitation-To-Supply (ITS) process</u>

- Achieve best Value-for-Money (VFM) outcome

- Provide a simplified and flexible process for health services, to manage the products and services needed under Aids and Appliances

- Set-up statewide coverage and compliance

- Create a baseline, taxonomy, reporting structure and spend data collection

- Set-up and Develop supplier relationship management

- Create efficiency in tendering and category management through use of the **<u>National Product Catalogue (NPC)</u>**

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Scope

The scope of this ITS includes products and services related to Aids and Appliances that are used to assist frail, aged, disabled or recuperating patients enhance or maintain their safety and independence.

- Term: 2-year principal term with 2x 2-year option periods (2+2+2)

- Goods and Services: Purchase and Rental/Hire of Aids and Appliances

    i.   all critical care areas, from neonate to adult

    ii.   general wards, bed substitution programs, at home programs, aged care, transitional care programs and departments

    iii.   for used by the patients for 30 days after the patient is discharged, or as prescribed by clinician

---

Product and service categories in scope

- Helmets
- Orthotics – Cervical Spine
- Orthotics – Upper Limb
- Orthotics – Thoracic/Lumber/Sacral Spine
- Orthotics – Pelvis/Hip
- Orthotics – Lower Limb
- Shoes
- Hot and Cold Therapy

- Shower Aids
- Bath Aids
- Toileting Aids
- Transfer Aids
- Gait Aids
- Wheelchairs and Accessories
- Pressure Relieving Devices
- Small Personal Aids

- Display Clock for Orientation
- Scales
- Portable Ramp
- Bedside clinal chairs
- Kitchen Trolley Walker
- Spare Parts
- Freight for Rental/Hire
- Rental/ Hire for Health Services, at home programs and for post discharge patients

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Statement of Requirements (SoR)

- Provides mandatory, desirable criteria for each category and the required clinical attributes

- Used to validate supplier, product and service compliance

- <u>Tendered consumables and services in Tender Response Worksheet (TRW) must align with SoR & product catalogue</u>

- List products in one sub-category only (do not duplicate)

- "Partially Comply" or "Does Not Comply" responses must be supported by comments / justification

- **<u>Must be submitted in full and only to be provided in the requested format in .xlsx file only</u>**

- SOR will be made available on the HSV website approximately 1 week before the release of the tender. Please favourite the page to receive updates.

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Tentative Timeline

Key Activities	Date
Industry Briefing Session	Thursday, 21 Aug 2025 10.00am AEST
ITS Release Date	**02/08 September 2025**
Post release Information/briefing session (if required)	16/23 September 2025
Last date for ITS questions	07/13 October 2025 14:00 AEDT
ITS Closing Date and Time	**14/20 October 14:00 AEDT**
Sample evaluation	November 2025 / February 2026
Evaluation	November 2025 – March 2026
Respondents advised of outcome	March/April 2026
Agreement execution	March/April 2026
Health Services notification of outcome	April 2026
Agreement Commencement Date	**1 May/June 2026**

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Product References and Samples

NB this is not company information references

Tenderers are to provide Reference sites for:

- Products that are <u>not</u> awarded on any current HSV contract

- **<u>Minimum two clinical or product user</u>** referees per product or product range

Referees must:

- Have no conflict of interest

- Be clinical or product end users

- Be from private or public hospitals within Australia (or as otherwise accepted by HSV)

- Be included in the referee details section of the Tender Response Worksheet (TRW)

- Be informed and agree to provide reference to HSV

Samples

HSV may request samples for any items tendered. This will be informed to tenderers at or after the closing date of the tender.

- All items to come in their smallest commercial packaging, unless informed otherwise (bigger items needing assembly maybe exempt)

- Larger equipment items may be needed to be assembled and demonstrated on-site at the requested date

Samples to Deliver to:

- **Direct delivery to HSV New Second DC at 8-12 Ordish Road, Dandenong South VIC 3175**
  (HealthShare Victoria Dandenong South Distribution Centre), unless advised.

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Tender Response Worksheet (TRW)

- The TRW is used to collect detailed data for all products tendered, including price, product, clinical and warehouse related data.

- 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 will ultimately feed into Pricing Schedules, the HSV Catalogue, EDI (purchasing systems), WMS's 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!

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Tender Response Worksheet (TRW)

Instructions for completion

- Complete **<u>all</u>** requested information in the requested format
  - Mandatory data missing = Product won't be awarded
  - Include units as required/applicable

- Include products once only, in the most appropriate subcategory

- The "Commercial", "Clinical" and "Supply Chain" tabs are linked for each Category by the Grey (Formula driven) Cells. <u>Do not override or delete these formulas and do not add or delete columns, or individual cells</u>

- To add rows to the bottom of the "Commercial", "Clinical" and "Supply Chain" tabs ensure all formulas also "fill down". Contact HSV if required

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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 numbers must be valid as at closing of ITS (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 will not be an opportunity to review pricing – ensure it is correct (including Net Content) at time of submission

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

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Data Integrity– TRW Errors

- **ITS Missing Data-By Category**
  - Use this summary to ensure the same number of products in the Commercial, Clinical and Supply Chain tabs

- **ITS Missing Data-By Subcategory**
  - Use this summary to ensure the same number of products in each subcategory in each of the appropriate tabs

- **ITS Missing Data-Full Breakdown**
  - Use this summary for a full breakdown of missing data and possible errors. In most cases hyperlinks from this sheet will take you straight to the error for speedy rectification.

Tip: If the TRW is running slow, set calculations to manual while entering data, and back to auto-calculate once finished to check if any data is incorrect or missed

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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

Successful respondents are directly accountable for:

- Legal obligations under contract
- Product availability (backorders, recalls)
- HSV Sales reports and Stock on Hand reports
- Correct invoice pricing
- Contract Variation Request (CVR)

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National Product Catalogue Data download

- HSV may be able to download some data from Tenderers who are already publishing on the NPC to HSV

- **All Clinical information still needs to be populated.**

- If GTIN is published on the NPC and up to date, we will draw the following from the NPC:
  - Manufacturer Name;
  - Manufacturer Part Number;
  - ARTG ID;
  - UNSPSC;
  - Country of Origin;
  - Supply chain data

- Ensure you have been made **NPC Ready** with HealthShare Victoria (HSV) so we can view your data. If you are not NPC Ready you will need to add the data to your TRW

- Contact GS1 Supplier Engagement Team to confirm: NPC.SupplierEngagement@gs1au.org

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Supply Chain Data Attributes

- HSV has expanded to provide supply chain services to health services.

- Attributes required include:
  - Product level hierarchy, dimensions, weights, pallet information, dangerous goods

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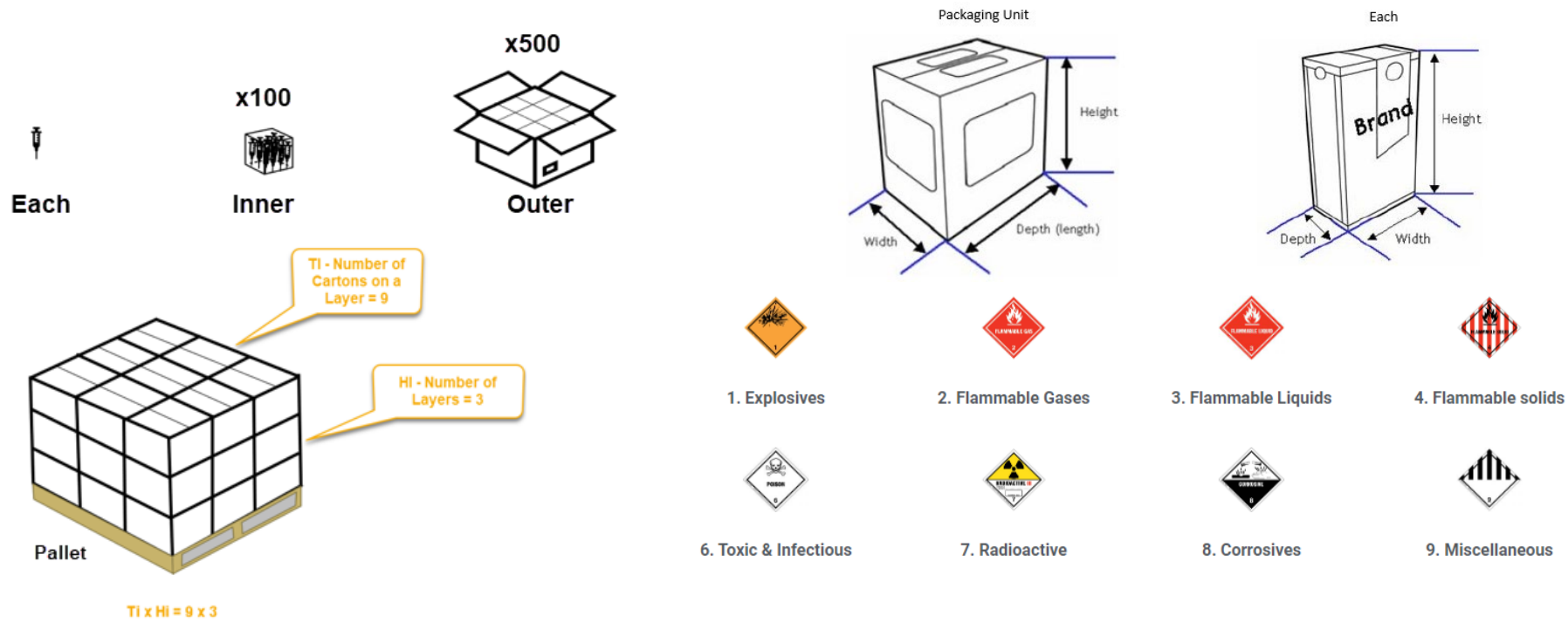
Supply Chain Data Attributes

Instructions for completion

- Complete **all** requested information
  - Mandatory data missing = Product won't be awarded
- All tabs linked in the TRW. <u>Do not override or delete these formulae and do not add or delete columns, or individual cells</u>
- To add rows, ensure that rows are also added to all tabs (Commercial, Clinical and Supply Chain) & all formulae "fill down". Contact HSV if required
- Provide responses in the requested format and units
  - Dimensions in mm & weights in kg

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Data Integrity – Product Descriptions

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 (from Clinical TRW worksheet) to further describe the product**

2. Brand name as visible on the packaging will be enclosed in brackets **(BRAND AAA)**

3. The item number on packaging (*not supplier part number*) is included at the end of the description string. In the case where item number on packaging is not available, the manufacturer part number will be used instead and displayed as per printed on the packaging.

   - Spacing and symbols (.,/*+) will be retained as is.
     - Source 1: 1234ABC
     - Source 2: 1234 abc
     - Packaging: 1234-ABC
     - Final MPN > **1234-ABC**

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Data Integrity – Product Descriptions

Examples of Item Number on Packaging
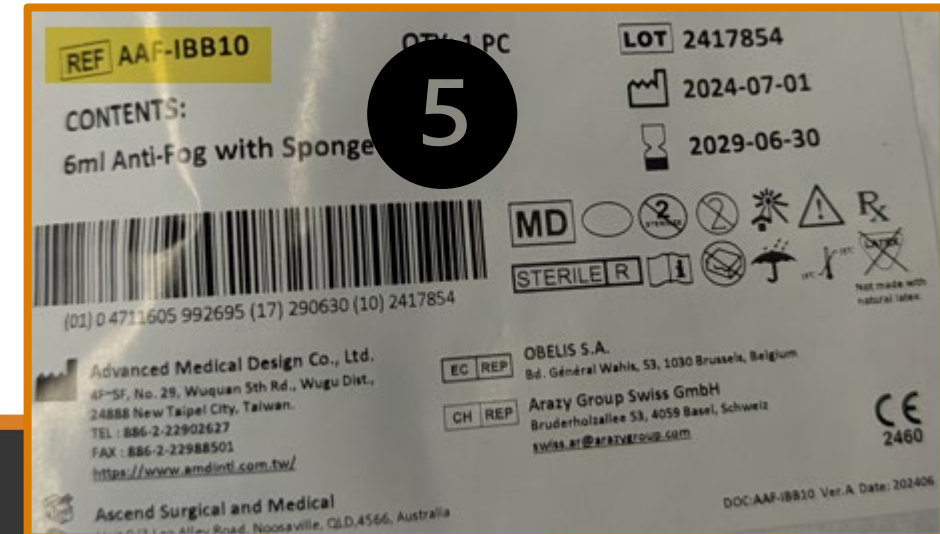
Data Integrity – Product Descriptions

4. Description string will be devoid of commas and symbol unless to represent the strengths
   - & = **AND**
   - + = **WITH**
   - / = **OR** unless it's to represent a strength
5. Description will be in **UPPER CASING** except for the unit of measurement
6. All measurement units will be displayed as per **SI Units** (metric) 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			
Length:	1 meter (m)	=	100 centimeters (cm)
	1 meter (m)	=	1000 millimeters (mm)
	1 kilometer (km)	=	1000 meters (m)
Mass:	1 gram (g)	=	1000 milligrams (mg)
	1 kilogram (kg)	=	1000 grams (g)
	1 metric ton	=	1000 kilograms (kg)
Volume:	1 liter (L)	=	1000 milliliters (mL)
	1 liter (L)	=	10 deciliters (dL)
	1 milliliter (mL)	=	1 cubic centimeter (cm^3)

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Data Integrity – Product Descriptions

7. Where required, a maximum of **2** decimal places will be displayed

8. Unit of Measure and Unit of Issue are excluded from the description to keep the description item specific

9. Description will be up to a maximum of **140** characters in length, inclusive of spacing

10. All words in the description will follow the **Australian English** spelling as defined in the Macquarie Dictionary

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Data Integrity – Product Descriptions

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

Example: **BLADE SURGICAL** CARBON-STEEL 10cm x 8mm SIZE 10 SINGLE-USE STERILE (BRAND AAA) 1234-ABC

- Major Noun: **BLADE** (Expressed as the singular)
- Minor Noun: **SURGICAL**
- Properties: **CARBON STEEL**
- Properties: **10cm x 8mm**
- Properties: **SIZE 10**
- Properties: **SINGLE-USE**
- Properties: **STERILE**
- Brand: **(BRAND AAA)** (Always enclosed in brackets, as visible on the packaging)
- Item number (as visible on the packaging)/Manufacturer Part Number : **1234-ABC**

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HSV Procurement Portal (Jaggaer)

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HSV Procurement Portal (Jaggaer)

<u>Tender document download, tender related questions, and tender submission from the HSV Procurement Portal ONLY</u>

<u>Register/Access</u> at healthsharevic.org.au

Each HSV Procurement Portal company account has **<u>one superuser</u>** responsible for managing sub-users, including visibility of the EOI documentation

<u>Technical Issues?</u>
Contact HSV Procurement Portal (Jaggaer) Customer Support
Phone: 02 8074 8627
Email: customersupport@jaggaer.com
Online Support: jaggaer.my.site.com/SupplierSupportRequest

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: 012345...

Next

To create your account:
1. Select the "I am a Supplier" option
2. Enter your business specific email address
3. Click "Next"

Complete your registration and you will receive a new account email with a password setup link

Important! Tender under the ABN that would sign the contract!

New distributors should register a separate account.

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		Start Date - End Date	Last Updated	
̶1	^	24/11/2017 23/11/2021	17 days ago	⭐ Favourite
ur - Clinical and Support				
̶9		̶01/07/2̶01̶6̶		
̶lood Culture and Mycobact				
̶nd Consumables				
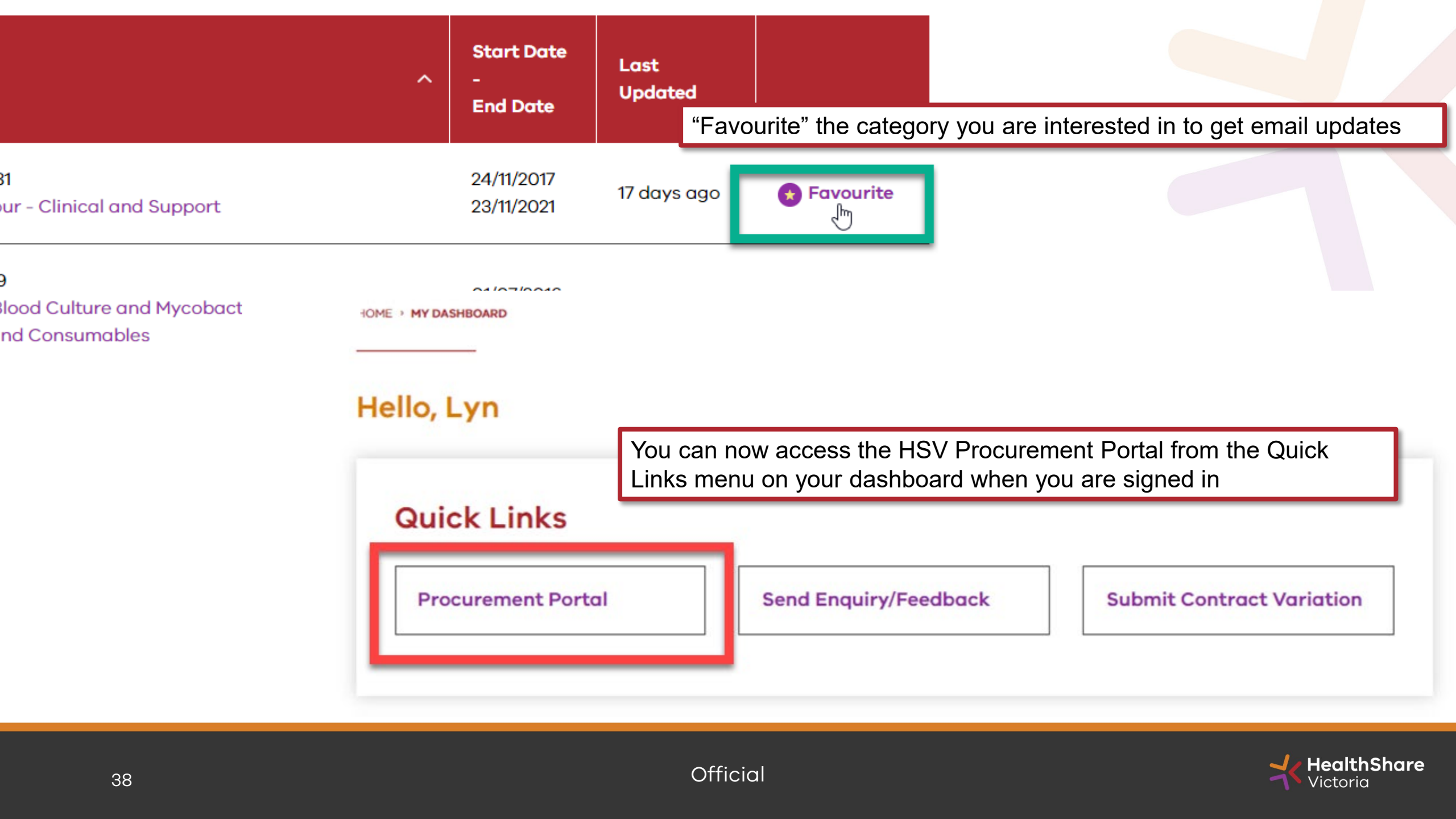
"Favourite" the category you are interested in to get email updates

HOME › MY DASHBOARD

Hello, Lyn

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

Quick Links

Procurement Portal	Send Enquiry/Feedback	Submit Contract Variation

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You will be directed to the Procurement Portal where you can access any open RFx or edit your personal profile

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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

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

Official

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If you are the Super User you will receive all system alerts.
Add additional contact email addresses to yours using ; as a separator.

▼ User: ▢   👤 Active
   Division: Division

                                                          Save   ✕ Cancel

User Details

* Last Name	Smith
* First Name	Jane
User Status	Active
User Tag for Codes	
* Email	j.smith@example.com
* Telephone Number	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.	+61410000000
Division	Division
Department	--- ▾
Role	
Username	3m australia
* Preferred Language	English (UK) ▾
* Time Zone	(GMT +10:00) Sydney, Canberra, Melbourne ▾

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

Select the tender you would like to express interest in

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

Title
ITS2020-071 Rehab Supply Services

Description

Supplier Access
RFQ Open to All Suppliers

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

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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.

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

Project: tender_133 - Tender Briefing - Surgical Gloves Test ITS

Closing Date: 14/03/2016 11:00:00

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 (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)   ✎ Edit Response

▼ 1.1 1. READ ME FIRST - SUPPLIERS 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!

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

Back to List

Once complete **ensure you click 'Submit Response'**
You can't submit if there are mandatory fields outstanding.

Running

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

Submit Response

My Response Summary

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

Note that responses – including pricing – are sealed until tender close.
Your response is locked and inaccessible to the buyer until then.

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To confirm that your response has been submitted, check that "My RFQs" shows "Response Submitted to Buyer" for that ITS.

Clicking on that RFQ shows when you last submitted

Tips for Responding

- Do not assume your company is known or well known by the evaluators – **please provide ALL requested information**

- <u>Do not use acronyms or abbreviations</u>

- Do not cross-refer to other questions or answers in your responses

- Please respond to <u>**HSV Procurement Portal and TRW 'mandatory' questions, eg asterisk (*) marked**</u> accordingly and completed in full

- <u>**Remember to save regularly**</u>

- <u>**Submit early**</u> – you can overwrite your information up to the time of closing. Late submissions can only be accepted if they meet the strict conditions of the *ITS Late Responses* clause

- <u>Multiple-users</u> working on a submission can cause errors and delays. It is strongly recommended that only one user be logged on at one time to work on a submission.

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Questions?
Please submit via email

HSV Helpdesk
helpdesk@healthsharevic.org.au
03 9947 3900