

Ref: **HT19026**

24/06/2019

Dear Participant,

Specimen Tracking System

REQUEST FOR INFORMATION (RFI)

Introduction

HealthShare NSW invites Suppliers of **Tracking Systems and Software** to provide information about their product to help inform a possible requirement for tender process.

Background

New South Wales Health Pathology (NSWHP) was formed in June 2013 as an administrative division of the Health Administration Corporation. NSWHP provides quality, reliable public pathology, forensic and analytical science services across NSW.

NSWHP pathologists are medically trained clinicians who work in laboratories primarily in public hospitals across the state. They're supported by scientists, technicians and other staff who quickly and accurately assess samples so clinical teams can make the best possible treatment decisions for patients.

Our Forensic & Analytical Science Service provides independent, objective analysis to the NSW criminal and coronial justice systems. It also provides environmental health testing to public health units in NSW and delivers services to the NSW Roads and Maritime Service, local government bodies and other organisations.

In summary, NSW Health Pathology:

- Employs over 4,000 staff;
- Provides services to all 15 Local Health Districts (LHDs);
- Conducts and analyses over 61 million tests per year;
- Operates more than 60 laboratories;
- Operates over 150 pathology collection centres and;
- Operates in a vast array of physical environments including metropolitan, regional and rural settings. These include (but are not limited to);
 - Public hospital
 - Private hospitals
 - Medical centres
 - Community health centres
 - Shopping centres
 - Town centre shop fronts
 - Community buildings

About the Tracking System Project

NSW Health Pathology is looking to address limitations with the current processes and systems used to manage specimen tracking both within and outside the NSW Health Pathology state-wide laboratory and courier network. This RFI seeks to identify systems capable of addressing the major process stages associated with the handling of pathology specimens, including collection, inter-site transport, intra-site transport, packing, despatching, receiving, and unpacking.

This project is part of a wider program, which is one of NSW Health Pathology's key strategic priorities. The program seeks to improve the effectiveness and increase consistency in the application of policy, process and systems to ensure a robust chain of custody for the handling of specimens across NSW Health Pathology laboratories, Local Health District facilities, external customers, and transport providers.

Respondents are asked to provide information about the software and services available that meet all the requirements listed below. Whilst this is a Pathology requirement, we welcome respondents with similar experience in application, outside of either the medical/Pathology environment, provided they meet the requirements listed below.

Requirements:

1. Provide a system to track the end-to-end movement of individual pathology specimens, associated packaging and transport containers, from a point of collection through to delivery to a laboratory either within or external to NSW Health.
2. Recording of a complete chain of custody for an individual specimen, package, or transport container, inclusive of user, type of event, time, and location at a minimum.
3. Allow the establishment of multiple user types, and the ability to configure access to functionality, reporting, dashboard, and alerts based on user role and user location.
4. The ability to support tracking to and from both primary and sub-locations on the same site, as defined by operational workflows.
5. The provision of variable access and data capture options to the system via a wide range of hardware/software configurations and types, ideally with minimal hardware restrictions to enable the solution to operate with a broad range of available and current technology.
6. An ability to read all major barcode formats, including those generated by systems already in place. Item identification may be unique or non-unique, and either single use or re-usable.
7. The provision of a configurable dashboard and alert functionality.
8. The retention of an auditable history of the chain of custody associated with a specific specimen, package, or transport container, and the ability to access all or sub-sets of this history based on user level and location.
9. System to support creation of both defined and ad-hoc reports, with report access configured at user account/location level, and the export of reports and data to standard industry formats.
10. Provision of open & secure APIs that provide access to a rich data and event model.
11. Provision of a NSW hosted system, or at a minimum Australian hosted, and verification that data will not leave the state/country.
12. Assurance that sensitive data will not be accessed outside of Australia.
13. Be willing and able to meet NSW Government IT frameworks covering privacy, information security, and user management

Additional Information

HealthShare NSW requests additional information listed below, to supplement the minimum requirements.

- A. Details of prior experience in delivering robust tracking solutions, in both similar and different operational, regulatory, and technical environments. To demonstrate prior experience, respondents must include examples of similar projects delivered and provide information on the scale, timeline involved, and approximate cost of these projects to the end user.

- B. Outline of the variety of technology solutions available from the respondent, including types of hardware, software, services, and associated infrastructure. This should include an overview of the types of technology the vendor can offer in terms of item identification, and user interaction, both within and remote to NSWHP facilities, and capability in terms of both cloud-based and hosted technology.

Other Information

Any contracting arrangements pursuant to a procurement process, if any, will require you to be registered as an Advanced Supplier on NSW ICT Services Scheme SCM0020 (to register for the ICT Service Scheme refer to- <https://www.procurepoint.nsw.gov.au/before-you-buy/prequalification-schemes-0>) and the contract will be in accordance with the NSW Government Procure IT Framework v3.2. <https://www.procurepoint.nsw.gov.au/procure-it-framework>.

NSW Health reserves the right, at its discretion, to adopt any procurement strategy.

Request for Information

If you are interested in responding to this RFI, please provide detailed responses as to how your software/services meet the requirements outlined above. Please return the attached “Request for Information Form” (Attachment 1) to ICT Procurement by no later than 10 business days after being published on the eTendering website i.e. 9 July 2019.

Please note that this letter is not an offer of work, nor is it acceptance of any offer you may or have made. This does not form a contract nor guarantee work between our organisations.

If you have any questions regarding the above please direct them to – ICT Procurement on E-mail HSNSW-HealthTechnologyContracts@health.nsw.gov.au. The last date on which questions can be raised will be 1 July 2019.

Yours Sincerely

ICT Procurement

ATTACHMENT 1

Subject : Specimen Tracking System – Health Pathology

To : [INSERT PROJECT BUSINESS UNIT],
ADDRESS

Attention : [INSERT TENDER ADMINISTRATOR FULL NAME]
(Contracts Engineer)

E-Mail : [INSERT TENDER ADMINISTRATOR EMAIL ADDRESS]

Contract Number : [INSERT TENDER REFERENCE]

Potential Supplier Name	:	[INSERT COMPANY NAME]
Mailing Address	:	[INSERT COMPANY ADDRESS]
	:	[INSERT COMPANY CITY], [INSERT COMPANY COUNTRY], [INSERT COMPANY POSTAL CODE]
Potential Joint Venture Partners	:	
	:	

The applicable contact person(s) are:

Name	Function	E-mail Address	Phone Extension

Respondents are requested to provide written responses to all 11 requirements outlined above (max 1 page per answer). Please ensure each answer corresponds to the question on that page. Additional information can be provided by way of an appendix, referring clearly to the appendix attachment in the answer. Please do not provide generic information about your organisation or system as an answer, you can provide this as an appendix item only but must respond to each requirement as a minimum.

The responses must contain examples of previous or current projects in relation to each requirement, to demonstrate capability and satisfy NSW Health Pathology that the respondent meets the requirements. This can be within the one-page answer, or referenced as a case study in the appendix.

An appendix of relevant documentation including screenshots of systems, examples of reporting, photos, manuals can be used and referenced in the requirement, to add clarity to the response.

Yours faithfully
for and on behalf of
[INSERT COMPANY NAME]

[INSERT Name]
[INSERT Job Title]
Date: INSERT