Australian Government

Department of Health and Ageing

National Health Reform Enterprise Data Warehouse (NHR EDW) Program

RFT Industry Brief

11 August 2011

1. Introduction

Rob Wilkinson

NHR EDW Program Manager

Agenda

Topic	Presenter
1. Introduction	Rob Wilkinson NHR EDW Program Manager
2. Business Context	Peter Broadhead FAS, NHR Transition Office
3. NHR EDW Program	Rob Wilkinson NHR EDW Program Manager
4. Market Process	Debbie McLaughlin Business Advisor
5. Solution Requirements	Phil Watkins Solution Architect
6. Close	Rob Wilkinson

Introduction

- Welcome

- Housekeeping
  - Mobile phones
  - OH&S

- This presentation will be available on AusTender
  - The pack may include additional information

- Questions
  - Questions either at the end of each speaker or at the end of the presentation
  - Questions may be answered today or taken on notice and published on AusTender

Purpose of the Briefing

- To provide background on the business context for the National Health Reform (NHR) Enterprise Data Warehouse (EDW) Program

- To provide an overview of the planned procurement processes

- To provide potential tenderers an insight to the architecture

2. Business Context

Peter Broadhead
Acting FAS,
Health Reform Transition Office

NHR Agreements

- NHR involves the Commonwealth and all States / Territories

- NHR Agreements have been negotiated in several stages:
  - The National Health and Hospital Network Agreement (NHHNA) signed in April 2010
  - The subsequent Heads of Agreement (HOA) signed in February 2011
  - The final National Health Reform Agreement (NHRA) signed by COAG in August 2011

- ***Major healthcare reform - most significant reform since the introduction of Medicare***

NHR Authorities

A number of new authorities are being established

The **Independent Health Pricing Authority (IHPA)**
- will calculate the national efficient prices for patient services, determine data and costing standards, and resolve pricing disputes

The **National Health Performance Authority (NHPA)**
- will undertake a range of performance monitoring and reporting functions relating to public hospitals, primary care and aged care

NHR Authorities cont

The **National Health Funding Body (NHFB)**

- will assist the National Health Funding Pool Administrator in undertaking management and reporting functions for activity-based State public hospital funding.

The **Australian Commission on Safety and Quality in Health Care (ACSQHC)**

- will formulate and monitor safety and quality standards, provide policy directions, performance reporting, and data standards

Department of Health and Ageing (DoHA)

NHR Program Objectives

- Improve **patient access to services** and public hospital efficiency through the use of activity based funding (ABF) based on a national efficient price;

- Ensure the **sustainability of funding** for public hospitals by increasing the Commonwealth's share of public hospital funding through an increased contribution to the costs of growth;

- Improve the **transparency of public hospital funding** through a National Health Funding Pool and a nationally consistent approach to ABF;

- Improve **standards of clinical care** through the ACSQHC;

- Improve **performance reporting** through the establishment of the NHPA;

NHR Objectives cont

- Improve **accountability** through the Performance and Accountability Framework;

- Improve **local accountability and responsiveness** to the needs of communities through the establishment of Local Hospital Networks and Medicare Locals;

- Improve the provision of **GP and primary health care services** through the development of an integrated primary health care system and the establishment of Medicare Locals; and

- Improve **aged care and disability services** by clarifying responsibility for client groups.
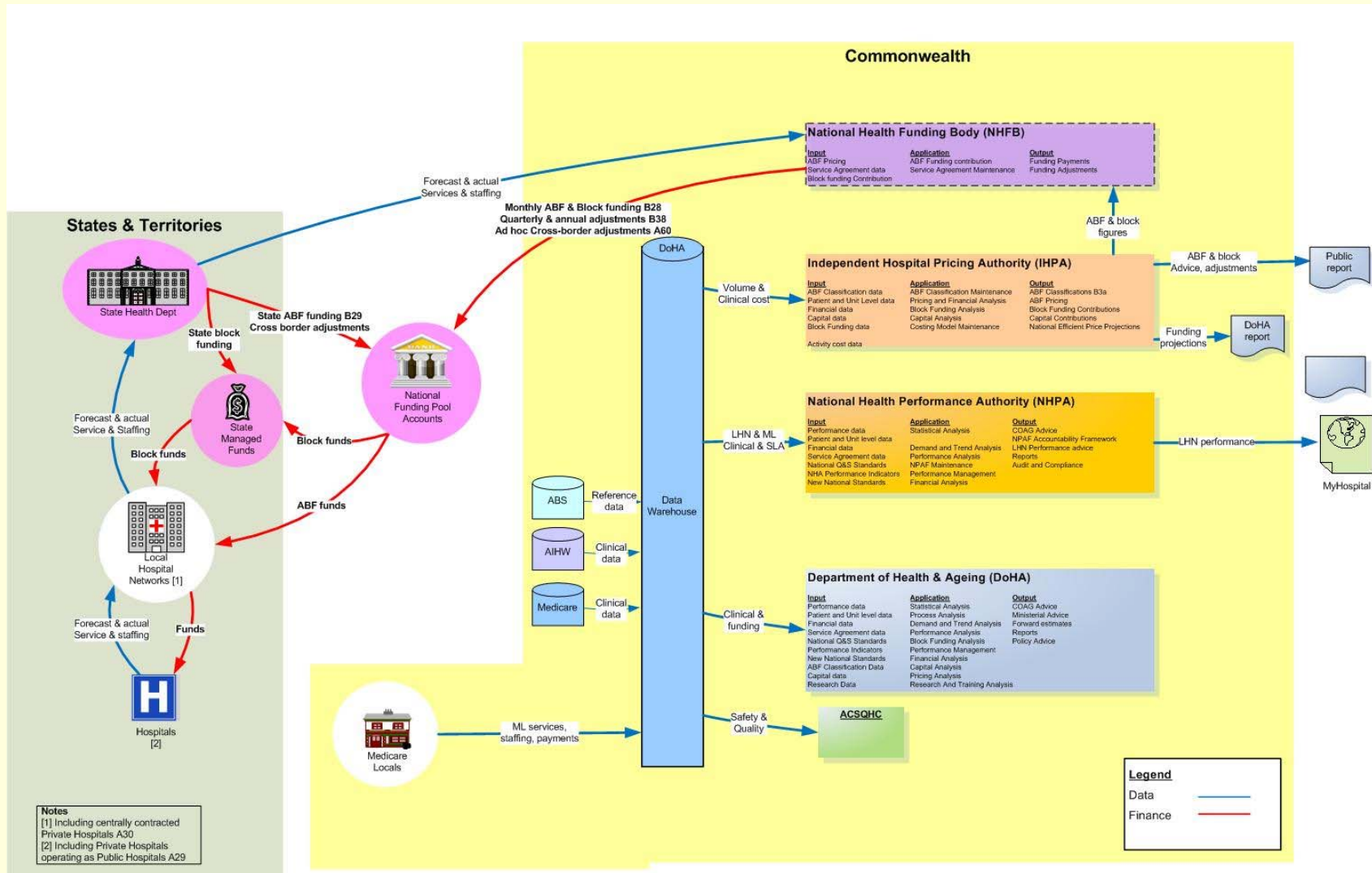
3. NHR EDW Program

Rob Wilkinson

NHR EDW Program Manager

Overall Responsibilities

- A key enabling program within the NHR framework

- To develop the ICT capabilities required to support NHR related operational and business functions for NHR Entities

- To provide the information sources, analytical tools and reporting capabilities required to support NHR

Detailed Responsibilities

- Coordinate day-to-day operational support

- Provide data collection and storage facilities for a range of key data sets

- Provide tools for data analysis, modelling and forecasting activities

- Ensure ABF related data transfer among the NHR Entities and between the national agencies and relevant state agencies

- Ensure capability to support NHR related payments and performance monitoring and reporting

Program Objectives

- Provide a best of breed ICT solution that represents value for money

- Selection of best overall solution and capability from RFT1 (foundation System and software)

- Selection of additional specialist BI services, from RFT 2 (Panel)

Program Requirements

Proven technology

- Proven technology
- Best of breed products
- Proven integration / interoperability of products
- Robust solution
- Minimise risk eg use COTS (buy not build) where possible
- Utilise re-useable and scalable technology which provides the ability to expand capability

Proven capability

- Demonstrated capability to successfully deliver similar implementation projects
- Demonstrated capability to successfully provide ongoing services
- Strong proven relationships with selected partners
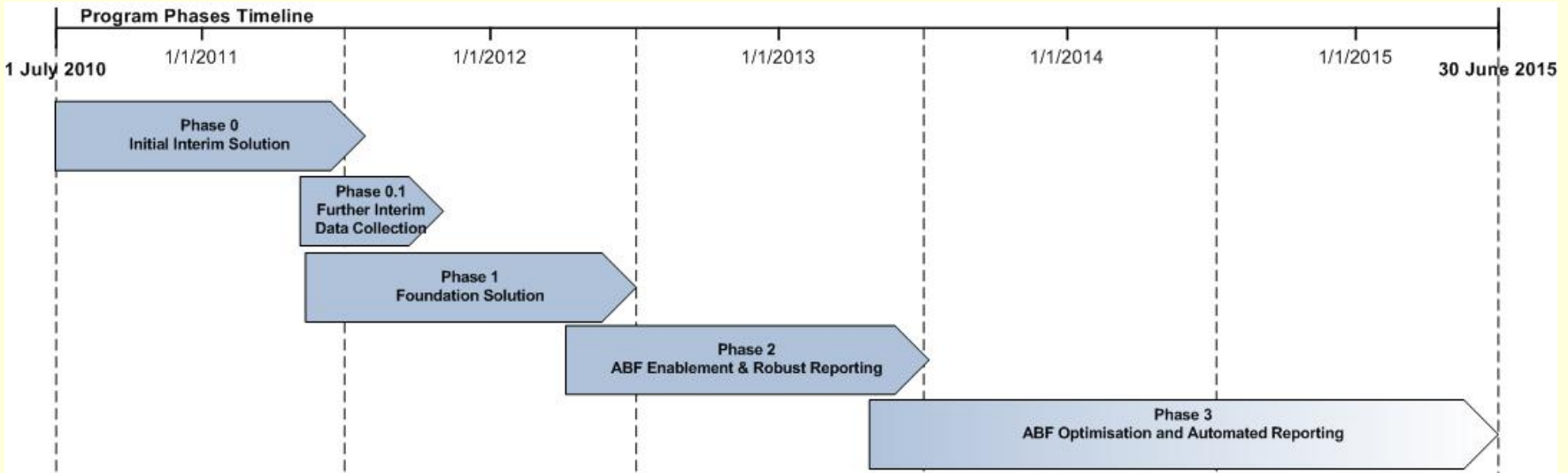- Extensible over time

Deliver outcomes for Phases 1, 2 and 3

- Deliver requirements needed for Phase 1 by end June 2012
- Provide capability to deploy necessary enhancements through Phases 2 and 3 and beyond

Note the System must be implemented and operational by 30 June 2012

Phased Approach

Program Phases Timeline

- **Phase 0** Initial Interim Solution
- **Phase 0.1** Further Interim Data Collection
- **Phase 1** Foundation Solution
- **Phase 2** ABF Enablement & Robust Reporting
- **Phase 3** ABF Optimisation and Automated Reporting

Timeline: 1 July 2010 — 1/1/2011 — 1/1/2012 — 1/1/2013 — 1/1/2014 — 1/1/2015 — 30 June 2015

Phase 1 (30 June 2012)

- Operational foundation System and some data sets implemented (eg. MBS and Hospitals data)
- Support for ABF and IHPA and NHPA reporting and ad hoc queries

Approach to Procurement

- Comply with Commonwealth Procurement Guidelines

- Probity Principles
  - Fairness, impartiality and honesty
  - Consistency and transparency of the process
  - Use of an appropriate competitive process
  - Appropriate security and confidentiality arrangements
  - Identification and management of actual and potential conflicts of interest
  - Compliance with legislative obligations and Government policies

- Engage both a probity advisor and probity auditor

Probity Advisor

- Probity advisor is Andrew Marsden from O'Connor Marsden and Associates

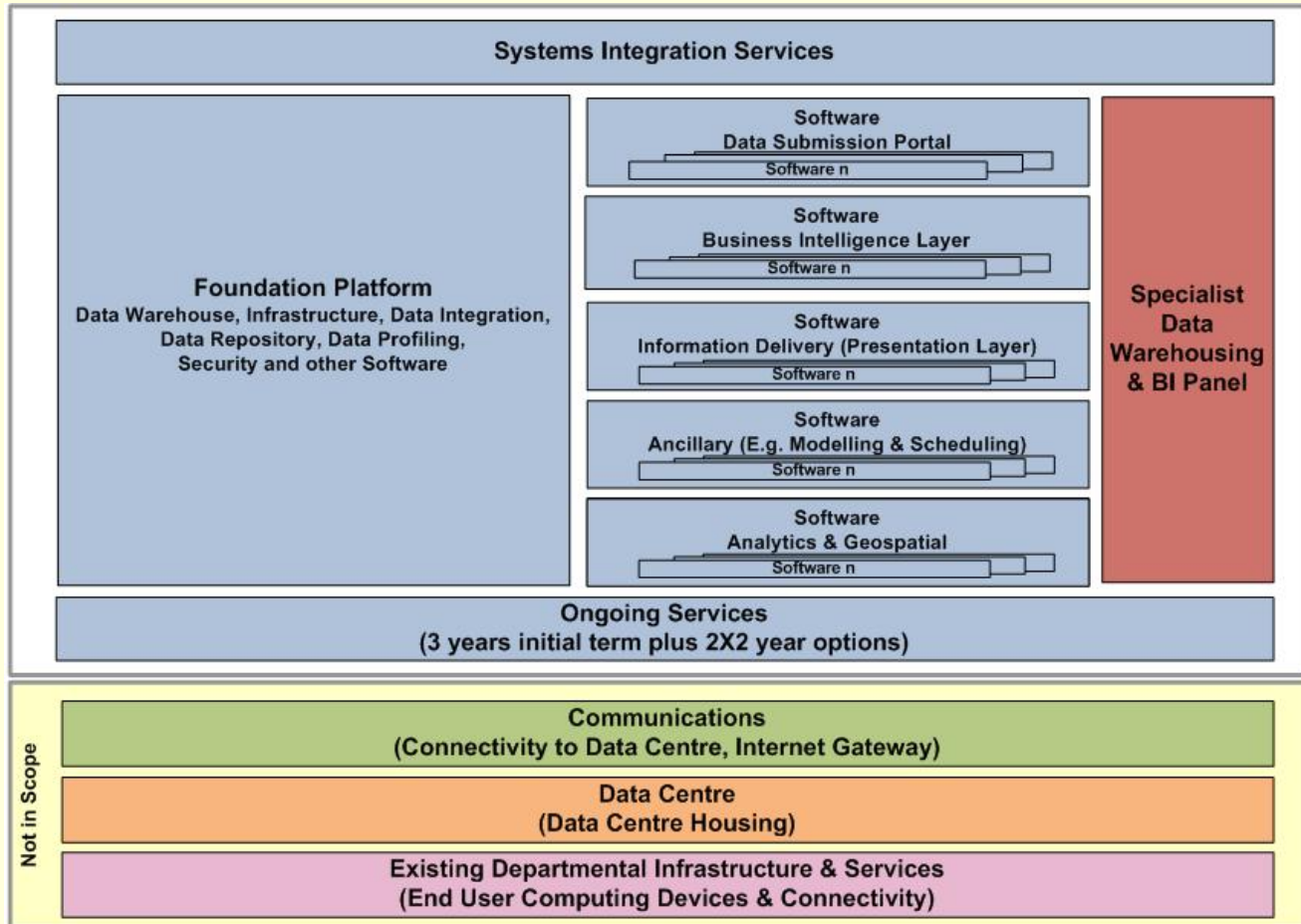- If you have any probity concerns, you can contact him direct via amarsden@ocm.net.au

4. Market Process

Debbie McLaughlin

Business Advisor

RFT Framework

RFT Title	RFT Scope	RFT to Contract Approach
RFT 1 **Managed Services**	Systems Integration Services & Ongoing Services. Foundation Platform and Software for Data Submission Portal, Business Intelligence Layer, Information Delivery Layer and ancillary software, Analytical and Geospatial.	One RFT, One Agreement with One Service Provider
RFT 2 **Specialist Data Warehousing & BI Panel**	Specialist Data Warehousing & Business Intelligence Services	One RFT, One Deed of Standing Offer per Panellist, Multiple Official Orders, as required

System Overview

Key Elements	Description
Foundation Platform	Core platform, including: • Data integration • Data repository, including data warehouse • Data profiling • Security
Data Submission Portal	Submission portal for delivery of data to the System from external sources and organisations
BI Layer	BI management and interface elements: • BI platform • Metadata management • Collaboration • Publishing & Content Management • OLAP
Information Delivery (Presentation Layer)	Presentation of data and information to users: • Reporting • Dashboards • Scorecards • Ad hoc queries • Interactive visualisation
Ancillary Software	Ancillary products required to support the System (eg. developer tools)
Analytics and Geospatial	• Data analytics • GIS

RFT1 Scope

In scope

- Supply of Hardware and Software for System (note that Hardware will be purchased by the Department)
- System Integration Services (Phase 1 implementation)
- Ongoing Services
- Service Management Services
- Reporting, Policies and Procedures

Out of scope

- Specialist Services acquired via RFT2 panel (eg content implementation)
- Data Centre facilities
- WAN Communications to connect Users
- End User computing devices and connectivity
- Internet gateway

RFT1 – Scope Impacts

- Functionality (including specific Software products) may be removed from scope during the RFT process if the proposed product does not adequately meet requirements

- Any removed Software would then be sourced separately by the Department (eg to obtain 'best of breed' Software)

- The RFT1 managed services provider would still be responsible for integrating and managing that Software as part of the System

RFT2 Scope

- Panel for Specialist Services
  - BI specialists
  - Data warehouse specialist
  - Data implementation specialists
  - Other – TBD

- Multiple official orders may be issued
- Expected to be released Q4 2011

Example Responses

RFT Response	RFT1 Must tender for all requirements	RFT2 Panel May tender for one or more services
Tenderer A	██████████	
Tenderer B	██████████	██████████
Tenderer C	██████████	▓ ▓▓ ▓
Tenderer D	██████████	░ ▓
Tenderer E		██████████
Tenderer F		▓ ▓ ▓▓
Tenderer G		▓
etc		

- Tenderers may tender for both RFT1 and RFT2

- For RFT1, a consortium may submit a Tender, but on the basis that one legal entity will be the prime contractor for the Department and will take full responsibility

RFT 1 - Structure Overview

Part 1 – RFT Process and Conditions

Part 2 – Requirements

Schedule 1 – Overview / Background Information

Schedule 2 - Solution Requirements

Schedule 3 – Performance Requirements

Schedule 4 – Management Requirements

Schedule 5 – Pricing Requirements

Schedule 6 – Draft Contract

Part 3 – Glossary

Part 4 – Response Form

Schedule 2A – System and Services Overview

Schedule 2B – Functional Capabilities

Schedule 2C – Non-Functional Capabilities

Schedule 2D – System Integration Services

Schedule 2E – On-going Services

Schedule 2F – Service Management Services

Schedule 2G – Reporting

Schedule 2H – Policies and Procedures

Schedule 2I – User Scenarios

All Requirements Schedules, as updated during the process, become part of the final Agreement

Attachment A – Question and Answer Form

Attachment B – Compliance Statement

Attachment C – Pricing Tables

Attachment D- Solution Overview

Attachment E – Physical Level Architecture

Attachment F - Solution Specification

Attachment G – Implementation Plan

Attachment H – Resource Plan

Attachment I – Deliverables List

Attachment J – Declaration and Deed of Confidentiality as required

Response documents Attachment C to I, as updated through negotiations, become part of the final Agreement
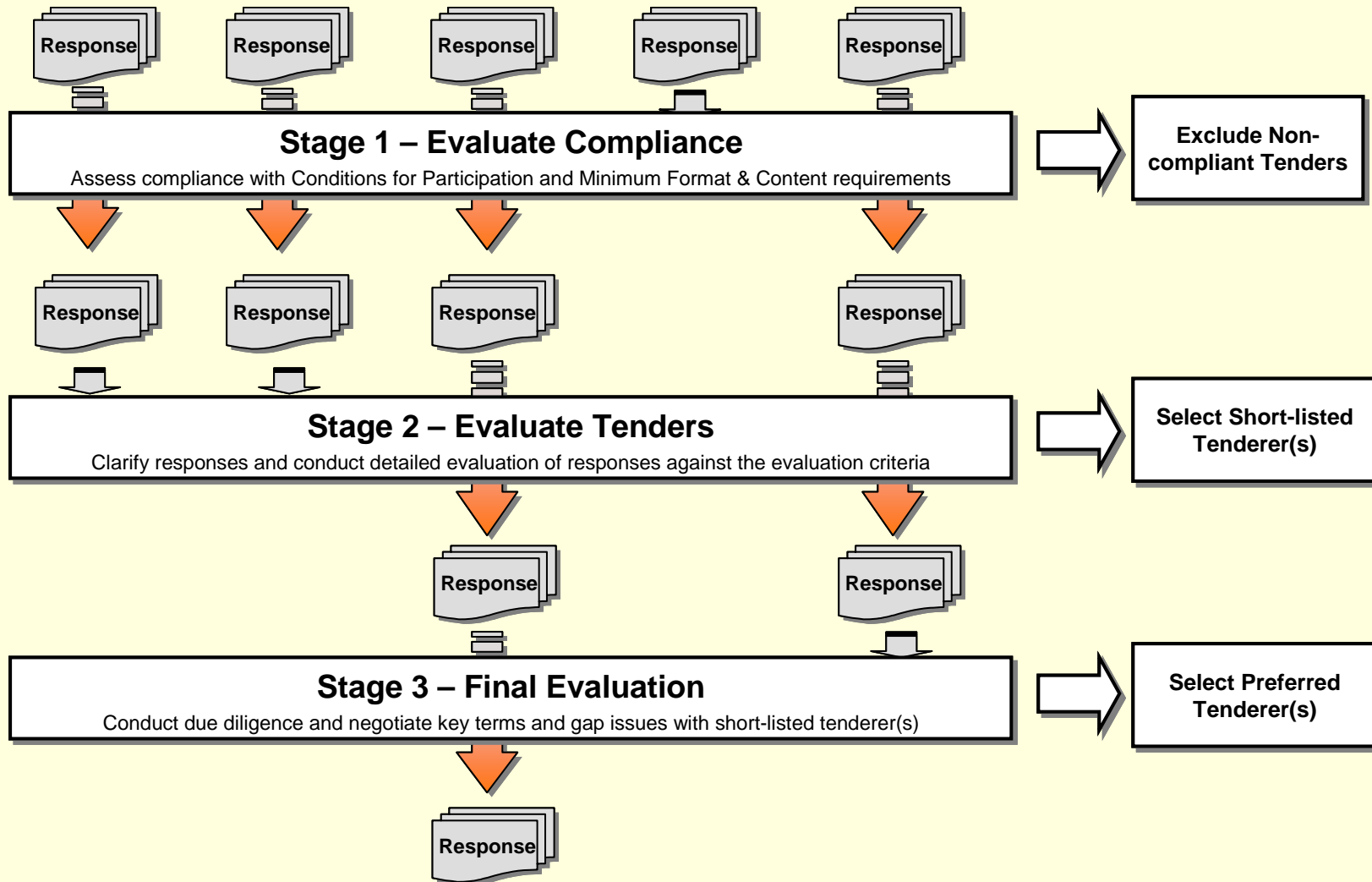
Supporting Documents

The following supporting documents will also be made available to Tenderers:

- Business Function Catalogue

- Solution Architecture Overview

- Usage and Volumetric Information

- Data Catalogue

- Data Centre and Communications specifications

Evaluation Process

Australian Government
Department of Health and Ageing

Response **Response** **Response** **Response** **Response**

Stage 1 – Evaluate Compliance
Assess compliance with Conditions for Participation and Minimum Format & Content requirements

Exclude Non-compliant Tenders

Response **Response** **Response** **Response**

Stage 2 – Evaluate Tenders
Clarify responses and conduct detailed evaluation of responses against the evaluation criteria

Select Short-listed Tenderer(s)

Response **Response**

Stage 3 – Final Evaluation
Conduct due diligence and negotiate key terms and gap issues with short-listed tenderer(s)

Select Preferred Tenderer(s)

Response

Conditions of Tender

- Conditions of Tender are in accordance with the Commonwealth Procurement Guidelines

- Late Tenders will be excluded

- Tenders that do not satisfy the conditions of participation and minimum content and format requirements will be excluded

Indicative RFT1 Timeline

Australian Government
Department of Health and Ageing

Industry Briefing	11 Aug 2011
Issue RFT	early Sep 2011
RFT Closure	mid Oct 2011
Select Shortlisted Tenderers	mid Nov 2011
Select Preferred Tenderer	end Nov 2011
Complete Negotiations	mid Dec 2011
Contract signing	end Dec 2011

Note: RFT2 is planned to be issued in Q4 2011

5. Solution Requirements

Phil Watkins

Architecture Team

Solution Focus Areas

- The Solution Architecture

- Ability to support Solution ongoing

- Performance of the Solution

- Key functionality

    - Data Integration, Data Warehouse, Business Intelligence Layer, Presentation Layer, Analytics, Submissions Portal,

- Ability to support future changes

    - Flexibility, Extensibility, Scalability

Solution Architecture

- Demonstrate a coherent integrated architecture

- Demonstrate a clear understanding of how the solution works end-to-end

    - NOT just a response to individual product capabilities

- Demonstrate an understanding of what is needed to run a complex operational environment

- Demonstrate a solution that is capable of being stood up within the required timeframe and that has flexibility to adapt over time
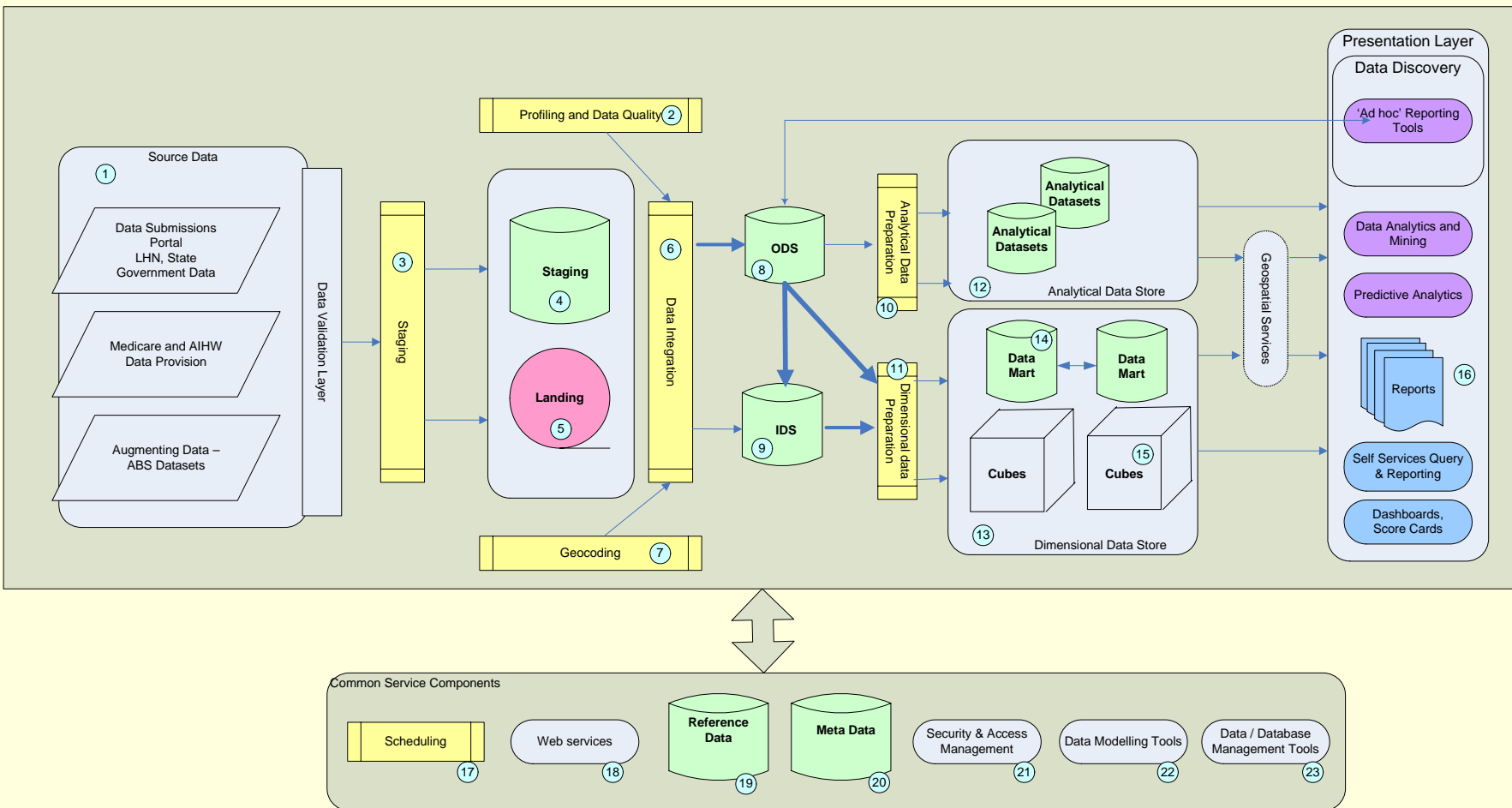
Functionality Requirements

- Functionality should be delivered via best of breed products NOT generic product sets

- This applies to key components as well as other functional areas, such as:
  - Metadata Layer
    - Needs a good user interface – to capture metadata
    - Good interfaces to many different types of source system
  - Scheduling tool set
    - Needs good scalability & facilities for controlling complex ETL streams
      - Not just an add on to a Data Integration suite
  - Test harness
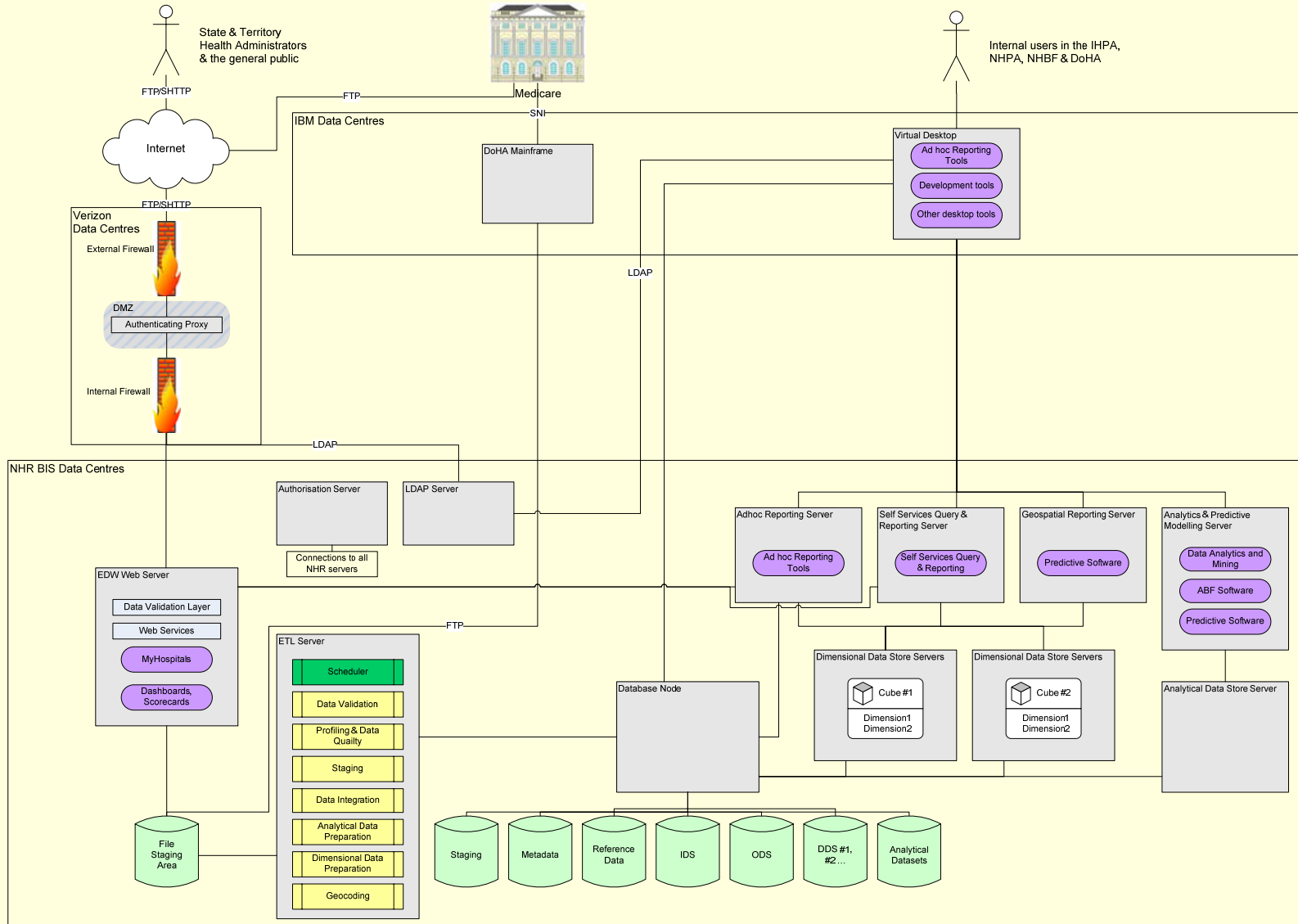   - Needs to suit agile methodologies & data warehousing

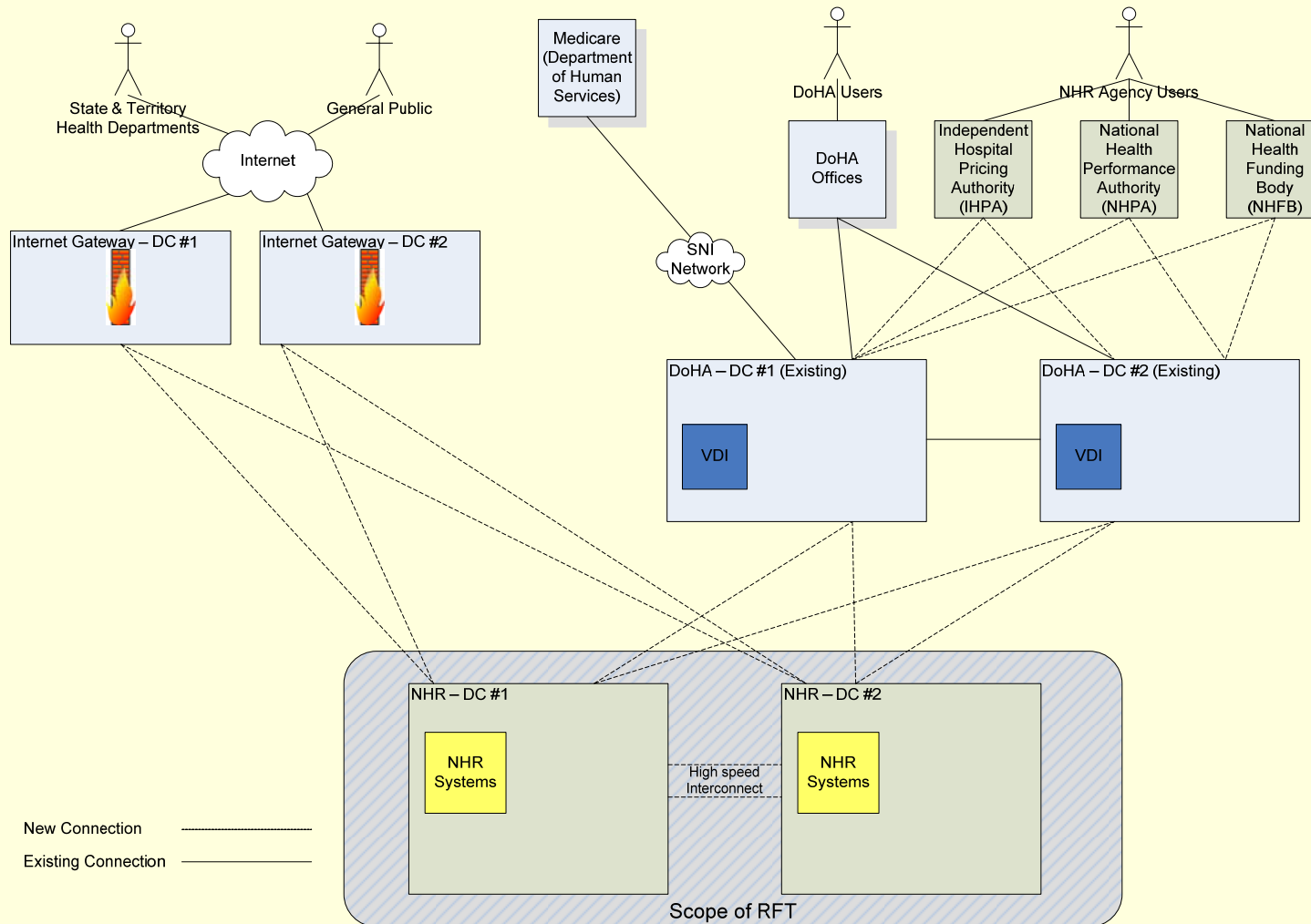# Solution Component Model

Indicative Model

Solution Operational Model

Solution 'Touchpoints'

State & Territory Health Departments | General Public | Medicare (Department of Human Services) | DoHA Users | NHR Agency Users

Internet

Internet Gateway – DC #1 | Internet Gateway – DC #2

DoHA Offices | Independent Hospital Pricing Authority (IHPA) | National Health Performance Authority (NHPA) | National Health Funding Body (NHFB)

SNI Network

DoHA – DC #1 (Existing) | DoHA – DC #2 (Existing)

VDI | VDI

NHR – DC #1 | NHR – DC #2

NHR Systems | High speed Interconnect | NHR Systems

New Connection
Existing Connection

Scope of RFT

RFT 1 MSP is responsible for managing and co-ordinating integration of all touchpoints

High Level Work Pattern
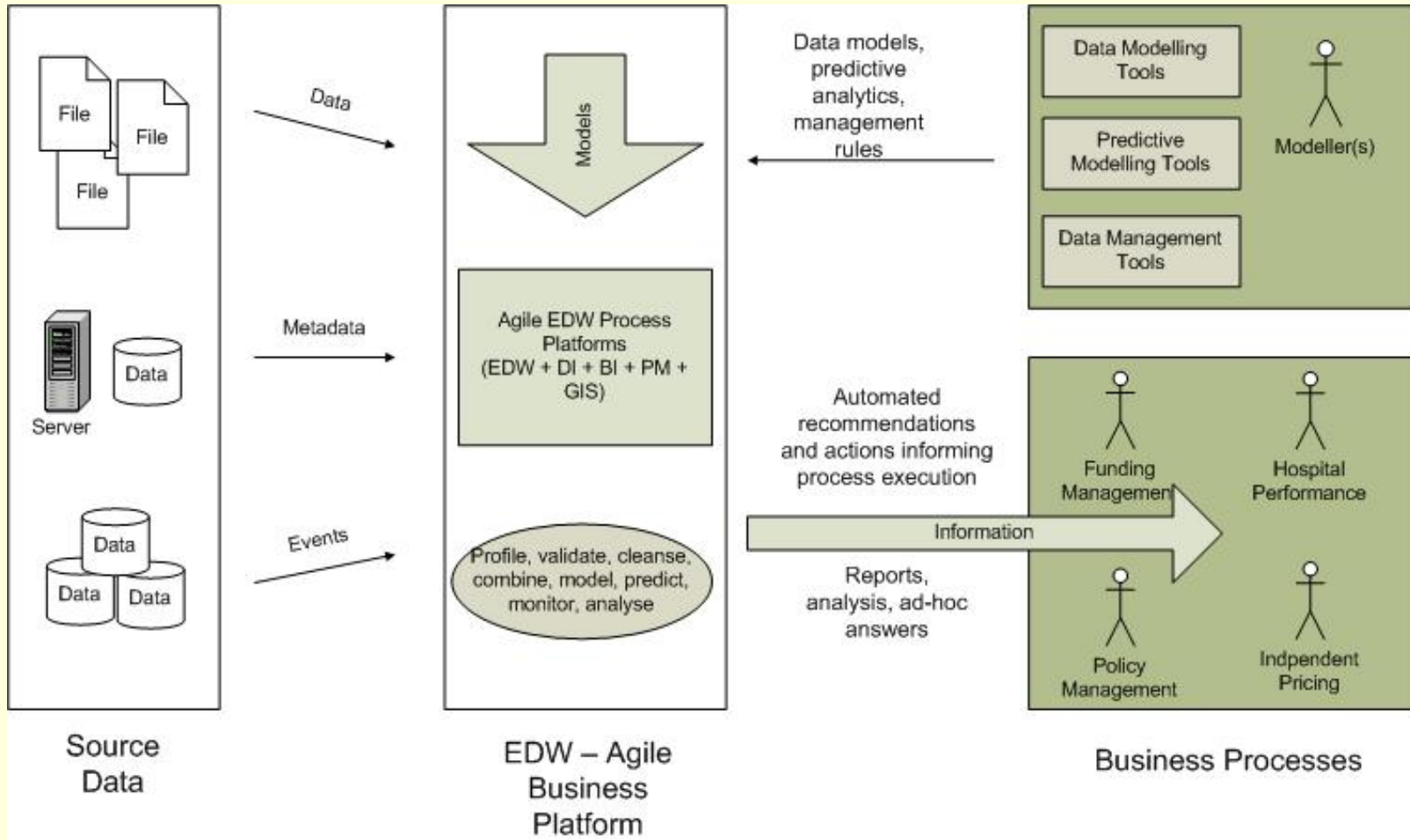
Solution Performance

- Key areas for performance are:
  - Analytics & Presentation Layer

- User scenarios will define:
  - Data volumes
  - Data structures
  - Analytics workflows

- Tenderer responses will need to:
  - estimate total runtimes for Analytics
  - validate that Presentation Layer performs to targets

- Performance will be validated during Acceptance

User Scenarios

- A range of typical user scenarios will be provided to
  - Provide business context for the NHR EDW
  - illustrate the expected range of required capabilities

- Selected 'high end' scenarios will include volumetrics to enable Tenderers to scale the initial solution

- These selected scenarios will also be used as specific test examples during Acceptance

Future Changes

The solution must allow for future changes

- Scalability – up to a 10 fold increase in 3 years

- Extensibility - adding new services to the solution
  - Support for new products (e.g. new functionality)
  - Support for new data sources
  - Changes in technologies

- Flexibility – making things happen quickly
  - Appropriate balance between "operational risk" and being responsive to change

Summary

RFT 1 responses will need to demonstrate:

- A strong knowledge of how the solution works end-to-end to ensure it is coherent
    - Not just a micro detailed specification of functionality

- Performance & capacity commitments against the 'high end' Analytics scenarios using volumetrics provided

- Inclusion of "best of breed" products that deliver industry leading capability

- Capability to manage the NHR EDW ongoing

6. Close

- Any final questions?

- Contact Information
  - AusTender is the single source of information on the RFTs

  - Questions may be emailed to: NHR_EDW_Tender@health.gov.au